USPS: Empower government employees to work from anywhere

T-Mobile FOR GOVERNMENT

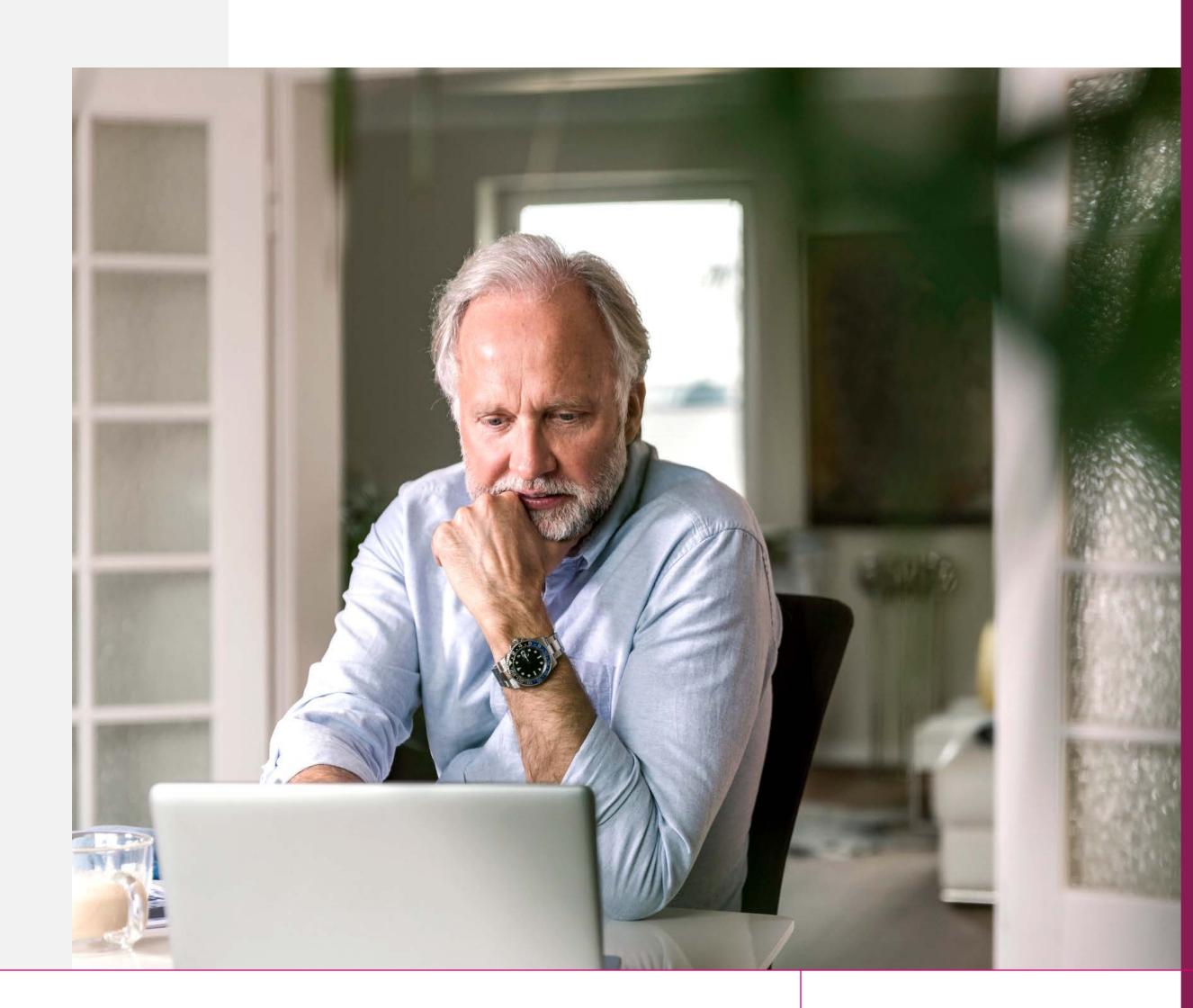How agencies can reduce costs and increase workforce mobility

T-MOBILE FOR GOVERNMENT

01

Introduction

Introduction

The COVID‑19 pandemic dramatically transformed the way we work. According to the Pew Research Center, of the workers who say they can effectively do their job responsibilities from home, 20% worked from home before the COVID‑19 outbreak, compared with 71% as of December 2020. A majority of people who can now go into the workplace say they prefer to work from home (60%).

