

Unifying digital citizen experiences through cloud infrastructure

Large U.S. city | Government



Business opportunity

Citizens and visitors alike rely on the government to manage traffic and parking in one of the nation's largest cities. Facilitating, managing and enforcing this service 24x7x365 requires a vast IT ecosystem.

With hardware in a legacy data center nearing end-of-life, the city needed an IT solution that could uplift their infrastructure to facilitate the next generation of customer service. Citizens wanted greater speed and convenience when using government services and the city wanted a more cost-effective model.

They envisioned a unified digital experience in which citizens could seamlessly access services over their preferred channel through a single point of contact.

Technical challenge

With millions of users depending on the city's applications, the IT team was focused on minimizing downtime and avoiding business impact without the necessary time to create a more strategic approach.

The customer encountered several technical challenges:

- Impending end-of-life and end-of-support hardware
- Increasing costs associated with hardware hosting and management
- Limited agility to scale systems on demand
- Unable to support the needed containerized application platform through the existing infrastructure
- Need to address load balancing, performance and secure integrations with both internal and external applications.



Our solution

Together, the city's IT team and Kyndryl used Kyndryl's **Cloud Automation Service** to successfully migrate the infrastructure to **AWS Cloud**. Kyndryl designed a landing zone platform to host current versions of Windows and Linux operating systems allowing for the installation of the latest versions of business applications.

They co-created integrations to bridge AWS Cloud management and Kyndryl monitoring tools for greater observability. The network was designed to simplify and eliminate unnecessary on-prem network infrastructure. Amazon Connect provides advanced call center capabilities with a unified digital experience for citizens to seamlessly access services over their preferred channel through a single point of contact.

The power of partnership

With meticulous execution and comprehensive use of Amazon services, Kyndryl ensured a transparent migration with no business disruption, empowering the customer to scale systems and maintain optimal availability efficiently.

Key Amazon services included in the solution:

- CloudWatch
- Certificate Manager
- Elastic Container Services
- Direct Connect
- Network Firewall
- Elastic Load Balancing
- Connect
- Route 53
- WAF
- Lambda
- Backup
- EC2
- RDS

What progress looks like

The AWS and Kyndryl solutions helped the city realize greater agility and provide better, more reliable services to millions of citizens. Together, they achieved:

Enhanced flexibility: The highly agile platform enables instant scalability to quickly and efficiently add infrastructure capacity to meet increasing demands or fluctuations in usage without disruption.

Future-proof growth: The scalable platform supports long-term strategic goals by enabling the expansion of services as their user base or service offerings increase.

Rapid environment setup: The AWS Cloud environment empowers quicker setup and deployment of QA and testing environments to accelerate development cycles and faster validation of new features, updates, and applications.

Cost-effective testing: Cloud resources allow them to create and dismantle testing environments as needed, paying only for the resources used during testing periods, thus reducing overhead and associated costs of on-premises testing.

About the Citation Administration departments

The Department of Finance and Department of Hearings oversees traffic and parking in one of the nation's largest cities.

What's your next digital business challenge? Let's tackle it together.

Talk to an expert. →

kyndryl.

© Copyright Kyndryl, Inc. October 2024

Kyndryl is a trademark or registered trademark of Kyndryl Inc. in the United States and/or other countries. Other product and service names may be trademarks of Kyndryl Inc. or other companies. This document is current as of the initial date of publication and may be changed by Kyndryl at any time without notice.