

Digital Ready Cities

G-Cloud 14: Service Definition Document

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1. Service objectives

Microsoft Industry Solutions engages cities around the world to empower more sustainable, prosperous, and economically competitive cities, helping employees and citizens unlock potential through digital transformation.

Digital Ready Cities is a mission-focused engagement delivered by Digital Advisors and supported by Subject Matter Experts aimed to help you imagine and envision the future reality of your organisation. Through the process, we will help you to prioritise a key scenario, design the technical architecture, business case and a transformation roadmap, before delivering a vision demonstrator and proof of concept to help you realise the vision.

- Engage your citizens with connected experiences
- Empower your city employees to respond faster to citizen needs
- Optimise your city operations and rapidly deliver new services
- Transform your city services to drive innovation and growth

The five CityNext solution pillars

Digital cities	Safer cities	Sustainable cities	Healthier cities	Educated cities
Offers innovative people-first solutions that span city administration and citizen services.	Provides more operational effectiveness, faster response times, and better emergency management.	Delivers the ability to efficiently and economically manage and conserve resources for growing populations	Helps citizens lead productive lives and contribute more to their communities.	Drives more teaching practices and better learning outcomes.

2. Overview of work performed

Throughout the Digital Ready Cities engagement, our experienced Digital Advisors and Subject Matter Experts will work with you in a series of workshops and phases to deliver a vision for the future of your organisation, including a proof of concept for a particular scenario.

Dream Imagine and envision the art of the possible	Design Design to realize the value of the vision	Deliver Deliver, adopt, and realize the vision and value
Trends and insights What are the key trends and insights that are relevant to your organization?	Technical architecture What would the technical architecture be for the proposed scenario?	Vision Demonstrator How would the proposed solution look in the new world?
Digital vision How do you envision the future reality of your organization?	Business case What is the qualitative as well as the quantitative value of these investments you are making?	Proof of Concept Can I test this solution on Microsoft technology?
Prioritized scenario What one idea will you try?	Transformation roadmap How will we move forward in a prioritized manner?	Value realized As we deliver, how will we measure and report?
Solution storyboard What solutions would address your scenario?		

3. Service outcomes

At the end of this engagement, Microsoft Industry Solutions will provide you with:

- A Vision Demonstrator – an interactive set of slides to help you understand what the proposed solution would look like in the new world
- A Proof of Concept – test the solution on the Microsoft technology stack
- A plan for measuring and reporting on the value realized from the solution.

4. Inputs and prerequisites

To derive full benefit from this service, the following pre-requisites are required:

- Organisation's involvement in all aspects of the service
- Organisation's ability to provide accurate/complete information
- Day-to-day direction of the engagement and assistance in all project activities

5. Additional information on Service Benefits

Depending on the scenario and solution you choose to progress with during this process, benefits may include:

- Engage citizens with connected experiences – reach them through new mobile services, improve understanding of their needs and increase participation and satisfaction through new experiences
- Empower your employees to respond faster to citizen needs – enhance collaboration, increase productivity and efficiency, mobilize employees with specific applications and help them to deliver new services.
- Optimize your operations and rapidly deliver new services – connect systems, data and people across departments, gain actionable insights and maintain assets more proactively
- Transform your city to drive innovation and growth – harness the cloud to design new services, attract the right talent and drive educational excellence.

6. Why Microsoft Industry Solutions

Advanced technology is only useful if it helps you succeed, which is why we're focused on helping you to create unique business value and deliver business outcomes for your organisation, customers and employees. We challenge convention, reimagine the art of the possible and deliver uniquely differentiated services for our customers. With results that demonstrate our ability to lead and deliver the promised value of cloud for customers, Microsoft Industry Solutions are accountable, invested in your success over the long term and focused on helping you address critical, complex business challenges using disruptive technology in innovative new ways for faster realisation of your digital ambitions.

World Class Expertise: We are proud to be a world leader with decades of experience – not just in our technologies but also the Services that support them. Our knowledge, expertise and proven practices underpin the delivery of our consultancy and support services.

Connection with Microsoft Product Groups: At any stage of the design or implementation process, Microsoft Industry Solutions can connect with specific Product Groups and technical communities at the heart of Microsoft. This means we have unique access to the latest developments surrounding our own Microsoft technologies to resolve issues quickly and assist in planning and strategy.

Distinctive Intellectual Property (IP): Microsoft Industry Solutions can draw upon unique IP including frameworks and accelerators developed through hands-on use of our own technology and many worldwide deployments, to accelerate and de-risk the delivery of your solution.

Strong Customer Relationships: We are committed to long-term customer success and have close, intimate relationships with our customers that enable us to support their projects and wider business goals. All our projects are monitored and measured in terms of customer satisfaction, which is a key metric for our delivery teams.

A Relentless Focus on Driving Customer Impact: Through architecture, deployment, adoption and support, ensuring our customers do and achieve more with their investments in Microsoft to help them please their own customers.