



The Customers

California Department of Housing and Community Development

The Challenge

An urgent need to migrate to remote teleworking due to circumstances brought on by the COVID-19 pandemic while positioning the department for rapid growth

The Opportunity

Provide smartphones that allow state agencies and departments to telework while setting them up for future digital transformations and growth

Overview

The COVID-19 pandemic forced managers to rethink business processes to adapt to the new normal.

Government agencies, whose duties are to protect citizens and implement services to enhance daily life, are not protected from the pandemic's impacts.

For instance, the California Department of Housing and Community Development (HCD) is a growing department whose mission is to develop and preserve affordable housing for the people of California. The department is based in Sacramento, along with a large segment of its workforce who worked on-site before the pandemic and relied on desk phones to carry out many operations.

HCD needed a technology partner to help support its workforce as it transitioned to working remotely.

T-Mobile® for Government provided a solution that enabled teleworking through managed mobile devices, a powerful 5G network with robust coverage, high capacity, and tailored management services. This allows the department to be more proactive than reactive to the future of work.



Challenges

Make the shift to remote work—fast

A majority of the workforce is now remote.

According to the Pew Research Center, 71% of workers say they can effectively do their job responsibilities from home as of December 2020.¹ The trend is also true for government workers, with 63% of government employees teleworking full time as of September 2020.² And a majority of federal employees currently working from home due to the novel coronavirus pandemic do not expect to return to the office any time soon, with 60% saying they expect to remain in their current posture for at least another six months.

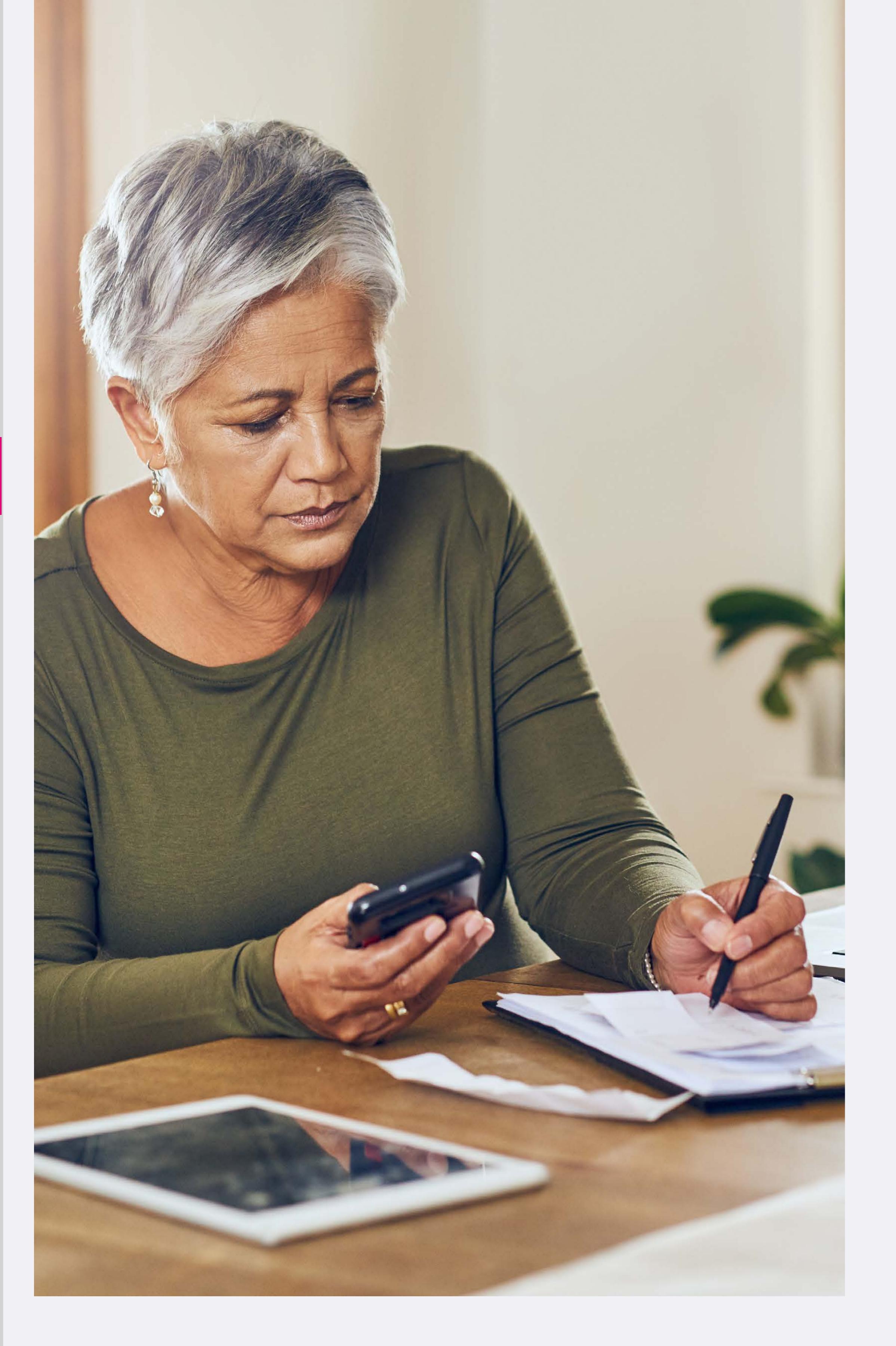
By the numbers, the U.S. is a work-from-home economy. Almost twice as many employees are working from home than at their workplace.

