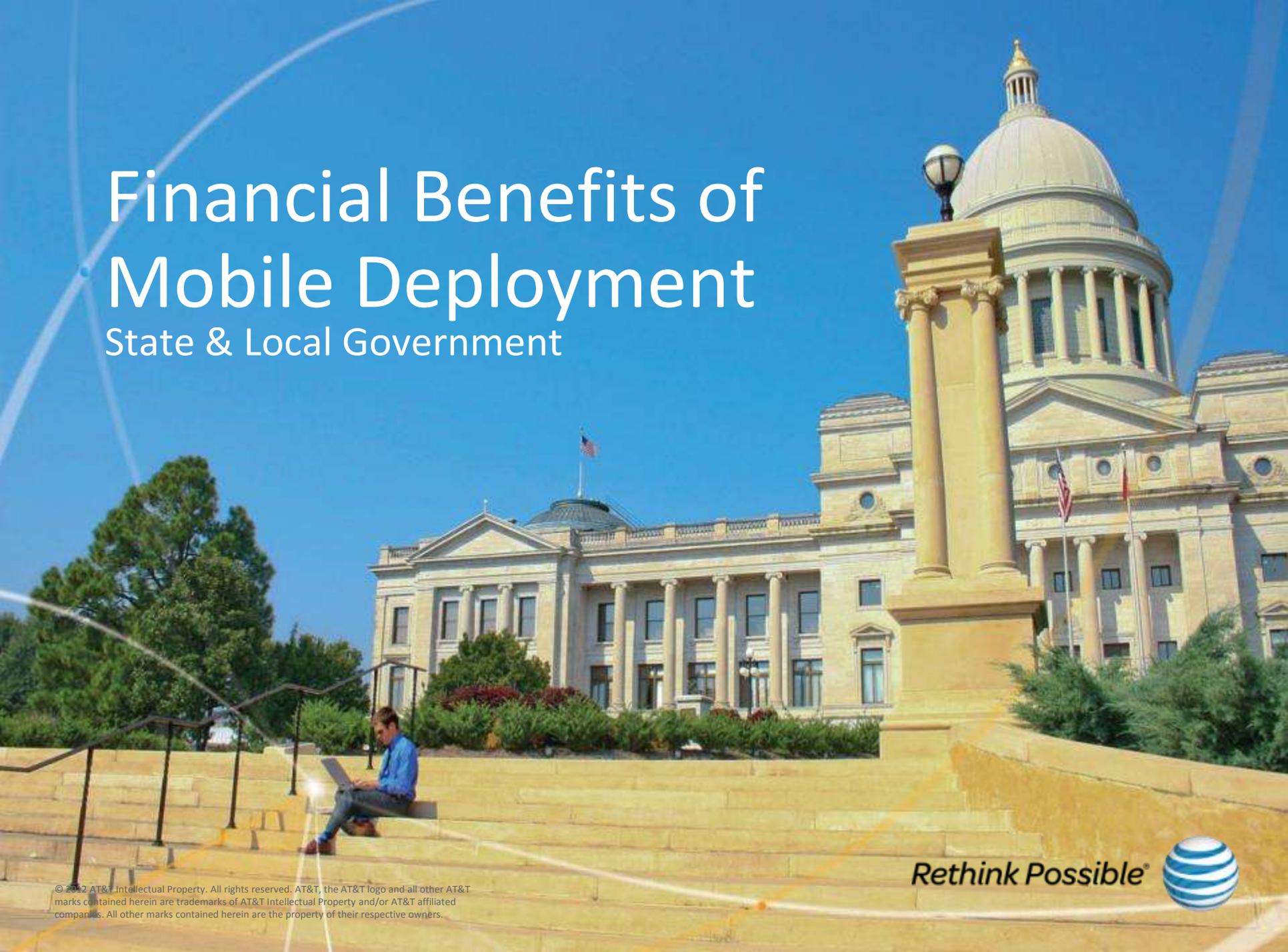


Financial Benefits of Mobile Deployment

State & Local Government



Agenda

Drivers for Mobilization

**Internal
Government
Processes**

**Efficiency and Process
Improvement Examples**

Business Process
Efficiencies or
Cost Reductions

Business Process
Efficiencies or
Cost Reductions

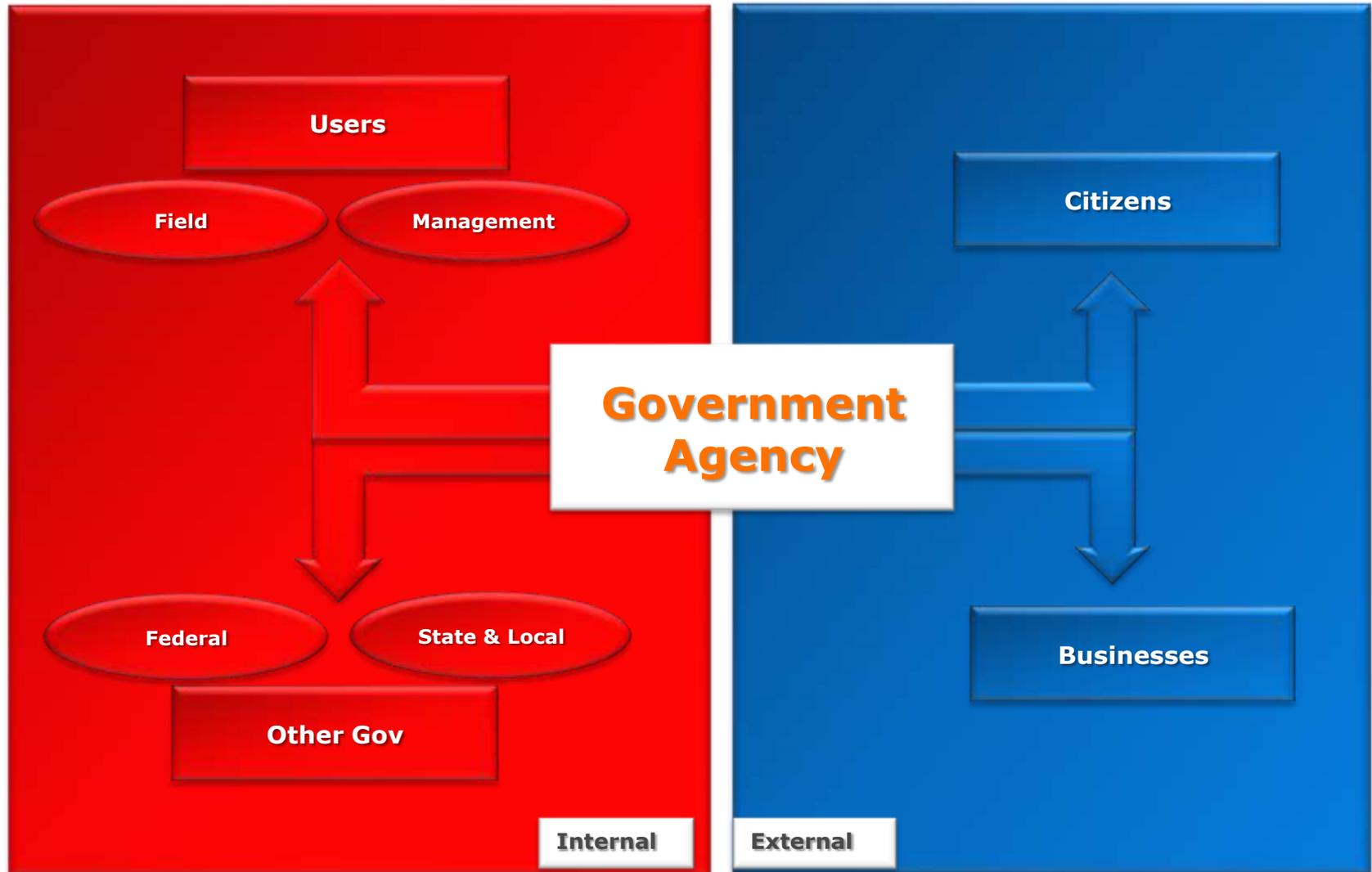
Revenue
Generation



Government Challenges and Opportunities



Government solutions stakeholders



Georgia demographic changes from 2005 to 2010

Population
up 8.5%

State/Local
FTE's* down
2.6%

FTE payroll
up 14.4%

People living
in poverty
18.7%

** Excluding all education related employees*



Changes by department since 2005:

Highways

- FTE's -4.2%
- Cost 8.5%

Corrections

- FTE's 4.8%
- Costs 7.8%

Public Welfare

- FTE's -0.7%
- Costs 11.4%



Questions to Ponder

Do trends show any signs of subsiding and are they compatible?

Will previous tactics work moving forward?

Can you innovate under these conditions?