The trend is true for government workers, too, with 63% of government employees teleworking full time as of September 2020. Some areas of government have embraced teleworking for the long term: for example, the Air Force announced it has no plans to return to pre‑pandemic patterns of working due to telework's positive impact on cost savings and productivity.

Research by analyst firm Gartner, Inc. shows that when employers offer greater flexibility regarding where employees work, the percentage of high performers increases by 7%— from 36% in standard, in‑office situations to 43% for employees with work‑location flexibility. Public and private sector employers see benefits to their distributed workforce structures, causing many to look for efficient ways to keep employees connected and productive regardless of location.

Given the likelihood that some forms of government telework will continue, including among the civilian federal employees and contractors who comprise a large portion of the government workforce, agency leaders are looking for communications solutions that support telework without compromising security.

The federal government began the work of transforming legacy communication systems in 2014, when the General Services Administration (GSA) set three overarching objectives for telecommunications:

01 Enable the public and an increasingly mobile workforce to access high-quality digital government information and services virtually anywhere, anytime, on any device.

02 Ensure that government can procure and manage devices, applications, and data smartly, securely, and affordably.

03 Unlock the power of government data to spur innovation and improve the quality of service to the citizen.

Delivering workforce mobility with 5G

T-Mobile for Government offers decades of partnering with local, state, and federal agencies, first responders, and educational institutions that give us insight into specific agency needs and an appreciation for the financial constraints they face. Even though the pandemic has aggravated budget shortfalls, we can help deliver agile and effective communications solutions.

The T-Mobile 5G network—now America's largest and fastest 5G network—covers 287 million people over 1.6 million square miles—nearly 2.5x more square miles than AT&T and nearly 4x more than Verizon. And the T-Mobile Ultra Capacity 5G experience, available in more than 1,000 cities and towns, can deliver download speeds of approximately 300Mbps and peak speeds up to 1Gbps*. Leading the 5G charge with a network built from the ground up for the next wave of innovation, we are guiding

governments nationwide toward the future of wireless communication in a world of distributed workforces. We're so confident of our network's superiority that we invite government agencies to try it for free through our no-risk network trial.

Ranked highest in Business Wireless Customer Satisfaction by J.D. Power for four years in a row, our dedicated customer support team is committed to helping government agencies stay connected when they need it most. From onboarding to implementation, partnering with T-Mobile means a fast, efficient, and stress-free switch for agencies and agency staff to prepare for the future of work.

*Fastest 5G based on analysis by Ookla® of Speedtest Intelligence® data 5G median download speeds for Q1 2021. Ookla trademarks used under license and reprinted with permission. Capable device req'd; coverage not available in some areas. Some uses may require certain plan or feature; see T-Mobile.com. T-Mobile received the highest score among very small, small/medium, and large enterprise business wireless providers in the J.D. Power 2017-2020 U.S. Business Wireless Satisfaction Studies of customers' satisfaction with their current wireless provider. Visit jdpower.com/awards. **Network Trial:** Non-T-Mobile customers only; 1 trial period per organization. Compatible device req'd. Data access for some trials limited to 30 days or 30GB, whichever comes first; contact us.

02 Empower productivity

Empower employee productivity

When COVID-19 struck, T-Mobile for Government smartphone solutions became the lifeline the New York City Department of Youth and Community Development (DYCD) needed to continue to serve its communities.

The DYCD supports New York City youths and their families by funding various youth and community development programs. It serves more than 340,000 citizens each year.

Though the agency previously had a wireless carrier and had deployed some smartphones to staffers, DYCD was dissatisfied with the service quality. And, though smartphones were available, most employees relied primarily on their office lines. CIO Michael Deutsch decided to change carriers pre-pandemic and partner with T-Mobile for Government, since T-Mobile offered the fastest network speeds in the Tri-State area.

T-Mobile developed a cost-saving solution that deployed Samsung S9 smartphones to all DYCD staff. Within months, the team doubled the number of employees using smartphones, from 200 to 400, while capping DYCD's cellphone service fee at the level it had paid the previous provider.

"We were able to increase the number of devices," Deutsch said. "Beyond pricing, T-Mobile came in with a very comprehensive plan on how we can make sure to track all phones and hotspots from beginning to end. That's important, and it was really easy to make the switch."

The change not only helped DYCD cut costs; it helped IT efficiently track and manage devices and empowered employees to transition to remote work quickly, providing uninterrupted service to the community.