Not all organizations were prepared for this sudden shift, especially those dependent on technology that is also on-premises, as was the case with much of the HCD workforce. The organization decided to migrate its workforce to a teleworking environment after its office shut down in February 2020. By April, over 50 percent of the staff was teleworking. Now, more than 85 percent of the staff are remote.



¹ https://www.pewresearch.org/social-trends/2020/12/09/how-the-coronavirus-outbreak-has-and-hasnt-changed-the-way-americans-work/

² https://www.govexec.com/workforce/2020/09/survey-most-teleworking-federal-employees-expect-remain-home-least-six-more-months/168576/



As HCD migrated its workforce, CIO Sumi Smith realized that the agency wasn't equipped with the technology to pivot. HCD relied on a network of desk phones within its offices to connect and relay important information across the state. The phones were becoming useless by the day as more employees worked from home.

One way to bridge the gap: Implement a hybrid telecommunications model. HCD explored using a VoIP solution—a network of local office phones that would be the lifeblood for all department communication. However, as workforces went remote, Smith questioned the potential investment.

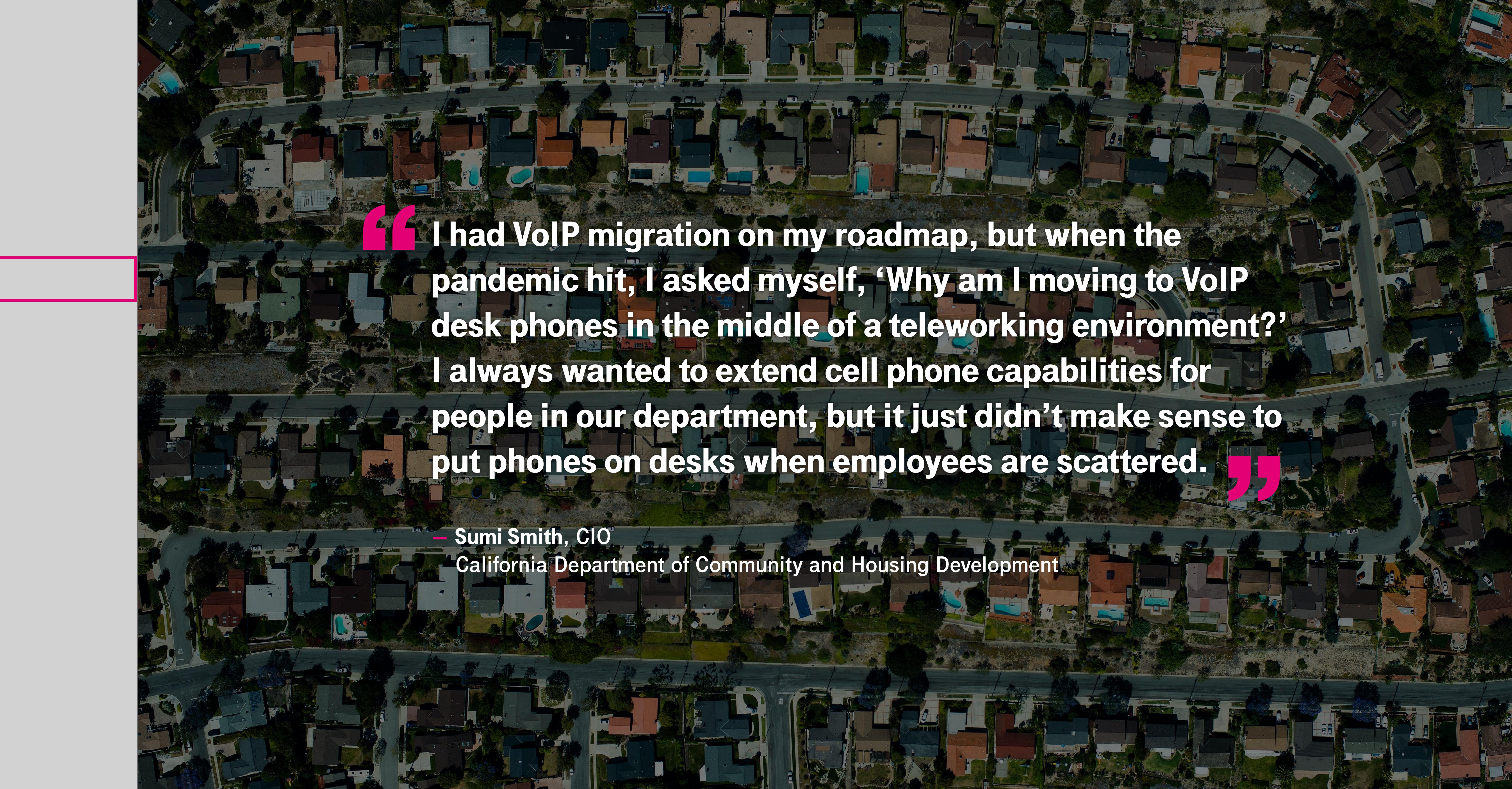
"I had VoIP migration on my roadmap, but when the pandemic hit, I asked myself, 'Why am I moving to VoIP desk phones in the middle of a teleworking environment?'" Smith said. "I always wanted to extend cell phone capabilities for people in our department, but it just didn't make sense to put phones on desks when employees are scattered."

