

Setting up a major city in the **US** for success



Customer background

The customer is one of the top 10 biggest cities in the US. The city envisioned transforming their existing traditional IT infrastructure into a connected digital infrastructure. The additional benefits envisioned were a less complex and secure technology infrastructure, along with a superior citizen experience in dealing with the city.

Business Objectives

The customer was focused on enabling a citizen-centric approach to build a sound infrastructure foundation. In order to design and implement a simplified and scalable solution for the complex systems of a growing city, the customer was looking to collaborate with a partner to replace the aging technology with a new digital infrastructure to serve its residents better.

Challenges

Despite significant efforts made towards efficient planning, the city was struggling to architect smart technology solutions and strategies for improved public services. Unreliable data gathering and monitoring techniques adversely affected the day to day experience of the citizens. Poor management of public services directly impacted other dimensions of quality of life like safety, time and convenience, etc. Outdated technology and intermittent connectivity disturbed the social fabric of the city.

Solution

Zensar fostered an automation induced environment to accelerate request resolution while optimizing operational cost.

- Zensar stepped in to modernize and streamline existing operations with best in class enterprise technology
- Zensar encouraged modernization of IT systems to ensure access control and manage data across city sectors seamlessly
- Established a 'state of the art' center of operations for centralized city monitoring
- Stationed a dedicated team of experts within blocks of the downtown city campus to institute a single-window approach to resolve issues
- Introduced real-time personalized support to encourage interactivity and visibility
- Ran predictive analytics to study past patterns and suggest measures for optimized utilization of infrastructural elements in the city

Technology Landscape

Network/Security/Voice Monitoring

ACS management

Ticket resolution

Device management

VPN management

Hardware/Software support

Impact

Effective managed services and digital applications facilitated the modernization of IT infrastructure and were instrumental in boosting the quality of life of the citizens by 10-30%.

Streamlining operations across city, services like utilities and transportation, could focus on providing improved outcomes for citizens.

Cutting-edge automation and monitoring tools coupled with real-time data-driven digital services, equipped citizens to make better decisions, improving the city development index.

Better governance and coordination between public service agencies were established, ensuring better safety and connectivity.

To find out more about how Zensar can help you simplify IT complexity and support your business's digital initiatives, please contact us at marketing@zensar.com