

Creating smarter governments for the digital future

**Verizon's vision for the public
sector in ANZ**

verizon
business



Digital Transformation in the public sector

Becoming a technology-enabled organisation.

As we move beyond 2024, the public sector within Asia Pacific continues to drive significant technological change through (i) leading efforts to define stronger security measures and set new standards for responsible AI use in government, and (ii) implementing initiatives which are vital to safeguarding public trust and ensuring a sustainable future.

We know that AI offers exciting opportunities to improve public services. But it comes with risks in terms of cybersecurity and citizen data protection. To harness these technologies, the public sectors must prioritise safe and responsible use.

As we move into an AI-driven future, Verizon is a powerful partner for helping organisations deliver more efficient, user-friendly and seamless public sector services. Providing a secure platform for the latest technologies and partner solutions is a top priority.

Are you ready to embrace this digital transformation? This report will show how Verizon can help your organisation thrive beyond tomorrow.



60%¹ of government organisations are seeing widespread use of digital solutions across all parts of their services.

By 2026, more than 70%² of government agencies will use AI to enhance human administrative decision-making.



Digital transformation is improving public life

APAC governments are digitising government services to improve social inclusion³. 60% of government organisations will prioritise business process automation by 2026⁴. With cloud modernisation, AI, and Smart Cities infrastructure creating more responsive and efficient public services.



AI is powering decision-making and security

Governments in APAC are using AI and machine learning to improve public services, security, and communication⁵. They're investing in agile systems that harness predictive analytics for real-time decision-making⁶. But the adoption of AI in the public sector remains low, with 74%⁷ of Australian government workers saying they rarely or never use AI.



Beyond traditional data silos

33%⁸ of Australian public sector employees report issues accessing data needed to do their jobs. Governments are improving legacy data system accessibility using platform-based approaches⁹, which better balance transparency and robust security¹⁰.

Challenges of today

As demands for better government services and stronger cybersecurity surge, the public sector is at a critical moment. But despite significant digital transformation, persistent challenges remain. The time to act is now.

Inability to scale due to legacy technology

The prevalence of legacy tech, and in particular, siloed IT infrastructure, impedes data sharing and makes scaling difficult. Data silos between channels, jurisdictions, and locations are a major barrier to citizen-centric progress, with only 37%¹¹ of organisations viewing their data capabilities as effective for service delivery.

The Digital Divide

Disparities in connectivity, digital skills, and access to government services create a significant digital divide in APAC. 65%¹⁴ of respondents believe their governments are not investing enough to bridge this gap, underscoring the urgent need for targeted initiatives to ensure equitable digital access and skills development.

Evolving cybersecurity and data privacy threats

APAC faces a growing cybersecurity threat, with public administration being its most targeted industry. Discussion of public administration attacks accounts for 12.38%¹² of all dark web forum posts in this region. Verizon's 2024 DBIR reveals that 25%¹³ of APAC cyberattacks are motivated by espionage, which is significantly higher than other regions.

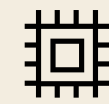
Public sector insights in Asia Pacific

APAC public sector leaders need to urgently elevate digital infrastructure to global standards, with public expectations mirroring private sector efficiency and innovation. This involves improving cybersecurity and using responsible AI to offer services that are transparent yet secure, driving technological advancement to provide equitable access to government services across the region.

Industry benchmarks: how do you compare?

With APAC citizens increasingly expecting private sector efficiency from public services, there has never been a more urgent time to embrace digital transformation. But how does your organisation measure up against the most important industry benchmarks?

The focus is on deploying robust cybersecurity and responsible AI to offer transparent, secure, and responsive services. This rapid advancement is essential not just for meeting current demands but also providing equitable access to government services across the region.



Tech spending growth

Tech spending in APAC grew by 6.4%¹⁵ in 2024, reaching US \$710 billion. This is fuelled by sustained demand in software, services, and communications.



Software and AI

Software spending grew by 10.3%¹⁶ in 2024, driven by AI and AI-augmented services. By 2027, software is set to become the largest tech category by spend in APAC.



Security spending

Security spending in APAC increased by 12.3%¹⁷ in 2024, reaching \$36 billion. This highlights the critical importance of safeguarding against emerging cyber threats.

The future is looking bright for government digital transformation, with technology spending predicted to rise:

- Government IT spending in APAC is predicted to grow annually by 8%¹⁸ by 2025, as 900 million citizens are expected to join the online community in the next three years
- Between 2021 and 2026, governments in APAC will account for roughly 10%¹⁹ of the overall spending on artificial intelligence solutions in the region

Verizon: we'll build a solution for you

Verizon can help make your vision of a better government and citizen experience a reality, faster. From a reliable private 5G network that supports real-time data for emergency services, traffic flow and smart infrastructure, to advanced virtual reality that enables seamless training, Verizon has the right tools to meet the public sector's needs. As your transformation partner, we'll co-create an environment that is connected, efficient, safe and secure.