By investing in a telework solution, HCD could leapfrog the daunting VoIP migration since it didn't suit the organization's needs.

For Smith, there were two challenges:

- Migrate nearly an entire state department to a new remote normal.
- Find a technology partner that can continue to support the growing department's needs.

She needed to find solutions for both.



Solutions Solutions

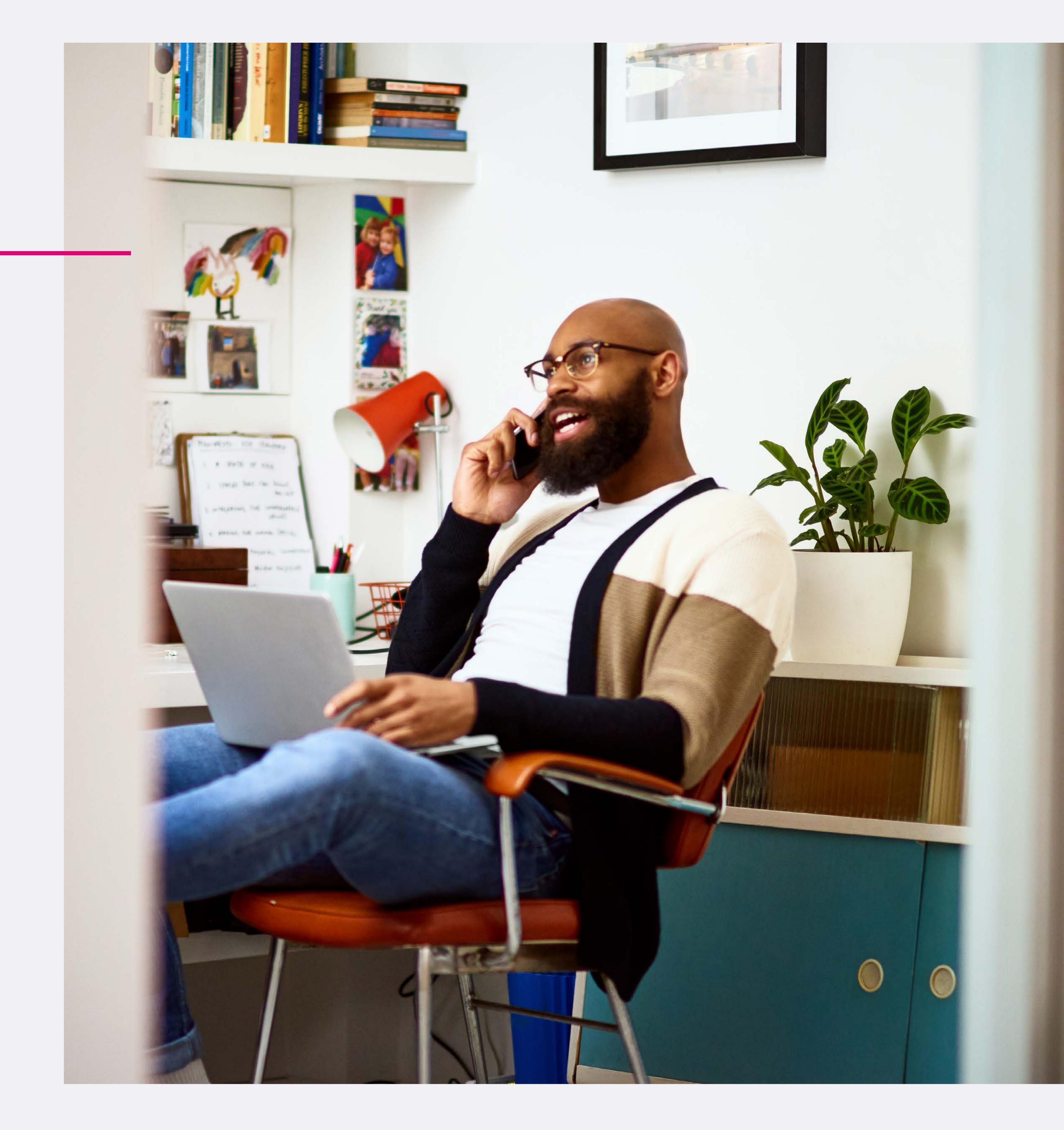
Kickstart teleworking with smartphones

For many, the COVID-19 pandemic accelerated digital transformation initiatives.

For HCD, this meant an emphasis on collaboration and the cloud as most of its workforce went remote.

HCD needed to find a telecom carrier that could accommodate the quick move to telework. To do this, HCD would replace all desk phones with mobile phones and swap existing lines to a new carrier. "I needed to define the best solutions and ensure that I got executive management support before rolling them out," Smith said. Rolling out new technology within the department typically takes nine months, but Smith and HCD needed to put staff back to work, fast.

Smith reached out to her existing carrier to explore migration options but couldn't get a direct answer. She reached out to John Antista, T-Mobile Government Account Executive, whom she met through another CIO for the state of California. The digital transformation journey began at their first meeting in February 2020. "We both love tech, and we both love finding ways to make things more efficient," Smith said. "We had real stuff to talk about from the very beginning."



We talked through the best, smartest, and simplest solutions. The pieces just fell into place. They ran a network analysis and mapped areas of availability, giving HCD the ability to identify any gaps.

John Antista, T-Mobile for Government
Account Executive

Two weeks later, Antista brought several smartphones to the department to demo and test coverage. "We talked through the best, smartest, and simplest solutions. The pieces just fell into place," Antista said. They ran a network analysis and mapped areas of availability, giving HCD the ability to identify any gaps.

For HCD workers, the 64GB model iPhone 11 checked all the boxes for enabling mobile productivity. The phone would suit the teleworking demands of HCD by allowing staff to make calls from virtually anywhere, enabling field inspectors to do their jobs more effectively.

After a successful test, HCD placed an order for more phones to distribute to workers in need. Smith promptly requested 200 additional smartphones to migrate a large portion of workers to the telework model—enabling remote work, en masse, in just six months. It was smooth sailing from there.

By January 2021, HCD had deployed 950 iPhone 11s, which account for the majority of its staff. The relationship with T-Mobile for Government expedited the process.

Connect workers with a powerful network

Smartphones are just one part of the solution. To suit a remote workforce's demands, government agencies need their devices to run on a capable network.