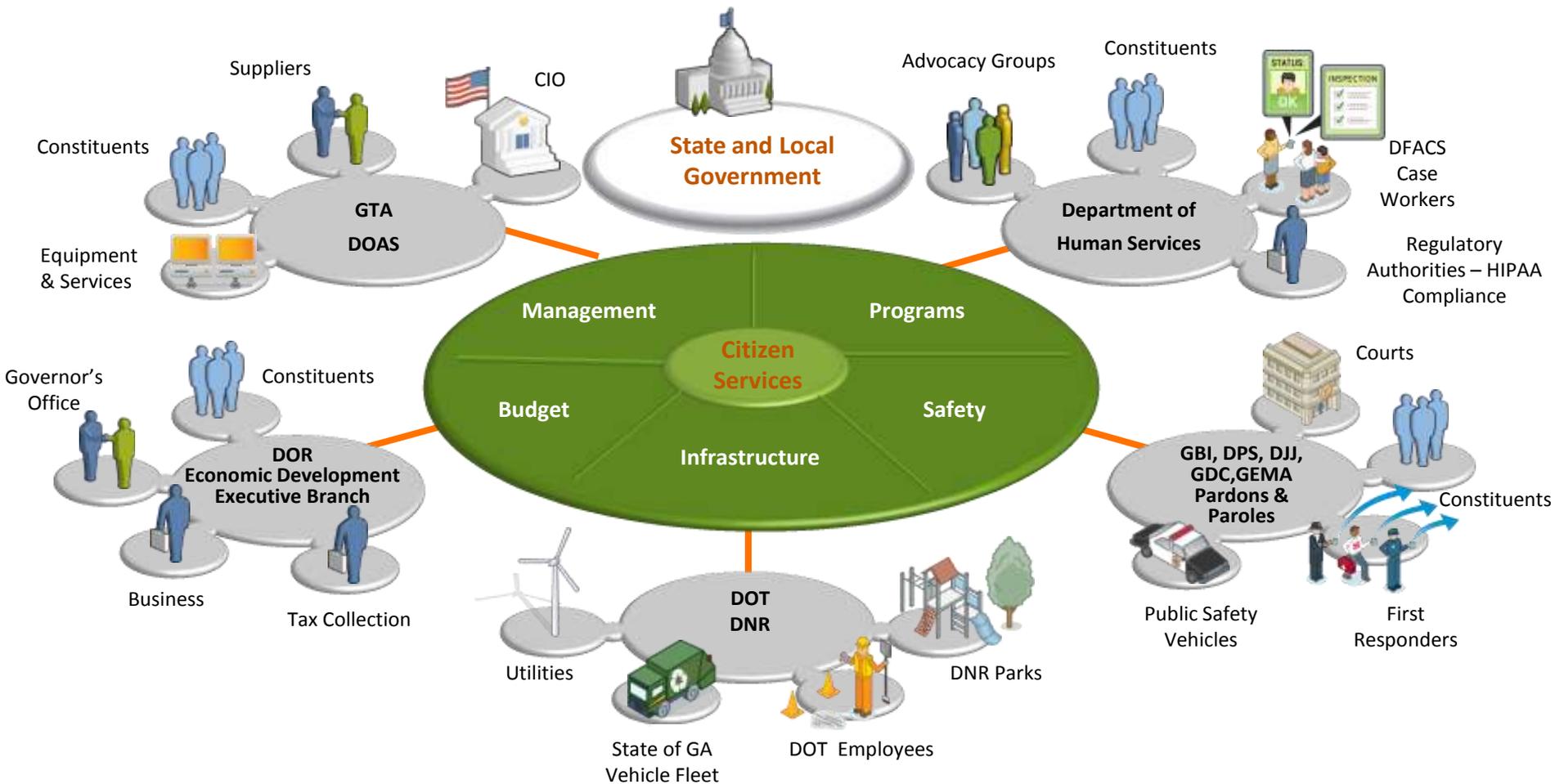
You've found efficiencies.

You will need to find more.

How might Mobile Solutions help?

