



## Client Profile

It's the largest city in the United States by land area; 4<sup>th</sup> largest by population. It's the Oil and Gas Capital of the World. Space Capital, too. But ask residents what makes the city so distinct, and you'll find a common theme: Diversity.

## Business Challenge

Celebrated as it may be, diversity raises a considerable challenge to those to manage city services. Each major department—including Public Works; Police, Fire & EMS; Administration & Regulatory Affairs, Neighborhoods, Information Technology, Airports, and more—must tailor services to a broad range of constituents, plus integrate it all digitally.

## Sierra Solution

Serving as the long-range, external “go-to” partner for IT Management & Support, Sierra delivers a wide array of enterprise support services to this client—all according to a singular vision: making our hometown an intelligent, digitally integrated city of the future. Current major initiatives include:

- Disaster Recovery Infrastructure leveraging SAP HANA and Microsoft Azure Cloud technologies
- Asset Management Systems supporting Transportation & Drainage Operations
- Permit System Digitization for Public Works
- HXM Optimization leveraging SAP Analytics Cloud for the Police Department, Houston's largest employer
- Infor support for City Utilities; Infor support for Public Works Integrated Land Management
- Geospatial Information Systems integration for Public Works

## Results

In 2021, Time Magazine voted this client among the Best Places in the World to live. Given the City's embrace of tomorrow's technology, it's easy to see why.