How we do it



A connected environment

Having the right network is paramount to providing the access and connectivity required to ensure a good user experience. Along with this, a reliable network provides workforce enablement and scalable, flexible and adaptable delivery of citizen services. Verizon's collaboration and communication solutions sit above the network so that government officials, industry partners, suppliers and citizens can easily and effectively work together.



Increased visibility

Many agencies are using Internet of Things (IoT) technology to control equipment, monitor building systems, or perform other tasks. Agencies surveyed by the U.S. Government Accountability Office, "[most frequently reported increasing data collection and increasing operational efficiency as benefits of using IoT technologies.](#)" Increasing data collection and visibility can ultimately aid decision-making and support technology development that better serves the public.

With the right tools, employees can easily collect data and uncover insights that will help improve the interactions between the government and its citizens.



Upgraded training and education

A private 5G network can power government entities to tap emerging technologies, like virtual reality (VR), in new and innovative ways. Virtual training experiences powered by private 5G networks, for example, could potentially help bring realistic training experiences to life for government agents in a safe environment while also reducing the number of field officers that have to be pulled from regular duties to conduct the sessions.

In the education sector, VR unlocks new ways for students to engage with immersive, three-dimensional learning content. While WiFi may support basic experiences, delivering rich, interactive sessions at scale demands a high-speed, low-latency network—such as private 5G—to prevent lag and ensure seamless learning for students. With private 5G, schools can deliver seamless digital learning, while districts benefit from scalable infrastructure that supports secure, consistent access across the network.

How we do it



Boosted cybersecurity

When it comes to cybersecurity in the public sector, you must be fully prepared for any attack. Establishing a long-term, programmatic approach requires agencies to establish upfront requirements for a service-oriented architecture, security, end-user capabilities and availability.

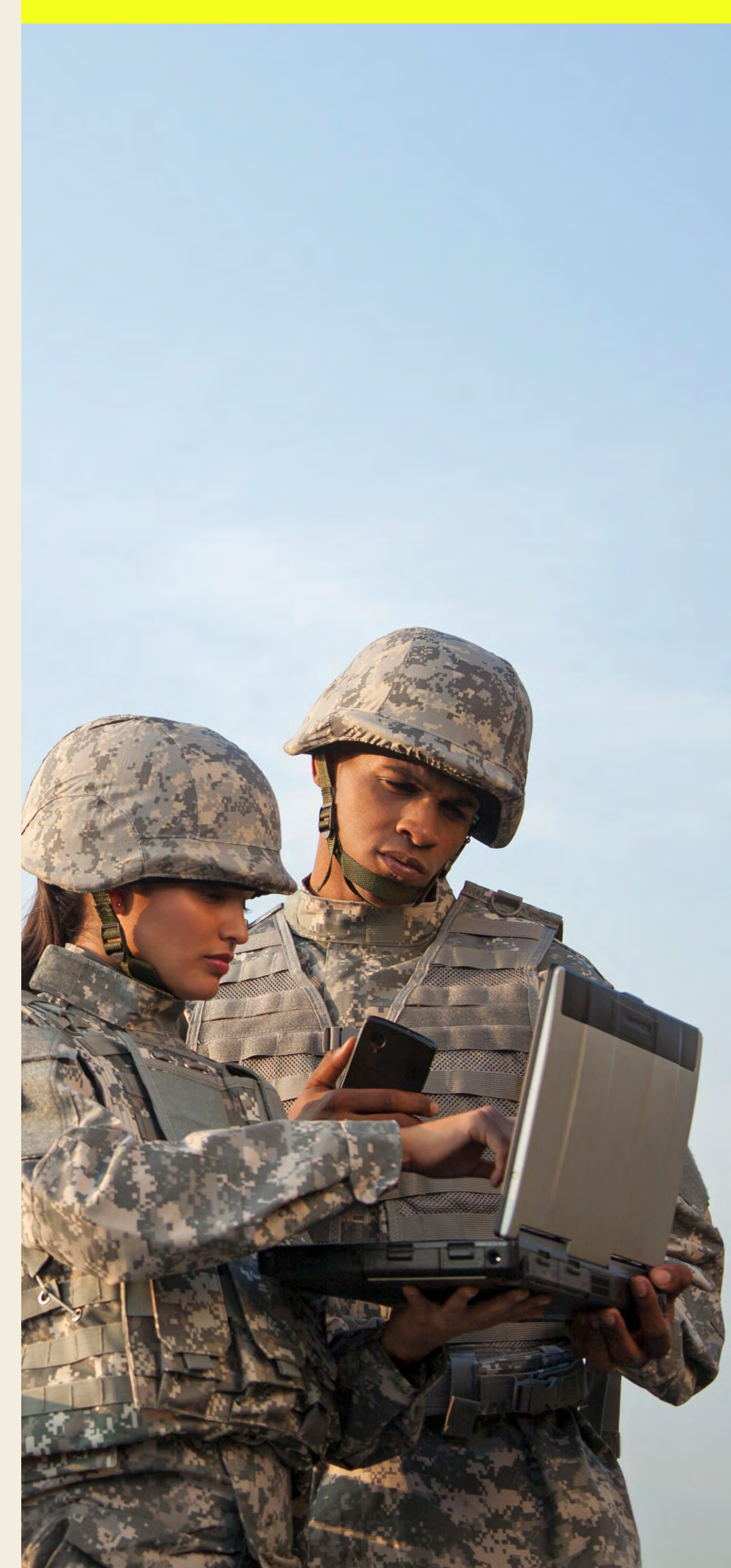
Taking an inventory of data and thinking about the best ways to move that data securely is a sensible strategy to protect sensitive citizen information. Organisations should also determine how to make the data consumable by end users and how best to present that data to decision-makers. Verizon can help create a security strategy that can grow with your agency and conduct vulnerability assessments and penetration tests to keep tabs on your security posture.