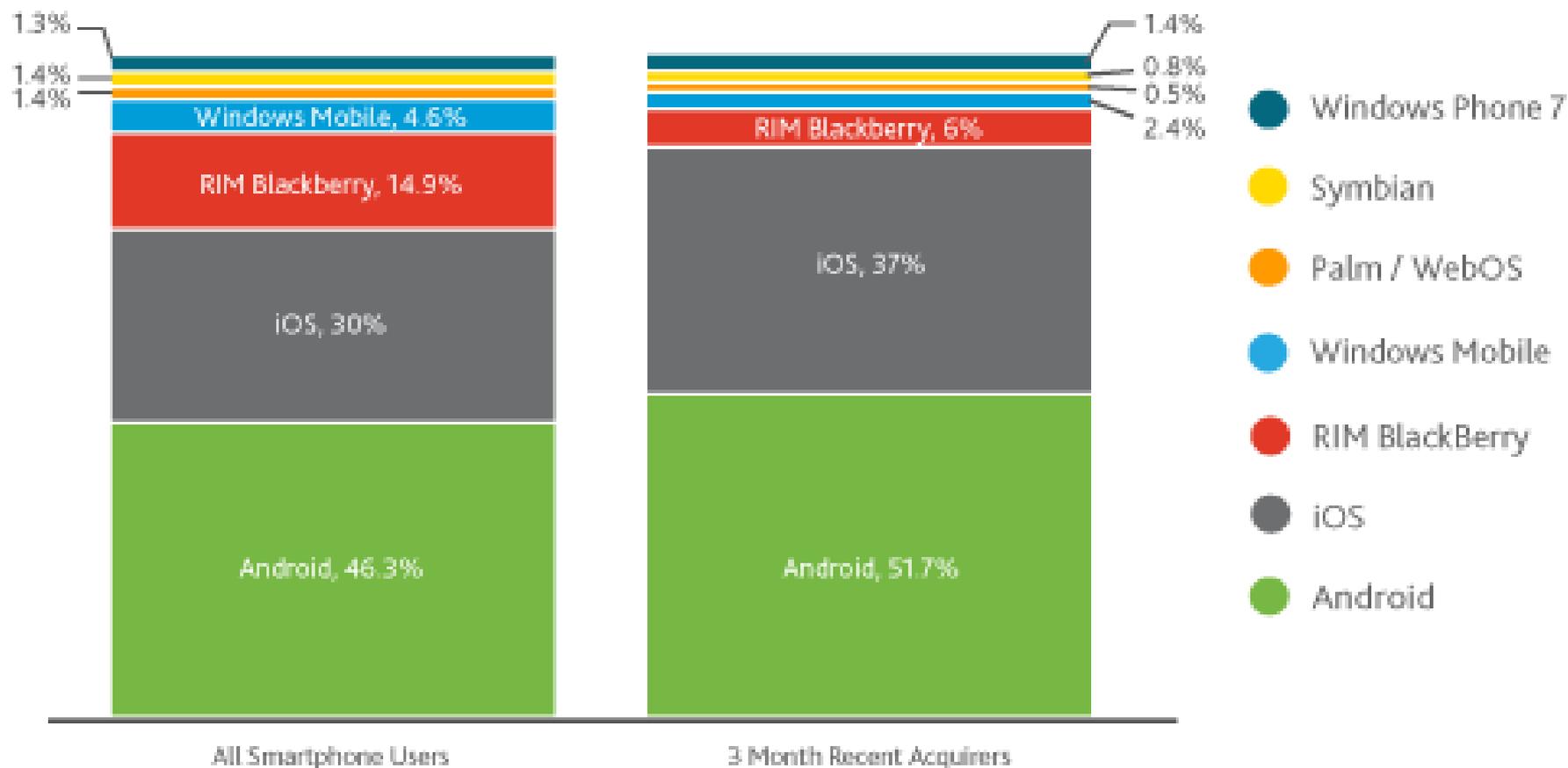


State & Local Government Interactions



Operating System Share – All Smartphone Consumers vs. Recent Smartphone Acquirers (3Mo).

Q4 2011, Nielsen Mobile Insights



46% of US mobile phones are smartphones

60% of US phones purchased in last 3 months are smartphones

Efficiency and process improvement

Social Services



Social Services

The Department of Health and Human Services (HHS) is the government's principal agency for protecting the health of all Americans and providing essential human services, especially for those who are least able to help themselves.

- Dozens/hundreds of case workers and inspectors
