



## Case Study

### District of Columbia

#### More Than 80 District of Columbia Agencies Improve Services with Good for Government.

Good for Government has become a critical piece of the citywide messaging program for the Government of the District of Columbia. As the district continues to look for new ways to modernize, consolidate and unify all of the technologies across agencies, it will continue to work with Good as the company makes its products even better.

#### ORGANIZATION DESCRIPTION

The Government of the District of Columbia provides civil, criminal and protective services for the citizens of our nation's capitol. The government employs close to 39,000 people who work for more than 80 separate agencies including Child and Family Services, Department of Corrections, Emergency Management Agency, Department of Motor Vehicles, Metropolitan Police Department and many others.

#### THE CHALLENGE

The Government of the District of Columbia has undergone a significant technological transformation to modernize, consolidate, and unify disparate technologies across all of the district's mayoral agencies.

A key component of the transformation was unifying and modernizing the district's wireless messaging capabilities for more than 80 district agencies including Child and Family Services, Department of Corrections, Emergency Management Agency, Department of Motor Vehicles, Metropolitan Police Department and many others.

#### THE SOLUTION

To select the best-of-breed technology provider that could help the district make huge strides in providing a unified and modern wireless messaging system, the citywide messaging group completed a thorough evaluation of potential vendors. The group's philosophy was to only evaluate vendors with recently emerging, yet proven and stable technologies. This made it easy to narrow the field to a few key vendors.

After further testing, the citywide messaging group selected Good for Government from Good Technology because the product represented best-of-breed technology. The citywide messaging group was also impressed with the product's support for multiple devices, functionality, ease of use, reliability, management, and security. In addition, Good was cost effective—an important consideration as the city strives to make the best use of taxpayer dollars.

#### THE RESULTS

In just three years, the number of Good users has grown from 300 to 2,250. And although this growth is impressive, it still represents only about 5 percent of the government's total workforce of approximately 39,000 people—a trend the citywide messaging group sees continuing.

#### Agency and Citizen Benefits

The citywide messaging group supports multiple device types and mobile operating systems including the iPhone, Android, and Windows Mobile because the needs of users vary so widely from agency to agency. By supporting virtually any handheld on any carrier, agencies are free to choose the package that works best for them. This is one of the main reasons the group selected Good for Government.

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Supporting multiple carriers is also important from a disaster readiness perspective. In the event of a major catastrophe, having multiple carriers eliminates a single point of failure. In addition, the Government of the District of Columbia was able to secure Homeland Security funding to help with its messaging efforts largely based on Good's ability to support multiple carriers.

One of the biggest benefits Good for Government provides to workers at the district's agencies is increased productivity and efficiency by having real-time, synchronized access to e-mail messages, calendars, and contacts on the devices employees want to use. With Good, users can see the whole picture when they are away from their desks. The intuitive Outlook-like user interface is also very familiar to users and makes it easy for them to communicate with their coworkers, constituents and the citizens of the District of Columbia. By being more productive and efficient, agencies can do more with less, which saves money, keeps head counts down, and provides better value for citizens.

In addition, the citizens of the District of Columbia are benefiting from Good. Citizens know and take pride that their government is working smarter and more efficiently by adopting the best technology available. They are also comforted knowing that their government has the ability to respond in the event of a major crisis.

## Security and Administrative Benefits

From an administrative standpoint, two capabilities stand out—security and management. According to the citywide messaging group, Good was the only vendor that provided the level of security required to bring in popular devices like the iPhone and Android smartphones. Good for Government's encryption ensures that information sent over the public airwaves cannot be intercepted and deciphered. The ability to "wipe" a handheld over the air is also critical in case a handheld is lost or stolen.

Good for Government also provides the tools that make managing the growing number of handhelds

easy, including rules-based administration, password control, secure OTA (Over-the-Air) provisioning and a management console to monitor handhelds and coverage. These tools make the citywide messaging group's job much easier and prove that Good is the right technology for the district's needs.

Good for Government has become a critical piece of the citywide messaging program for the Government of the District of Columbia. As the district continues to look for new ways to modernize, consolidate and unify all of the technologies across agencies, it will continue to work with Good as the company makes its products even better.

## SUMMARY

**Challenge**—Modernize, consolidate, and unify disparate technologies across all of the District of Columbia's mayoral agencies. Provide an emerging yet proven mobile messaging technology for the district's citywide messaging program.

**Solution**—Good for Government on multiple handhelds including Android devices and the iPhone with voice and data service from almost any carrier. These smartphones give government employees real-time access to e-mail, calendars, and contacts.

**Payoff**—With Good for Government, government employees at more than 80 district agencies are more productive and efficient, allowing them to do more with less, save money, keep headcounts down and provide better value for citizens. Good's support for multiple carriers also provides a reliable wireless communications system in case of a major disaster by eliminating a single point of failure.



## Good Technology

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