



**DYNAMIC  
DIGITAL**  
TRANSFORMATION, LLC



# FEDERAL AGENCY CUTS COSTS AND SECURES MOBILITY WITH DDT

DMI and Dynamic Solutions Technology combine mobility and federal IT experience to help agency manage thousands of secure mobile devices.

## RESULTS



**\$1K+**

Saved through plan optimization



**4,000**

Mobile devices supported securely



**2X/YEAR**

Refresh keeps tech current

## CLIENT INTRO

An independent federal agency responsible for nationwide operations required a partner to strengthen its mobility environment.

In 2023, the agency turned to Dynamic Digital Transformation (DDT)—a joint venture between DMI and Dynamic Solutions Technology—to manage mobility services and provide secure support for staff working both domestically and internationally.

## THE CHALLENGE

The agency needed an experienced partner to support daily operations, monitor device usage, and uncover opportunities to save.

Like many government organizations, the agency faced growing pressure to manage thousands of mobile devices securely, control rising costs, and provide consistent support across remote and on-site staff. Limited bandwidth within the organization made it harder to coordinate refresh cycles and keep every device compliant with security policies.

To address these challenges, the agency chose DDT to manage its enterprise mobility services and keep operations running smoothly for in-office and remote staff.



## THE SOLUTION

DDT manages the agency's enterprise mobility services, supporting over 3,800 iPhones, iPads, and MiFi devices. The team oversees procurement, carrier contracts, device refreshes, and end-user support—ensuring employees stay connected, secure, and productive.

In addition, DDT leverages Microsoft Intune for mobile device management and DMI's MyServe to track carrier spend and provide real-time visibility into mobility costs. Through MyServe, the agency gains actionable insights to better manage expenses, optimize carrier plans, and gain insights into mobility spend.

A dedicated five-person team, led by a full-time project manager, keeps operations running smoothly. By staying closely connected through ServiceNow, Microsoft Teams, Outlook, and in-person support, DDT delivers fast response times, reliable service, and proactive mobility management.

## THE IMPACT

DDT has helped the agency cut costs and improve mobile services by taking a proactive, data-driven approach. After spotting usage trends, the team eliminated potential overage charges by negotiating unlimited data plans with carriers.

To drive additional savings, DDT identified underused devices, contacted employees to verify need, and canceled unused lines, including MiFi and air cards.

Today, DDT continues to manage the agency's bi-annual mobile device refresh and delivers responsive, one-on-one user support. Survey feedback has been consistently positive, with users highlighting the team's reliability, responsiveness, and ease of access.



**CONNECT WITH US.**

DYNAMIC DIGITAL TRANSFORMATION (DDT)

IS A JOINT VENTURE BETWEEN DMI AND DYNAMIC SOLUTIONS TECHNOLOGY (DST), A SDVOSS.

Together, we bring deep federal experience and agile delivery to provide secure, scalable, and modern technology solutions for public sector agencies. As a compliant, small-business partner, DDT is uniquely positioned to help federal clients meet socio-economic goals while accelerating mission outcomes.