- Every State and or County has a Health and Human Services organization offering the following three common services

Family Services

- Referrals for employment and training
- Independent living services
- Housing assistance
- Family planning
- Counseling
- Health-related services
- Foster family care
- Transitional services to youth exiting foster care/out-of-home placements,
- Child day care

Children Services

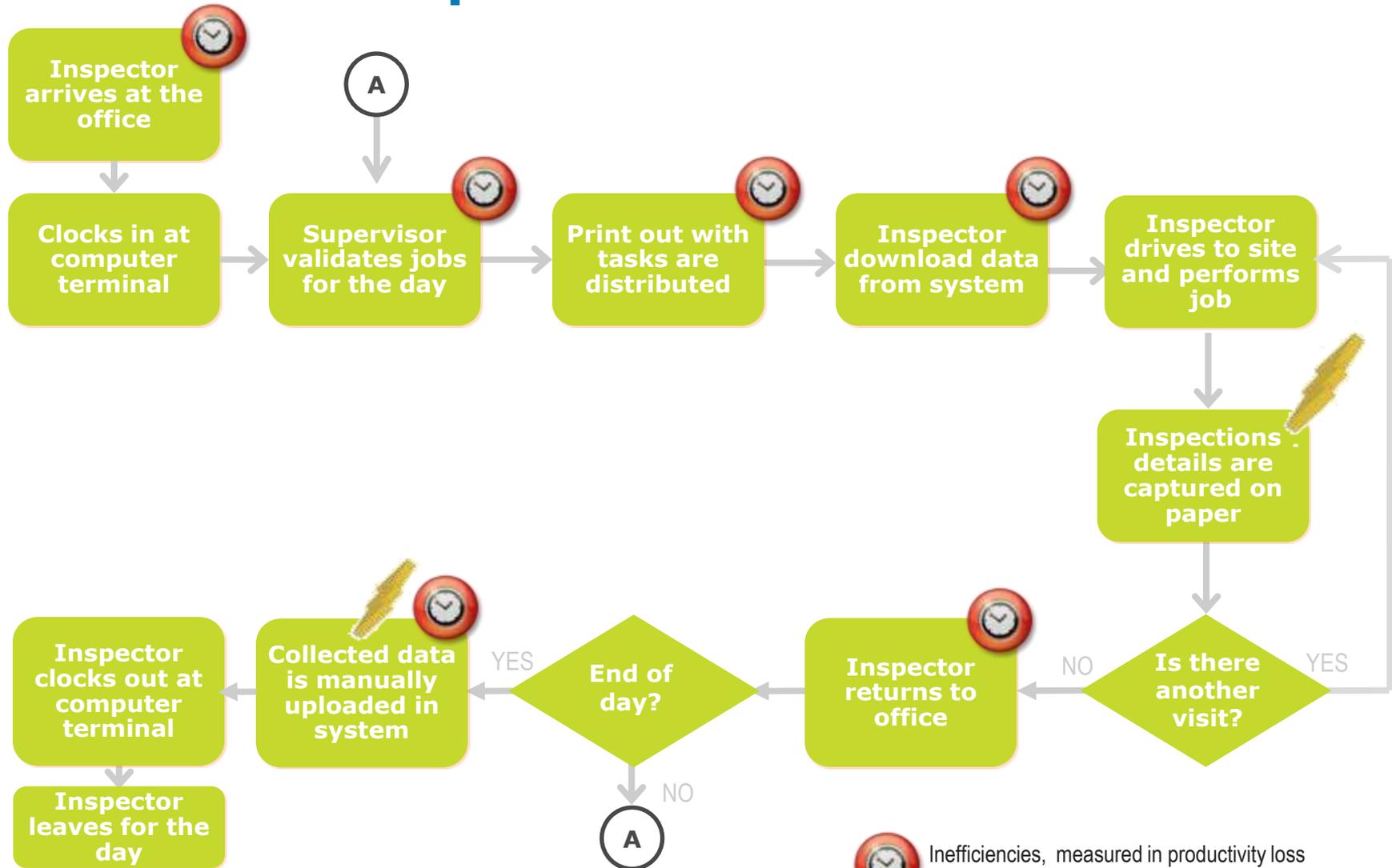
- Protective and preventive services for children who are neglected, abused, or exploited
- Foster care placement
- Casework and Counseling,
- Adoption
- Operation of centers for institutional residential care and group homes