"**"T-Mobile came in with a comprehensive plan on how we can track all phones and hotspots from beginning to end. MDM [Mobile device management] is important, and it was easy to make the switch."**
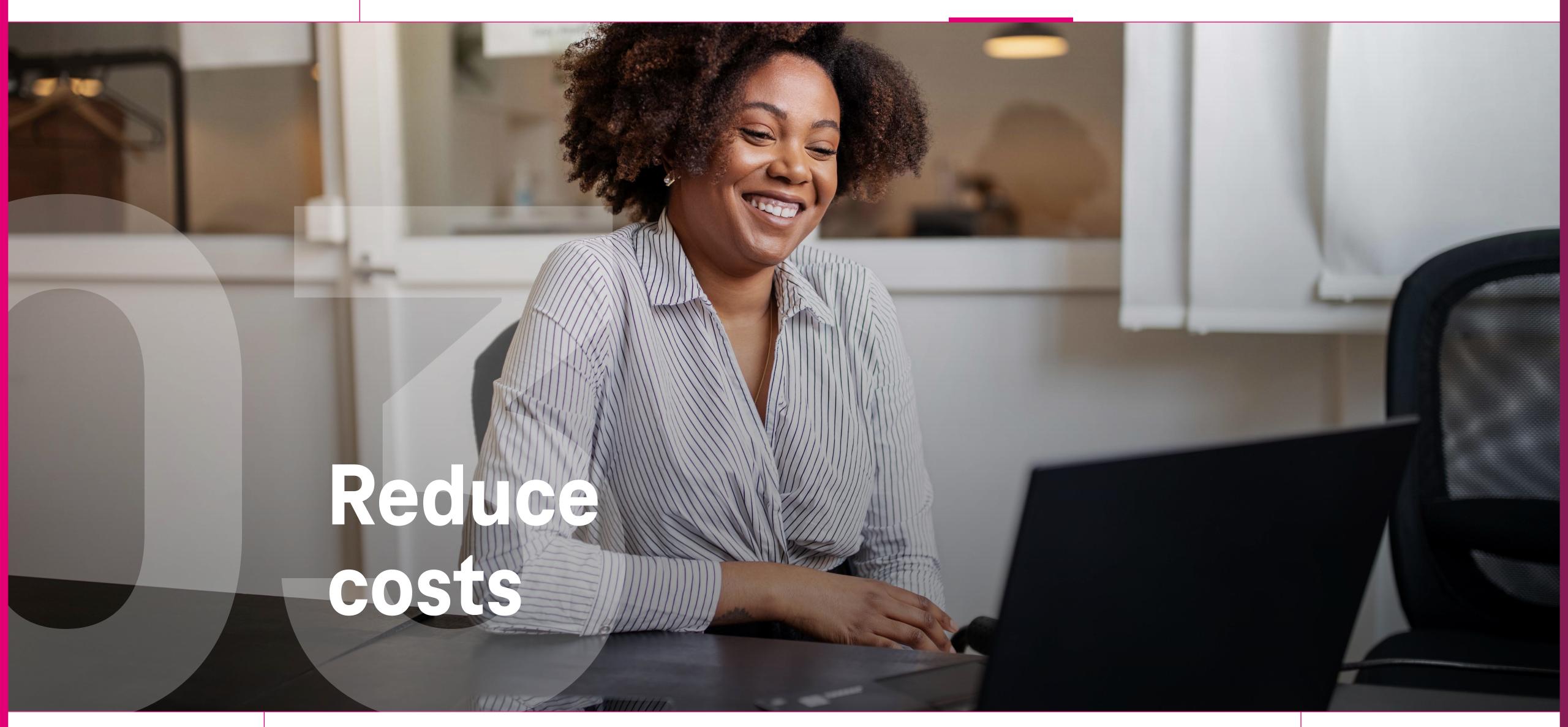
— Michael Deutsch, CIO, DYCD

Keeping the mobile workforce connected with 5G

5G has become a key component to keeping work-from-anywhere government employees connected. 5G not only delivers low latency and exceptional transmission speeds, but it also extends coverage into rural and urban areas that lack internet connectivity. And the future of 5G solutions for government aren't limited to office workers transitioning to remote work. For example, 5G could help:

- County health workers to check on rural patients via connected devices and sensors.

- State engineers to quickly check rural conditions and measure the stress caused by storms.

- Public works employees to find underground leaks without tearing up streets by using AR/VR glasses.

- Contact center workers to receive inbound and make outbound calls or conduct chat interactions safely and securely from any location.

- Firefighters to plan their attack on a blaze by enabling the use of helmet-mounted technology like C-Thru, which allows firefighters to see both heat levels and traverse dangerous environments.

