

## Expanding Connectivity | IEM Broadband Services

For almost four decades, IEM remains at the forefront of supporting the nation's most pressing public concerns ranging from disasters and other crises, public health threats and homeland security threats, and critical infrastructure needs.

The IEM Team leads, manages and supports projects and integrated campaigns designed to bring communities together and drive results. Our team has extensive experience in technology services, digital citizen services, community development and recovery, communications and public outreach, digital engagement, and grassroots organizing through our support to **state, local, tribal, and territorial** agencies and the **federal** government.

### Our Team Supports the Entire Broadband Lifecycle



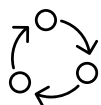
**Planning** – Our experts will fulfill all expectations and requirements for a client's BEAD planning and Digital Equity Plan, with emphasis on stakeholder collaboration, research and data collection, and current and future challenge identification.



**Connectivity** – Broadband is now considered the "other utility" because it is a necessary component of everyday life. From telehealth appointments to online schooling and employment, access to affordable, high-speed internet is critical.



**Digital Equity** - Our team of mission motivated experts and associates collaborate with our clients to strategically plan the activities and tasks necessary to ensure that **everyone** has access to Information and Communication Technologies (ICTs) and to exceed federal expectations.



**Program Management** – The IEM team support our clients through the grants management lifecycle, while overseeing the design and implementation of Broadband programs.

### Digital Inclusion Leads to Digital Equity

Our team of experts and associates collaborate with our clients to strategically plan the activities and tasks necessary to ensure that **everyone** has ICT access. At each stage, engagement and communication will be geared towards meeting the goal of equity engagement of underserved communities including lower income residents with a special focus on socially disadvantaged individuals.

#### Founded

1985

Woman-and Minority-Founded and Owned

#### Office Locations

Research Triangle Park, NC (HQ) • Washington, D.C. • Baton Rouge, LA • Tallahassee, FL • Bel Air, MD • Neptune, NJ • Pueblo, CO • Richmond, KY • Guaynabo, PR • Aguadilla, PR

#### Our experience

IEM has built a record of expanding equitable access into areas that are often left behind or hard to reach in government programs. Our team consists of experienced members of state broadband offices and former state, local and federal officials. IEM has supported clients in all 50 states, 4 territories, and over 14 countries.

#### Core Strengths

IEM's core strengths include:

- System integration
- Strategic program development
- Stakeholder engagement and outreach
- Data development and analysis
- GIS
- Plan implementation
- Compliance Requirements (e.g., 2 CFR 200)

## IEM's Broadband Capabilities

Our team of experts understand that elements such as targeted outreach, marketing, technical support, and last-mile deployment strategies are critical elements of IEM's and our curated partners' success. IEM provides continued, flexible support throughout the lifecycle of the project to ensure our client's confidence and success.

### GIS Technology Application

- Data collection and analysis
- Web maps and dashboards
- Trouble shooting

### Initial Proposal

- Federal compliance
- Establishing long-term objectives
- Training and workforce development
- Addressing challenges

### Planning

- Analysis and needs assessment
- Identifying targeting and priority areas
- Outreach and stakeholder engagement plan development
- Identifying public-private partnerships

### Program and Grants Management

- Program design and implementation
- Leveraging and maximizing federal funds
- Application processing
- Subgrantee selection support
- Technical assistance
- Proprietary grants management software available
- Program closeout

### Quality Inspection and Assurance

- On-site inspections
- Compliance monitoring
- Auditing

### Risk Assessment

- Identify potential risks and create mitigation strategies
- Ensure every-step compliance with state/federal requirements.

## Experts in Broadband



**Tammy Breski**

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Infrastructure  
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**Dora Pleasant**

Grant Compliance,  
Monitoring and Risk  
Management  
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## IEM Excels at Planning and Leveraging Federal Funds

- BEAD 5 Year Plan
- Digital Equity Plan
- BEAD Initial Proposal

## IEM'S Virtual Contact Center Expertise

IEM is proficient and experienced in managing large scale Virtual Contact Center operations for the states of Florida, Louisiana, Texas, New Jersey, North Carolina, Indiana, and Virginia.

Within our Virtual Contact Centers, IEM utilizes a leading **cloud-based software** platform that allows customer service agents to work in a physical facility or remotely. IEM ensures **language accessibility** by staffing centers to meet the multilingual needs of specific areas along with translation services.

IEM guarantees to provide flexible Virtual Contact Center hours to meet the fluctuating customer support demands, along with multimethod technical support.

## IEM Sample Virtual Contact Center Support Statistics

- ☎ 162,640 Total Call Volume
- ☎ 65,338 Inbound Calls
- ☎ 97.6% Inbound Call Answer Rate
- ☎ 00:05 Avg Waiting Time
- ☎ 05:24 Avg Inbound Call Time
- ☎ 1.80% Avg Abandon Rate
- ☎ 97,302 Outbound Calls

In **Florida**, IEM launched operations across **nine** geographically distant locations, with a full Virtual Contact Center and deployable registration system, within **seven days** of authorization to open the program.

This timeline includes toll free number set up, and **training** and **staffing** the contact centers, both remote and brick-and-mortar.