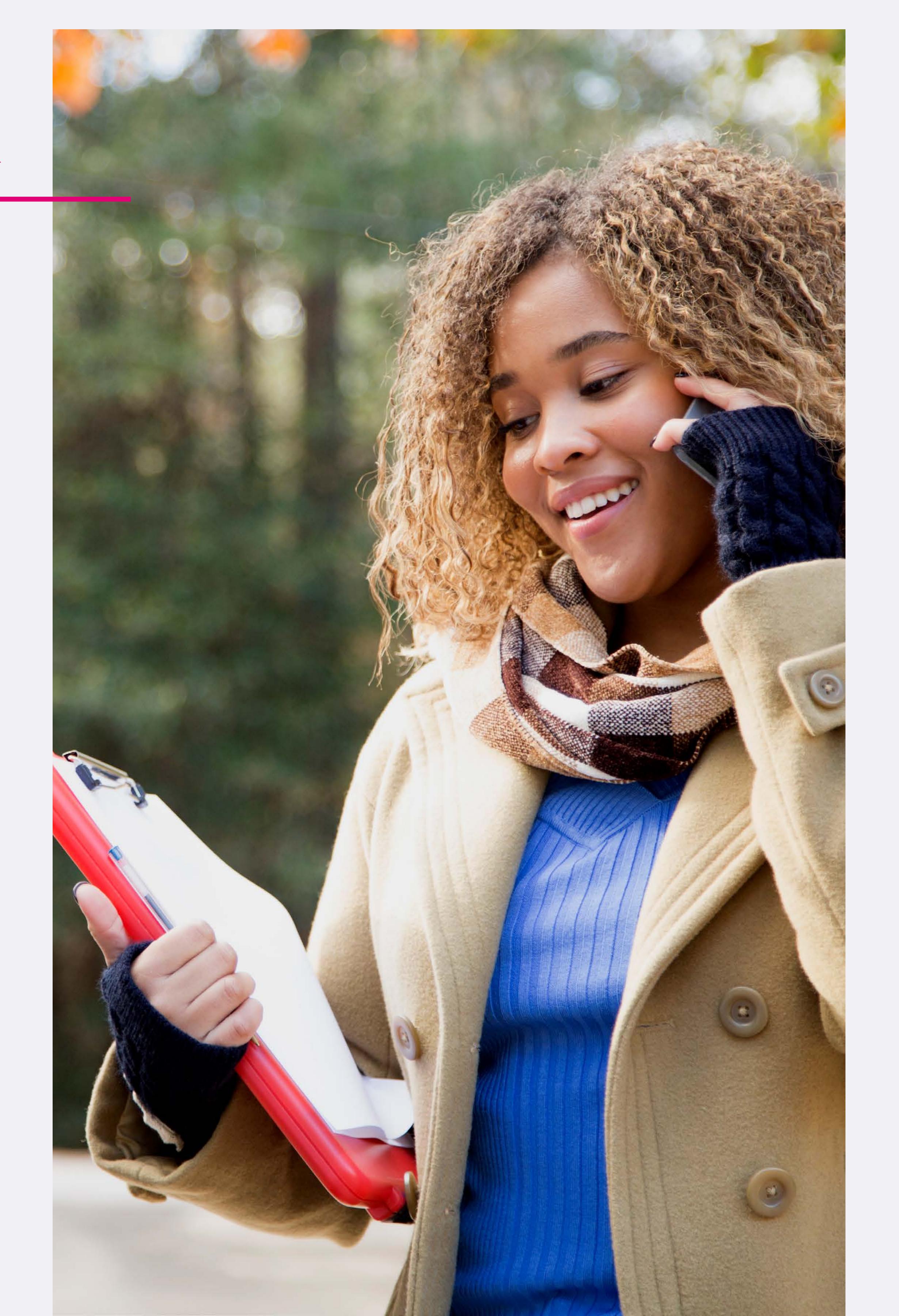
Some HCD workers were already working remotely. For example, those who inspect and audit mobile homes throughout the state spend most of their time away from an office.

Aspects of the business, such as mobile home audits, require connectivity. Processes, such as home inspection, were manual, laborious, and not tech driven. And data sources for HCD were disparate, making processes much more time-consuming due to data transfer. Connectivity is crucial.

Through the T-Mobile for Government partnership, HCD was able to better serve its community through better connectivity. The capacity-rich T-Mobile 5G network delivers a powerful combination of coverage and speed. Its Extended Range (600 MHz, or low-band)

5G covers 280 million people across 1.6 million square miles—including areas within HCD's jurisdiction. And with Sprint now part of T-Mobile, the 5G network is not only the largest, but also the fastest. This enables inspectors in rural areas to send information and get things done more quickly than before.

This coverage model—and T-Mobile's high-speed data transfer—helps HCD's remote workers stay connected and work more efficiently. It also lays the foundation for a greater shift to teleworking. No matter where employees sit, they can work more productively, thanks to capable smartphones powered by America's largest and fastest 5G network.



Opensignal Awards based on average speeds - USA: 5G User Experience Report January 2021. Capable device req'd; coverage not available in some areas. Some uses may require certain plan or feature; see T-Mobile.com.

T-Mobile was able to provide nearly 30 phones overnight. It took the burden off our shoulders.

- Sumi Smith, CIO
California Department of
Community and Housing Development

Pick the right partner

Organizations need help when it comes to rolling out new technology.

As part of digital transformation, a good partner will also seek to "future-proof" organizations to be more agile to handle more management and operational situations.