Adult Services

- Protective services
- Adult placement services,
- Home help services
- Assistance with health, housing, transportation, and educational needs



Foster Care Inspection Process Flow

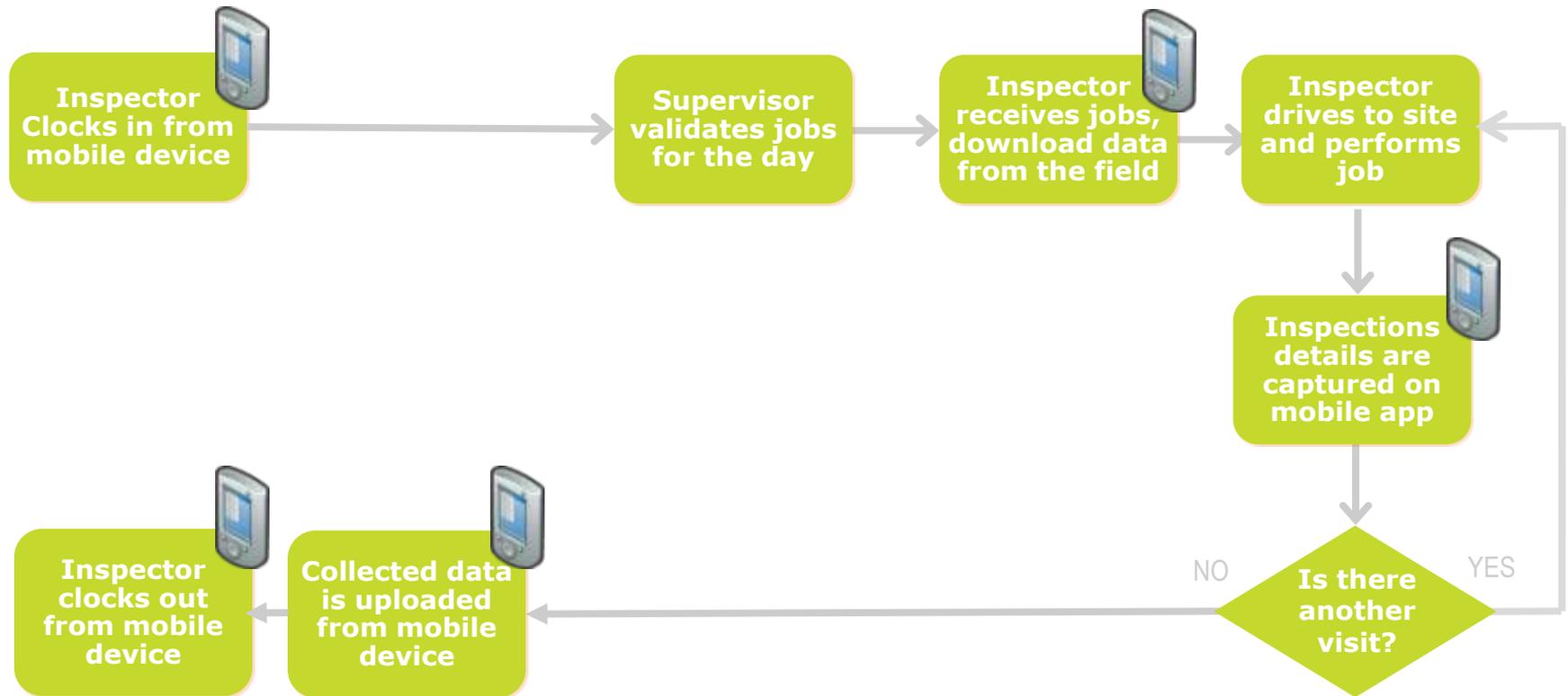


 Inefficiencies, measured in productivity loss and money wasted

 Inefficiencies, measured in error prone activities



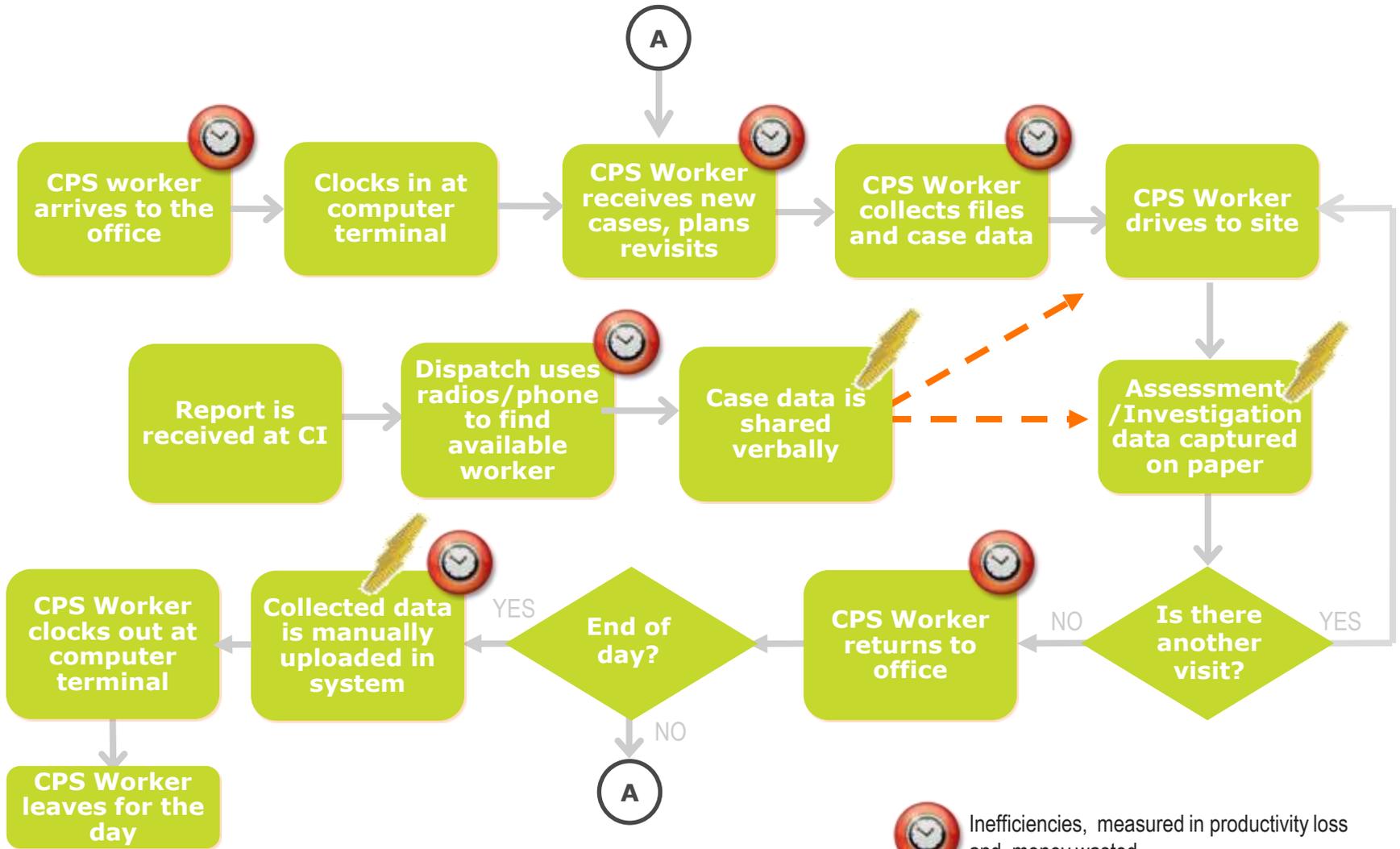