Combining 5G with new technologies like artificial intelligence (AI) and multiaccess edge computing (MEC) promises to empower many types of government employees from health care to law enforcement.

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03

Reduce costs

Reducing costs

COVID-19's financial impact will linger for years as government agencies wrestle with the consequences of a pandemic that shuttered tens of thousands of businesses, cost millions of Americans their jobs, and reduced tax revenues at every level. Estimates of the impact vary widely.

Congressional Budget Office data shows that federal tax revenues declined between 2019 and 2020, while federal spending increased by more than $3 trillion.

Compounding the problem, the nation's county governments alone show losses of more than $200 billion a year, while decreased local government spending may lead to a $344 billion decline in economic output and 4.9 million fewer jobs.

Implications for state and local government agencies nationwide are significant as well. These agencies, including colleges and school districts, have already shed about 1.5 million jobs.

The pressure to reduce costs has increased scrutiny of all expenditures, from staffing to capital investment. The pandemic-induced trend of working from home has encouraged organizations to consider reducing their real estate costs by cutting the number of employees who work in central offices.

Agency leaders are finding other creative ways to reduce costs while increasing workforce mobility. This includes transitioning from landlines (where popular desk phone infrastructure can cost $50 and up per month, per user) to less expensive mobile device plans, working with a carrier that offers greater value. The California Department of Housing and Community Development (HCD) offers one example.

Helping HCD save $300,000 a year

The mission of the California Department of Housing and Community Development is to develop and preserve affordable housing for the citizens of California. Its employees traditionally relied on desk phones at the agency's Sacramento office to fulfill their mission. But when the pandemic hit, staff members transitioned to teleworking.

To ensure they could continue to do their jobs effectively, CIO Sumi Smith decided to migrate the department from desk phones to smartphones. She also decided to move existing mobile phone lines to a new carrier.

Timing was critical. Though typical HCD technology rollouts take nine months, Smith worked with T-Mobile to deploy the 64GB model iPhone 11 within weeks. By January 2021, HCD had deployed 950 iPhone 11s. The department's relationship with T-Mobile for Government made this transformation possible.

Switching to T-Mobile saves HCD more than $300,000 a year and helps them deploy twice as many smartphones as they had previously. The savings have helped the department make the most of a shrinking budget.
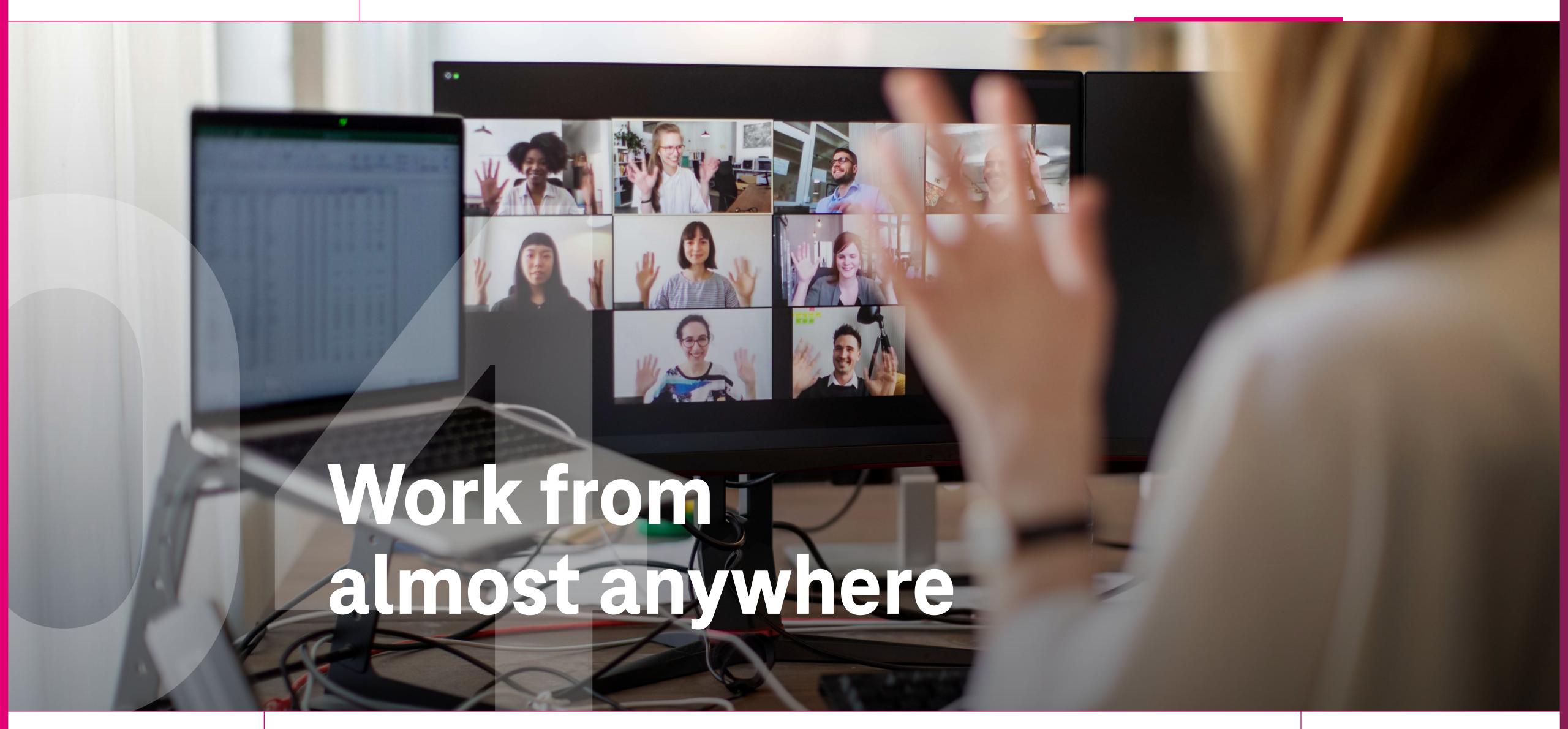
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"**T-Mobile puts thought into structuring an offering for government by making it easy for CIOs. They cater to our every need.**"

