

US City Joins the League of Smart Cities With a Radical IT Makeover

Case Study



Overview

Becoming a future-ready city

One of the largest American cities saw its population and businesses grow, along with demands for higher standards of living and stable city services, administration processes with minimal business hurdles, and preparedness for further growth and expansion.

Zensar's brief:

Migrate existing infrastructure to the cloud, so the city can

- utilize new technologies in a much faster, agile, and efficient manner;
- better orchestrate the functions of its various departments;
- streamline processes and communication within the city network; and
- lay the groundwork for the future technological state of the city.

Beyond the brief:

Zensar's collaborative and strategic approach helped deliver an easily scalable and sustainable solution that

- takes less effort and cost to maintain and
- makes the city a better place to live, work, and thrive.



Challenges

Rising demand to transform city services

The city's IT organization was under pressure to plan the move to the cloud to provide more agility and elasticity for city departments to optimize performance. Additionally, it had to ensure proactive compliance with federal regulations and security and governance requirements.



Solution

Cloud onboarding with customized automation

We conducted a three-day long customized workshop to gather the city's compliance standards. This was followed by three weeks of design and implementation, which included AWS

- multi-account creation, networking, and automation;
- custom automation for account factory add-ons; and
- self-service capabilities to provision AWS services.

Key solution components:

- Implementation of proactive and reactive tagging strategies
- Custom Virtual Private Cloud (VPC) automation
- AWS transit gateway implementation and automation
- Design and automation of Okta integration
- Sumo Logic integration with central AWS audit logs
- Service catalog implementation with pre-built products and workflow
- Design and implementation of best practices and guardrails

Solution enablers

- **Amazon Control Tower** offered the easiest way to set up and govern a secure, multi-account AWS environment.
- **Amazon Service Catalog** helped create and manage IaC templates approved for use on AWS, so anyone can discover approved self-service cloud resources.



Impact

A better place to live, work, and thrive

- Streamlined data processing, security, communication, compliance, and governance
- Fully automated account creation in minutes
- Ease of self-provisioning and enabling updates to existing accounts

Business outcomes:

The solution resulted in a city that's more connected, secure, and equipped to deliver innovative services to its citizens. It also empowered the city administration with fully automated account creation, management, and execution.

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