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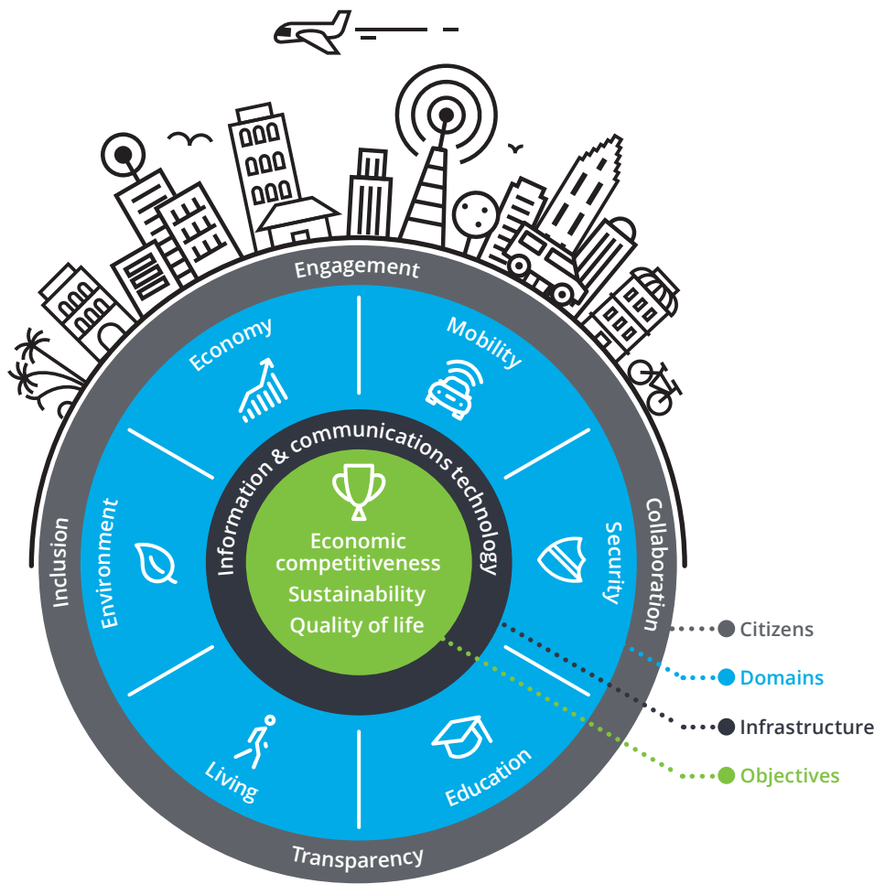
Smart City | Smart Nation

The path to the possible

Smart city drivers

- Unprecedented urbanization
- Trending green
- Safety and security
- Exponential innovation
- Transparent government



Solution highlights

Environment

Sensors detect leakage to preserve natural resources, such as water. Responsive devices (e.g., washing machines) temporarily stop consuming energy when demand for energy (and prices) increase. Cities use behavioral economics and gamification to encourage positive resourcing decisions.

Mobility

Shared mobility, autonomous vehicles, dynamic pricing, IoT, and advanced analytics enable more people and goods to move faster, safer, cheaper, and cleaner.

Security

Drones, wearable computing, facial-recognition, and predictive video help law enforcement fight crime and protect public safety. Agencies preempt crime by tapping into all streams of data. Secure data platforms, clear governance and smart access protocols help ensure that data is safeguarded against cyber threats.

Economy

Cities attract and retain business and talent by meeting the needs of a borderless workforce. Advances in technology help cities streamline government procedures, such as permitting and licensing. Digitization and big data analytics can improve city regulators' ability to track performance and outcomes.

Living

Cities promote connected communities through smart buildings, health care innovation, and the use of data to monitor and enhance social programs, all of which contribute to improved quality of life and sustainability.

Education

Virtual learning, digitization, and augmented reality transform the way we learn. Unbundled, personalized, and blended education is more accessible and augmented by rich data and analytics. The focus shifts from digital content in the classroom to real-world experiential learning.

Smart city difference in action

Success factors

1. **Start with a compelling business case.** Present an idea that constituents can easily understand.
2. **Develop, document, and communicate a clear and compelling vision of the future.** Create a picture that everyone can rally around.
3. **Run it like a portfolio.** Include discrete projects each with its own business case.
4. **Give the Program Management Office "authority" (vs. just "reporting").** Establish standards, proactively manage issues and risks, make decisions, and move funds.
5. **Take a phased approach with many small "wins" over time.** Cluster and sequence projects based on outcomes, priority, staffing, and funding.
6. **Don't underestimate change management and communications.** Double your time estimate, then double it again.
7. **Focus leads to results.** Pick three things that you want to announce as successes one year from now.

Objectives

When a customer-centric view is taken and holistic, integrated solutions are designed, the primary Smart City objectives can be achieved.

Client stories

Santander

The SmartSantander initiative taps into a treasure trove of data collected through more than 20,000 sensors and citizen smartphones. The citizens play the role of prosumers by contributing to the data stream by turning their smartphones into sensors and also as users of services.

London

London's congestion charging zone entails a network of 600+ cameras at entry/exit points that record and charge vehicles by matching with a registration database. From 2003-13, ~£1.2B of net revenue from the effort has been re-invested in developing bus networks, improving roads and bridges, and developing walking and cycling schemes.

Amman

The city of Amman's "CityPerform" platform allows the city to take a data-driven approach to improve city services. This model, combined with enhanced technological capabilities, has been generating positive results for Amman, especially for solid waste management.

Buenos Aires

The city implemented a new IT solution to streamline information flow. A mobile app was launched for citizens to register complaints, like a broken sidewalk, or they could flow in via social media. The average time to resolve a complaint plunged 93% without additional budget, allowing the city to fix more problems in less time.

Ecosystem

A Smart City engages several organizations and voices within a community to create a vision, implement a strategy, and plan for the future.

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