Through the migration, Smith developed a partnership with T-Mobile Government Account Executive, John Antista, and they have maintained an open line of communication. Smith can reach out to Antista to discuss potential digital transformation initiatives enabled by the teleworking environment. She can also bring up pain points surfaced by coworkers. This allows Antista to make suggestions and support the needs of HCD, especially when it comes to securing smartphones at scale.

To add to the challenges of migration, HCD was also growing dramatically. The department hired nearly 30 percent of its workforce during the pandemic, which meant Smith needed 30 smartphones for new hires.

"We had nothing in storage," Smith said.

"These people can't work without phones."

After walking Antista through HCD's needs,

T-Mobile quickly supplied smartphones for

Smith to distribute to new hires. With little

onboarding involved, these individuals could

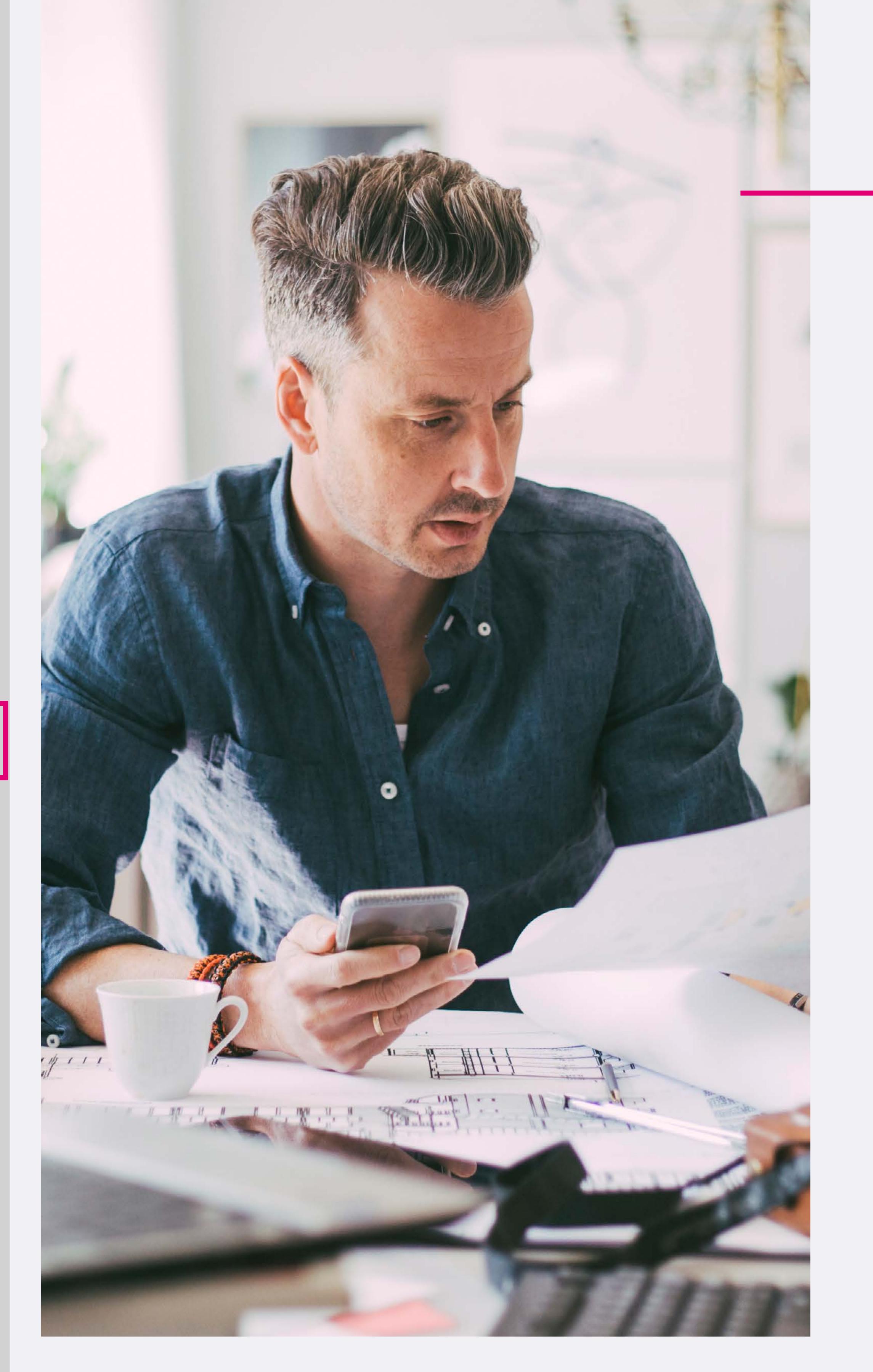
get to work quickly. "T-Mobile was able to

provide nearly 30 phones overnight," Smith

said. "It took the burden off our shoulders."

