



Client Profile

It's the largest city in the United States by land area; 4th 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.