



Open Your Possibilities™

Good Mobile Messaging Keeps City and County Employees Connected in the Aloha State



“We had high expectations as we evaluated Good, needing a functional, reliable and secure solution to enable our departments to communicate wirelessly. Good has become a critical component of our overall IT and government transformation strategy to provide better services to the citizens of the City and County of Honolulu.”

**- Gordon Bruce,
CIO and Director of the Department of IT
City and County of Honolulu**

Covering the entire island of Oahu, Hawaii, the City and County of Honolulu is the 12th largest municipality in the United States with a population of more than 900,000 people. The City and County of Honolulu is comprised of 30 executive and legislative agencies including the Mayor’s Office, Honolulu Police and Fire Departments, Transportation Services, and Office of the City Auditor, among many others. For more information, visit www.co.honolulu.hi.us/main/government/.

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City and County of Honolulu At-a-Glance

BUSINESS CHALLENGE

Reinvest in technology to modernize Honolulu and meet the strict requirements mandated by the mayor. Enable new leadership to be more productive and responsive by providing a quick and reliable way to communicate wirelessly.

TECHNOLOGY SOLUTION

Good Mobile Messaging for Microsoft Exchange running on Palm Treo smartphones with service from AT&T, Sprint and Verizon Wireless give staff real-time synchronized access to e-mail, calendars and contacts under a secure umbrella.

PAYOFF

Good Mobile Messaging from Motorola has proven itself as a functional, reliable and secure solution that has become a critical component of the City and County of Honolulu’s plan to provide better and faster service to its citizens.



Mayor Mufi Hannemann

Situation

After 20 years, the City of Honolulu experienced a change in its administration by appointing Mufi Hannemann as mayor. Shortly after taking office, Hannemann committed his staff to several guiding principles:

- Fiscal accountability and integrity
- Providing essential public services in the most efficient manner
- Honest and open relationships with co-leaders and fellow employees in government
- Creating solutions to the challenges
- Enhancing quality of life
- Serving the people of the City and County of Honolulu with pride and the spirit of aloha

In addition to this new set of leading principles, Mayor Hannemann, from his work in both the private and public sectors, brought a deep appreciation for information technology (IT) and a keen understanding of what leading-edge technology could do for the citizens of Honolulu.

Challenge

As a first step, Hannemann convened an independent panel of private-sector volunteers to review Honolulu's agencies. The panel discovered that the Department of Information Technology (DIT) had been woefully underfunded, receiving just \$100 million over the past five years. In addition, its financial system and core business applications were over 25 years old and some critical systems were running on hardware and operating systems that were no longer supported by the vendors that developed them.

The City and County of Honolulu needed to reinvest in new technologies and meet the new administration's goals.

Solution

Mayor Hannemann began with an aggressive plan to build a state-of-the-art IT infrastructure—a directive that included deploying new hardware, upgrading legacy systems to include the latest technologies and implementing a business continuity strategy.

Success also required bringing industry-experienced leadership onboard. Gordon Bruce was appointed as chief information officer (CIO) and the director of the department of information technology to spearhead the new program. "During my first month on the job, we had a fire in the data center, a fire-suppression system failure and two power outages that brought the entire system down," said Bruce. "Some of these systems hadn't been touched in decades. We were in dire need of a strategic IT plan and greater investment in technologies to modernize Honolulu."

A key part of this plan involved mobile communications. To the City and County of Honolulu, wireless is not viewed as one solution; rather, as a four-quadrant matrix each with different stakeholders including public safety, government services, commercial wireless and municipal wireless.

Evaluation, Deployment, and Use Today

Very quickly, communication requests started flowing in from the mayor and the newly appointed directors, senior advisors and deputies. "Given our new mandate, people wanted a quick but reliable solution to stay connected to email, calendar appointments and contacts," recalled Bruce. "That's when

I brought in Good for an evaluation."

Good running on Palm Treos was quickly deployed to the new administration's leadership team and was well received. Over time, Good has grown to provide mobile messaging to other organizations within the City and County of Honolulu including the police and fire departments, the Mayor's Office, and the Department of Emergency Management. These organizations have service plans from AT&T, Sprint or Verizon Wireless depending on the coverage and service that best suits their needs.

High Expectations

Since the mayor expects his staff to respond promptly to email messages and other forms of communication, it has become ingrained into

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the culture of the City and County of Honolulu. In order to meet and exceed these expectations, the organization's mobile solution had to be functional, reliable and secure. Good meets these requirements.

For example, Mayor Hannemann was recently on a radio show and used his mobile device to fact-check a point he was making with a colleague. Bruce, who uses Good on a Palm Treo stated, "The device has become my professional lifeline. It's the only mobile device I use to schedule and keep track of my meetings and more than 3,000 contacts. I don't carry paper or a laptop; everything is on my Good device."

Benefits

In addition to these examples of Good Mobile Messaging in action, Good provides benefits in the following areas.

- **Rich user interface**—Good's Outlook-like user interface is easy to use so the IT department doesn't need to offer training.
- **Desktop-functionality**—In addition to running on multiple device types, Good on Palm Treos provides another way for city and county leaders, and employees to receive and respond to email messages. Almost all the features and functionality of a desktop are in the palms of users' hands.
- **Security**—As an organization that deals with a lot of confidential information, security is very important. Good's ability to "wipe" a device if it is lost or stolen and knowing that information is secure from the time it is sent to the time it is received is critical for the IT staff and employees of the City and County of Honolulu.
- **Reliability**—Since Good has become a business-critical solution, reliability is very important. Over the past three years, Good has experienced very little downtime.

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Good Technology

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