Additionally, the technology investment and carrier relationship allow HCD to be more agile and prepares them for unforeseen changes. "It's notoriously difficult to make purchases and complete paperwork within any government entity," Smith said. Through the relationship, the digital transformation can continue organically. "It's always a long process. T-Mobile puts thought into structuring an offering for government by making it easy for CIOs. They cater to our every need."

03 Benefits



Easy onboarding

Employees needed to learn how to use their new tools. T-Mobile for Government made that easy.

T-Mobile for Government plans made it easy for Smith's team to quickly provide smartphones and put employees to work right away.

Part of the HCD deployment includes no-cost staging and kitting to make smartphones ready to go out of the box. T-Mobile adds custom labels and customer-provided asset tags, puts cases on each handset, and ships them to a central address for easy distribution for CIOs like Smith. Additionally, when Smith places an order for smartphones, they are automatically enrolled within Apple Business Manager (ABM) and Mobile Device Manager (MDM). ABM lets HCD automatically enroll corporateowned iOS and macOS devices in their mobile device management solution, so that they can be immediately configured with account settings, apps, and access to corporate services upon delivery.

These two systems allow Smith and HCD to manage devices and ensure that employees are armed with the software they need to perform their duties. This eases the administrative burden, as Smith and her team don't have to fill out forms or wade through time-consuming onboarding activities, giving

employees the ability to work on smartphones as soon as they're powered on. The systems took away the burden carried by her already overworked help desk staff and allowed Sumi to get the smartphones out to workers faster.

Thus far, Smith and her staff have had no issues with deploying new smartphones. She can allocate her time saved to serving the community. "I was pleasantly surprised with the service," she said. "It's always nice, from a CIO perspective when you can roll out new [smartphones] smoothly, and the users aren't constantly responding with problems—especially when we had so many more things to worry about in the middle of the pandemic. It was an out-of-the-box solution."

The smartphones also enable HCD staff to work more efficiently compared to the voice-only lines of VoIP. After receiving the devices, many employees began downloading work solutions such as Zoom, Teams, and more. Work is more seamless and collaborative since users can access these applications across many devices.

Cost-savings

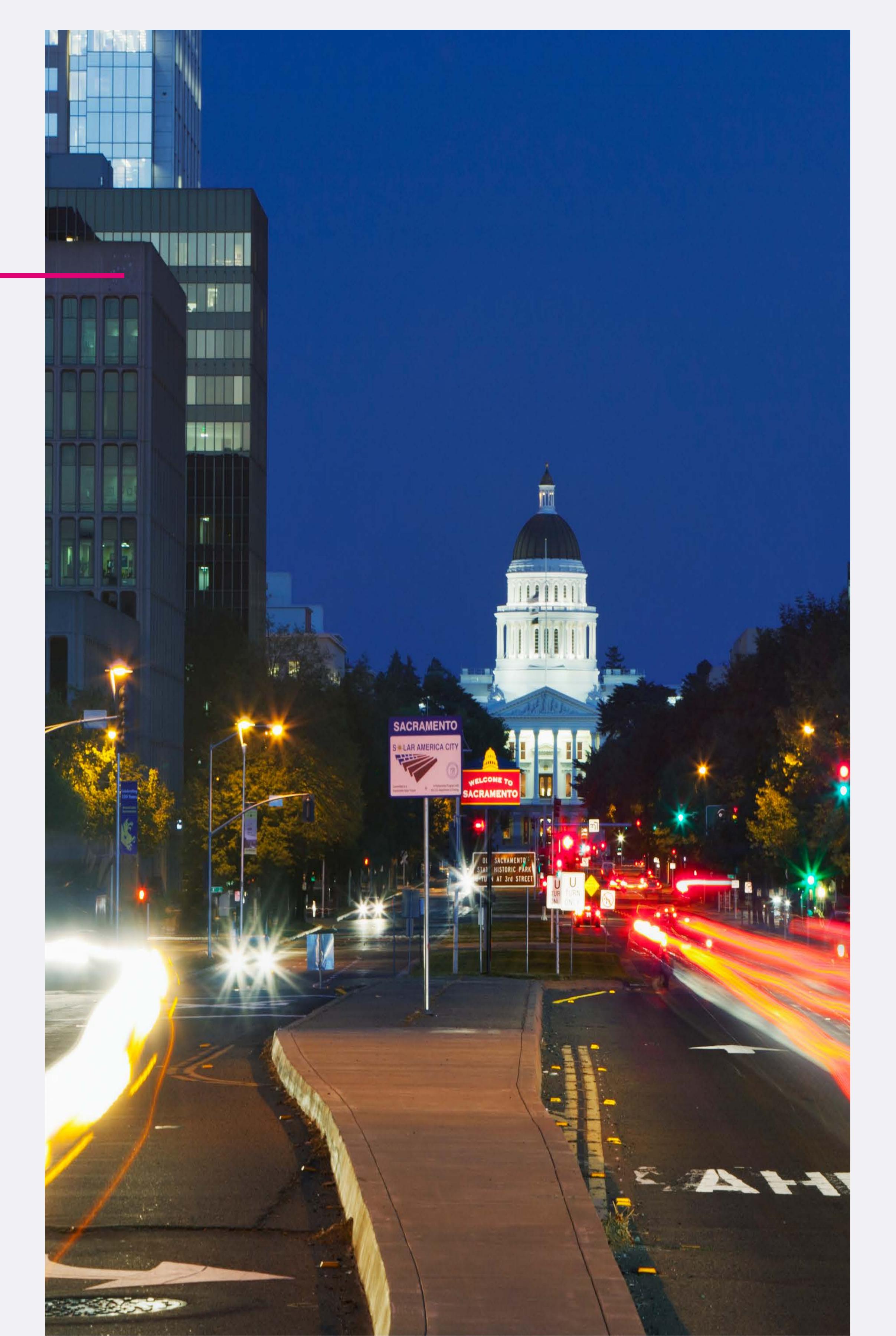
State budgets were slashed across the country in early 2020.

