

Busting silos

As the nature of work changes, agencies need a platform to enable employee collaboration, content management



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As agencies manage a growing remote workforce, they must provide a seamless way for employees to share data and applications, build digital workflows, and collaborate with users in real-time regardless of where they are located.

The demand for workplace technologies and business processes to support new digital services and employees who are now working remotely, is putting a strain on agency legacy IT systems.

“How agencies work, where employees work from, and where they work has simply changed,” said Wyn Elder, managing director, Global Public Sector, Box.

To operate in today’s environment IT departments have to manage a very complex ecosystem; however, most IT systems “aren’t up to the challenge,” he said.

The average worker has access to between 150 to 200 software

applications at work, but many of today’s tools were not built to support secure collaboration across multiple borders.

“Employees typically don’t have a seamless way to create, manage, collaborate, secure and dispose of content across all those applications,” Elder said. “This creates enormous difficulties, not only for IT departments, but for agency employees, especially in terms of productivity and user experience.”

Valuable content, such as contracts and financial documents, is stored and managed on numerous siloed systems and business applications, which increases cost, complexity, and risk.

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“Content is being stored in too many places, making it impossible to find, manage and secure,” Elder said. “But our work doesn’t live in silos.”

The lack of an integrated and secure content cloud platform on the back end that allows external collaboration, has caused many employees to turn to shadow IT, which significantly increases the cyber risk, he added.

The use of email attachments, unmanaged cloud accounts, and physical media to transfer large files represent a growing risk to agencies. For instance, federal agencies have over 10,000 unmanaged cloud accounts registered through their agency emails.

Box offers agencies a solution to these issues by providing a secure, reliable, and compliant place for agencies to manage their content from any application.

The company has evolved from its original cloud storage roots, Elder said, because it recognized the dilemma facing agencies as technology matures and the nature of work changes.

“Every tech shift has changed how we manage content and the

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problems companies face today are a natural outcome of how content systems have evolved” from on-prem file servers to today’s cloud content management, he said.

Box puts “content at the center” of an organization’s technology ecosystem, Elder said, “not as an afterthought and not mutually exclusive of security.” It offers one secure platform to manage the entire content journey from when a file is ingested or created to when it’s edited, published, approved, signed, classified and retained.

It offers frictionless security and compliance, allows for internal and external collaboration, and works seamlessly across a wide range

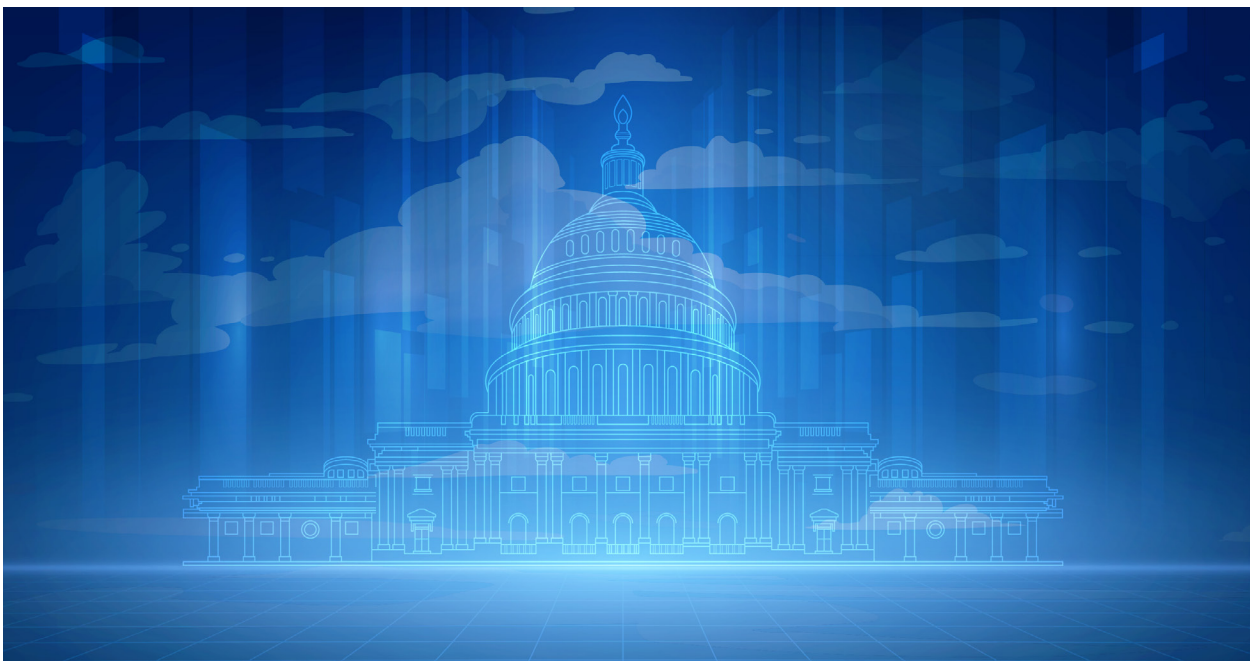
of applications. It also protects organizations from an unintentional or malicious data breach.

The Box platform is built on a cloud native foundation of security, compliance and content services, he said.

The content service layer enables real-time collaboration and the ability to automate workflows via Box’s native applications, over 1,500 pre-built integrations, as well as custom-built integrations. API and developer tools enable users to connect to other systems and centralize content, metadata, and policies in the content file.

Box has broad applicability within the government space, Elder said. For instance, the company can help citizens get access to unemployment benefits, deliver child support payments, file tax returns, make regulatory submissions, and help police and the courts manage evidence and case management content.

“The choice between collaboration and security is a faulty dilemma,” Elder said. “You can have both, and your agency and mission demand it”



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