

# SHI Smart AI Integrated Solutions

Smart Cities



## Enabling cities to transform data into actionable intelligence, driving smarter, more responsive community services.

Cities are advancing digital transformation and smart city initiatives while continuing to navigate persistent operational challenges. Aging infrastructure, extreme weather events, heightened public safety, workforce limitations, and increasing demands for transparent, accessible services place significant pressure on city leadership. Additionally, siloed departments and disparate sub-systems often hinder the ability to achieve coordinated and measurable modernization outcomes. Rapid advances in AI add both opportunity and complexity, leaving some city stakeholders uncertain about how to harness AI responsibly and effectively.

The SHI Smart Cities framework addresses these challenges by providing a unique thought leadership-driven methodology for cities. Our foundational and interoperable building block approach integrates AI into a city's operations, processes, and workflows with AI orchestration. By unifying data from sensors, public safety systems, applications, and other sources, we create a civic intelligence central nervous system driving information into actionable intelligence.

SHI's framework empowers city leaders and administrators with greater operational visibility and intelligent decision-making, improving outcomes in service delivery, resilience, and community engagement.

SHI's AI Advisory and Integration Services guide organizations from assessment through deployment, training, and ongoing support, driving effective Smart Cities implementations. With access to SHI's AI & Cyber Labs and an extensive team of data scientists and AI architects, organizations can validate and deploy customized AI solutions using real data. This approach minimizes risk and accelerates value.

## Case Studies

### Town of Vail Smart Cities Innovation

The Town of Vail will use AI to:

- Enhance public safety.
- Accelerate emergency response time.
- Detect wildfires earlier.
- Optimize traffic flow.
- Streamline repetitive administrative tasks like housing permits and business licensing applications.

The town will gain AI-driven 508 compliance to ensure its municipal websites are accessible to people with disabilities, further aligning with federal and state legal requirements.

With 2.8 million visitors a year, the agentic AI platform will also help the town build stronger connections with residents and visitors. A new 24/7 digital concierge at the town's library creates a social hub for real-time, local information.



### City of Brownsville Smart Cities Innovation

The City of Brownsville is focused on reducing crime and increasing public safety.

SHI, along with our partners, have implemented an AI livestream video processing solution that will enable the local government to perform proactive policing and increase residents' safety and security.

"For us, this is about our people. SHI's Smart Cities solution design supports our goal of making Brownsville safer, more connected, and more innovative," said Jorge Cardenas, Chief Information Officer for the City of Brownsville. "This technology will help us see across our city with clarity and make decisions based on real-time insight, not guesswork or legacy data."

"We're building an infrastructure that will allow local businesses, hospitals, and professionals to access advanced AI and networking capabilities they need to drive economic development. This is the technology foundation that will support Brownsville and surrounding cities for years to come."



# SHI's Smart Cities solution provides a secure, scalable, unified framework

The SHI Smart Cities framework provides public sector organizations with a scalable and secure fabric to deploy AI throughout all civic operations systems and subsystems. By integrating data sets across infrastructure, public safety, environmental management, and citizen engagement, this cohesive framework helps governments achieve operational performance outcomes today while strengthening resilience for the future.



## Smart Cities initiatives can be funded through:

### Federal and state grants

Leverage available infrastructure, technology, and innovation grants.

### Municipal bonds

Finance capital improvements and digital infrastructure.

### Public-private partnerships (PPPs)

Engage industry partners for co-investment and shared value.

### Revenue generation

Monetize city data, assets, and digital services.

## Take your Smart Cities journey with SHI

SHI's public sector AI experts can help you deploy smart city solutions to improve operations, resilience, and citizen outcomes. Reach out at [AI@SHI.com](mailto:AI@SHI.com).