Foster Care Inspection Process Flow



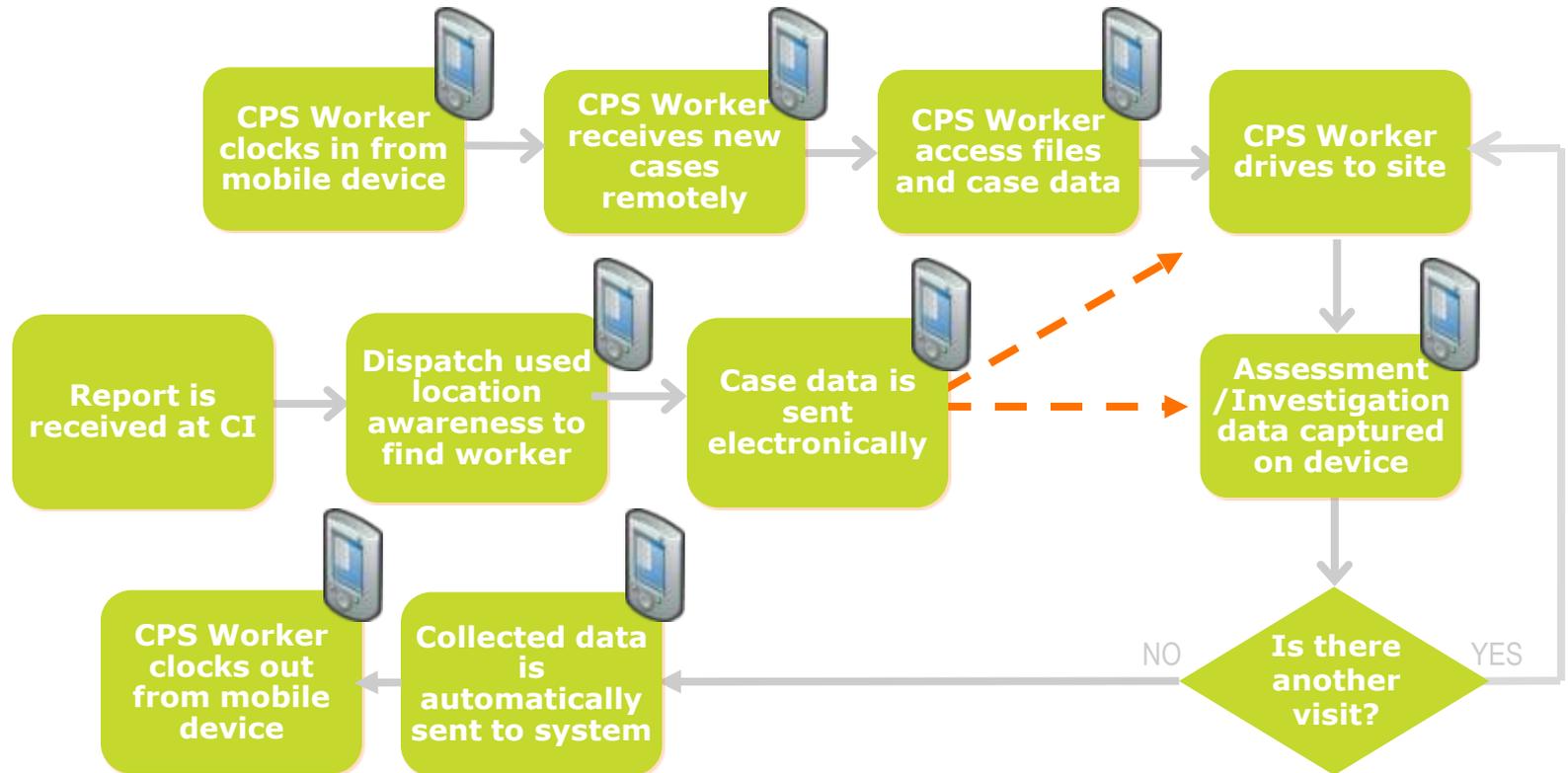
Child Protective Services Investigations



CPS Investigation Process Flow



CPS Investigation Process Flow



Key Financial Benefits

Streamlining of
data collection

Streamlining of
administrative
tasks

Elimination or
enablement of
aging technology

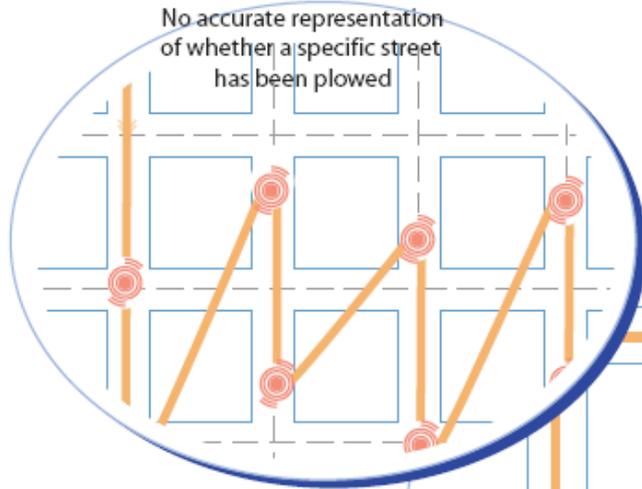
Reduction of
unproductive