The Brookings Institution says that because consumption has fallen so sharply and people are staying home, state and local government revenues from taxes and fees on hotels, tolls, airports, and motor fuel have plummeted. They predict that these revenues will decline \$155 billion in 2020, \$167 billion in 2021, and \$145 billion in 2022³.

By switching to T-Mobile for Government, HCD will have saved more than \$300,000 compared to costs associated with the department's old landline desk phones. Additional savings was had from limiting VOIP to conference rooms and main lines only rather than installing on each desk.

Additionally, Smith decided to go with subsidized plans, covering device costs for her staff. This translates to a lower cost of service overall, saving the department even more.

These cost savings give the agency more flexibility and allow them to preserve a shrinking budget. Smith can allocate dollars to other areas of the agency where expensese have increased due to the COVID-19 pandemic. T-Mobile provided a better solution for a better price.





Plans that cater to any need

Organizations need to invest in the latest technology to remain efficient and prepare for additional transformation.

To continue reaping the benefits of teleworking and the new technology partnership, HCD must ensure that workers across the state have the latest smartphones. This is especially true as teleworking evolves post-pandemic.

Thanks to the T-Mobile for Government plans
Smith selected, HCD employees have the
option to upgrade their smartphones every
20 months, with zero out-of-pocket cost.
Upgraded smartphones match existing staff
models, so there is no onboarding necessary.
Users also have the option of retaining the

smartphones. The offering with T-Mobile allowed HCD to keep its workforce operation current with the latest technology, with minimal staff involvement. It was an easy way to accelerate digital transformation initiatives at scale while keeping its staff working.

Why T-Mobile for Government?

By choosing a strategic partner like T-Mobile for Government, government departments and agencies can examine existing systems and prepare for what's next.

Having access to top-tier wireless service means agencies can address the immediate needs of the present or plan for the future without having to compromise or settle.

The T-Mobile 5G network covers 270 million people over 1.4 million square miles—2x more square miles than AT&T and 3.5x more than Verizon. The Ultra Capacity 5G experience can deliver download speeds of about 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 leading governments nationwide towards the future of wireless communication.

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, our Magenta Glove
experience means a fast, efficient, and stressfree switch for you and your employees so you
can be ready for the future of work.

To learn more about
T-Mobile for Government, visit

www.T-Mobile.com/StateandLocal,

call your Government Account Executive,

or contact our team of Government experts

at 1-877-386-4246.

Ultra Capacity 5G includes dedicated mid- and/or high-band 5G signals. T-Mobile's Ultra Capacity 5G covers hundreds of cities and millions of people, with more added all the time; see T-Mobile.com/5Glayers. Capable device required; 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