— Sumi Smith, CIO, HCD

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Work from almost anywhere

Work From Anywhere (WFX) Solutions

Unprecedented change requires unconventional solutions. As we all embrace the new world of work, T-Mobile is launching a major new suite of Work From Anywhere solutions for businesses and organizations that face adapting to the post-COVID world that's changing how we work.

Work will be more distributed, flexible, and demanding in terms of connection and collaboration. To empower organizations, we're introducing T-Mobile Work From Anywhere (WFX) Solutions, helping our government customers meet this moment head on.

With T-Mobile for Government WFX Solutions, agency leaders can provide:

Home Office Internet

Professional-grade, high-speed internet to employees' homes to access corporate networks.

Government Unlimited Plans

Covering workforces from cities to small towns, providing equitable access for all. Now is a great time to eliminate complexity and data overages with T-Mobile Government Unlimited Plans for the price of pooled services.

Collaborate

A mobile collaboration tool with calling, messaging, and conferencing to help work-from-anywhere workforces connect and collaborate effortlessly.

Not FedRAMP authorized.

T-Mobile customers can get unlimited connectivity for their agency on America's largest and fastest 5G network for the same cost as AT&T and Verizon's 4G-era pooled plans.

During congestion, customers on Government Unlimited plans using >50GB/mo. may notice reduced speeds until next bill cycle due to data prioritization. Video typically streams on smartphone/tablet at 480p. Pricing compared to Verizon Flexible Business or AT&T Mobile Select plans with at least 2GB/subscriber; plan features will differ. Fastest 5G based on analysis by Ookla® of Speedtest Intelligence® data 5G median download speeds for Q1 2021. Ookla trademarks used under license and reprinted with permission. Capable device req'd; coverage not available in some areas. Some uses may require certain plan or feature; see T-Mobile.com.

Take a test drive

Take a no-risk test drive

For a peek into the future, take the T-Mobile for Government Network for a test drive and see how it can empower employees across your remote workforce. You can test our network, risk-free, for 30 days.

Once you and your employees experience the power of our 5G network, we're confident you will want to explore the potential it offers, not only to support employees to work from anywhere now, but also to support future innovation in your agency or educational institution.

To learn more on how you can empower your employees to work from anywhere, visit https://www.T-Mobile.com/business/government, or connect with our team of Government Experts at 1-877-386-4246.

Limited-time offer; subject to change. While supplies last. Non-T-Mobile customers only; 1 trial period per organization. Compatible device req'd. Data access for some trials limited to 30 days or 30GB, whichever comes first; contact us. Includes 200MB roaming. Your non-T-Mobile rate plan terms also apply. You may need to upgrade devices when you switch to get full coverage. Coverage not available in some areas. Not for international use. See Network Management Policies and Terms and Conditions (including arbitration provision) at T-Mobile.com for additional information.

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