time



Case Study: Place Holder

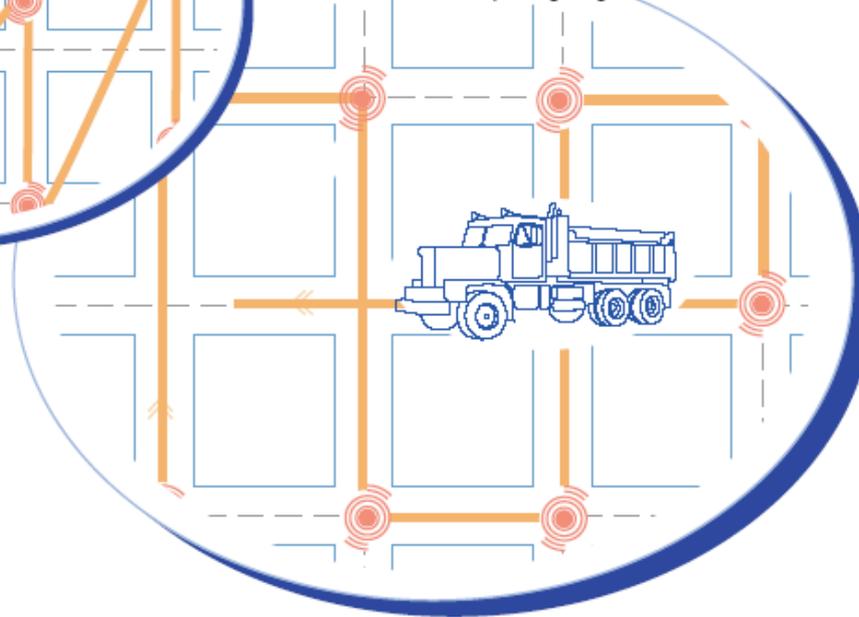
Industry standard reporting based on time intervals

No accurate representation
of whether a specific street
has been plowed



WebTech Wireless' Turn-based reporting

Know exactly where your
vehicles are, where they have
been and where they are going



Mobility Solutions - Pre-Packaged Application Solutions



Description....



