

Transforming critical infrastructure

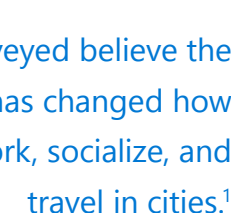
Using digital transformation to fill service gaps, improve efficiency, and enhance security



COVID-19 has prompted a shift from working at the office to working at home, leading to several complications for critical infrastructure:

Changing community expectations

With things like flexible work and delivered groceries being the new normal, governments need to better understand the types of services people need.

53%  of those surveyed believe the pandemic has changed how people live, work, socialize, and travel in cities.¹



83%

of critical infrastructure respondents say they've had at least one operational technology breach in the last three years.²

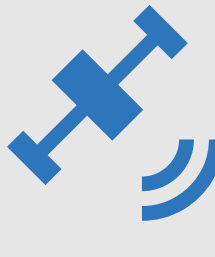
Threats to security and privacy

Cyberattacks are becoming more sophisticated, highlighting gaps in digital security, exposing private information, and putting operations at risk.

Outdated systems

Current processes across the infrastructure ecosystem are dated and rely on paper. This limits communication among teams and slows response times to critical issues.

50%  of transportation and logistics executives say outdated technology has caused or will cause them to lose customers.³



Secure, trusted solutions to help critical infrastructure agencies on their digital transformation journeys

Enhanced cybersecurity solutions allow infrastructure agencies to house information and processes in a secure, compliant environment with a reduction in threats to private data.

Modern applications and technology provide an opportunity to adopt tools for digitizing paper-based operations and improving communication. This makes agencies more agile, collaborative, and innovative.

The National Railway Company of Belgium



“Digital collaboration in Teams helped improve travel efficiency and reduce the number of incidents along the railway. The high-speed incidents have been reduced to almost zero, and our train reliability is up by 4 percent when compared to last year.”

—Guido Lemeire

Chief Information Officer, National Railway Company of Belgium

When the National Railway Company of Belgium (SNCB) began service in 1926, it was one of the most advanced rail transport systems on Earth. But 90 years later, they started to realize that their systems and processes weren't keeping up with the times. As recently as 2018, while the rest of the world had long since started moving to digital processes, SNCB was still shuffling paper forms around, trying to manage a mixture of daily driver reports, route change information, and safety notices.

SNCB knew they needed digital transformation to improve efficiency and modernize the workplace. That's when they turned to Microsoft 365 and Microsoft Teams.

Now, driver data and scheduling data are tracked in real time, the customer experience has been elevated, and employee communication is vastly improved. Best of all, a newly simplified collaboration process—via Microsoft Teams, Microsoft Forms, and Microsoft Power Automate—has led to a streamlined workflow and a safer, more efficient workplace.



[See how the National Railway Company of Belgium modernized operations with digital tools from Microsoft](#)

Transform critical government infrastructure with Microsoft's product ecosystem



Microsoft Azure Internet of Things

Connect, monitor, and control billions of IoT assets, from the edge to the cloud

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Microsoft Dynamics 365 Field Service

Deliver onsite services to customers where they are.

[Learn more >](#)



Microsoft Power BI

Connect and visualize data using a unified, scalable platform.

[Learn more >](#)



Microsoft Teams

Meet, chat, share, and collaborate, all in one place.

[Learn more >](#)



Supporting critical infrastructure worldwide

Microsoft delivers solutions that build trust by securing sensitive public information and putting people at the center of experiences.

See how Microsoft assists with digital transformation to deliver flexible, resilient, and secure critical infrastructure



[Learn more on the Microsoft for Critical Infrastructure website](#)



¹ ESI ThoughtLab, *Smart City Solutions for a Riskier World*, accessed April 2022.
² Skybox Security, *Operational Technology Cybersecurity Risk Significantly Underestimated*, 2022.
³ *The Last Mile Sprint: State of Mobility in Transportation and Logistics*.^{*} Infographic. SOTI, 2020.