Enhanced public safety

A deployable private 5G network can deliver the low latency and high-speed performance needed to enhance public safety operations. When combined with edge-based computing and storage, this type of network can be rapidly deployed in emergencies to support first responders in the field. These networks enable secure, real-time sharing of large data files — such as HD video feeds — and power fast data analysis to support timely decision-making.

AI can also play a critical role, detecting objects and analysing data in time-critical scenarios. For example, responders can be tracked in real time using geolocation and wearable sensors, helping teams coordinate more effectively and stay situationally aware.



How it all comes together



Associated British Ports



Challenge

A mixed-use port faced a number of complications regarding connectivity. Manual entry of information and public 4G limitations led to inefficiencies.



Solution

Verizon Private 5G Network provided ABP with reliable, low-latency connectivity across the port.



Results

- Enhanced security through a new private network that consolidated parts of its network and communications
- Improved visibility through fast data exchange and near-real-time analytics
- Boosted morale as employees felt confident with more efficient connectivity

A strong local presence

Verizon has built a strong presence in APAC. We have security operations centres in Canberra and throughout the region, and sovereign data centres. We also operate a centre of excellence in the Philippines, our Computer Security Incident Response Team (CSIRT). More importantly, we have a dedicated team based in Australia.

Talk to the Verizon team about security and networking solutions designed in line with leading national and international standards, including:

ANZ

- The ASD Essential 8
- Information Security Manual (ANZ)
- IRAP certification for protected data
- Verizon Threat Research Advisory Centre (VTRAC)
- Certified Information Systems Security Professional (CISSP)
- Certified Information Security Manager (CISM)
- Cybersecurity and Infrastructure Security Agency (CISA)
- Certified in Risk and Information Systems Control (CRISC)
- Certified in Cloud Security Knowledge (CSK)

Global

- ISO 27001
- ISO 27002
- Payment Card Industry Data Security Standard (PCI DSS)
- National Institute of Standards and Technology Cybersecurity Framework (CSF)
- National Institute of Standards and Technology SP 800-53
- CSA Cloud Controls Matrix
- Cybersecurity Capability Maturity Model
- Control Objectives for Information Technologies (COBIT)



Our global strength

When you choose Verizon, you'll not only benefit from dedicated local resources, but our global capabilities too. This combined strength gives you unrivalled connectivity and protection from cyber threats.

99%

of Fortune 500 companies
as customers

150+

countries

9

security operation centres
(SOCs) globally

2,400+

certifications and training
for security team members
each year

34 trillion

raw logs processed each year
to protect our customers and
minimise threats

We are also a globally recognised:

- Gartner Magic Quadrant Leader (Network Services and Managed IoT Connectivity Services and Managed Security Services)
- Omdia Global IT Security Services Leader
- Unified communications as a service (UCaaS) leader for enterprise

Next steps

Let's take our partnership to the next level with an executive briefing.

Verizon can help you progress toward government digital and network transformation - no matter where you are on your journey.

We can also organise one of our Connected Future Workshops to help you define your vision. By following a tried-and-tested framework, we can help you: :

- Learn what industry leaders are implementing
- Walk through your transformation agenda
- Develop insight exchange opportunities
- Create a roadmap
- Decide on next steps

Contact us:

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[verizon.com/business/en-au/contact-us/](https://www.verizon.com/business/en-au/contact-us/)



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