Customer Benefits

- Enhanced real time visibility to their 132 Prisoner Transport Fleet units, who travel across the state around the clock 24 x 7
- Improves their risk management and safety procedures by providing instant location of their fleet, where safety might be an issue should an incident occur on the bus while transporting high risk, convicted criminals
- Improves response time for on time arrival/departures , as well as improves route management to reduce fuel costs spending from 15-20% savings per month..



Mobility Solutions : AT&T Mobile Device Management



Department of
Health Care Services 

Enabling Dept
of Health
employees to
use personal cell
phones to
connect to State
e-mail and
important data



Employees
using
smartphones
to access
sensitive data

Customer Benefits

- Gov Jerry Brown cancels 58% of State paid cell phones
- Agencies move to support BYOD model so users be more productive with personal devices
- Estimated the annual savings of moving to employee owned devices at \$330,000
- Improves management and security shortcomings



Mobility Solutions – Connected Devices



M2M provisioning portal powers 1000 fire vehicle AVL deployment



Customer Benefits

- Automated, precise method to capture vehicle response time and GPS location
- Improve response time to arrive at scene via automated navigation to call destination
- Real-time location of resources and more rapid response to life and death emergencies

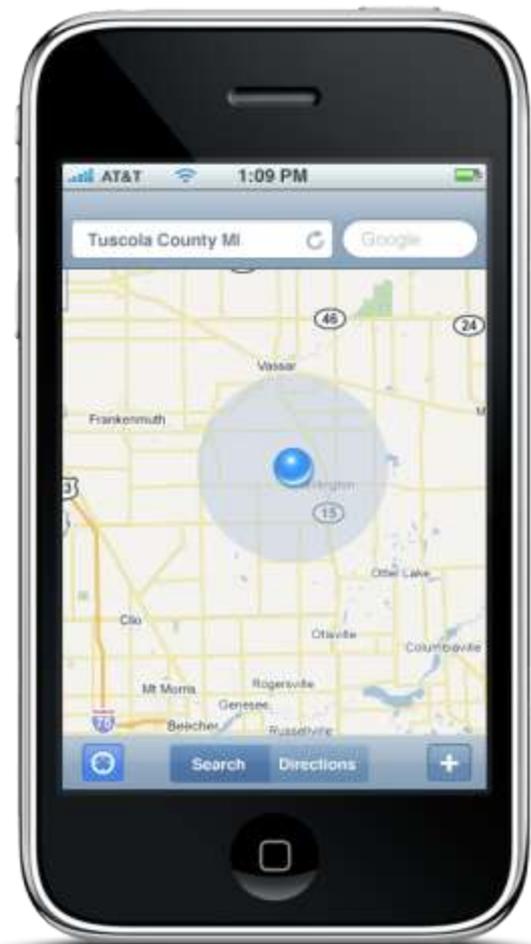


Government to Constituent and Revenue Opportunities



To opportunities in Georgia





A Case for Messaging solutions

Improve access and communication to Constituent

- Enable access to push information to the constituent mobile devices
- Effective for constituents with standard feature phones
- Enables two way communication
- Faster response to the needs of constituents
- Can be used for multiple applications and agencies

Decreasing cost per contact:

- Reduction of thousands of calls received to supporting call centers
- Cost per contact at a call center range from \$5 to \$8.
- Enabling self serving solution for 200,000 transactions may represent savings of more than \$1,500,000.

Key Financial Benefits

Work Force
Multiplier

Supports a
Self Service
model

Drive
Citizen to
act

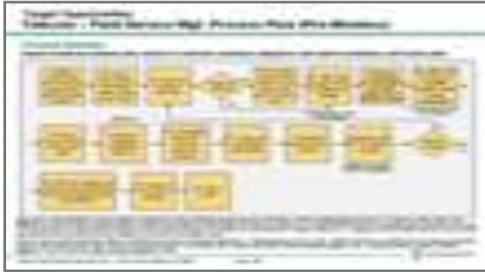
New vehicle
for revenue



Conclusion



Key Components of Identifying Financial Benefits of Mobilization



Pre-wireless



Post-wireless

Business Need

Can it be articulated?

How will mobile benefit be quantified?

Key Processes

How are things done today?

What is the data flow?

Human Factors

What will users gain?

What might impede use, adoption?

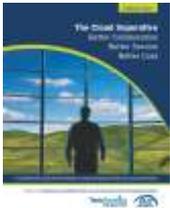


Additional Resources

TechAmerica SLG Cloud Commission Website

- <http://www.cloud4slg.org/>

TechAmerica Whitepaper on Cloud for State & Local Government



Mobile Application Use Case for Department of Juvenile Justice

