

Unlocking the future of smart cities with AWS Certification

Customer challenges

Building smarter, more scalable government services

The way we experience cities is changing. People expect government services to be as seamless and intuitive as the ones they use every day in their personal lives. To keep up, agencies need smarter, more flexible solutions that not only meet these expectations but also make their operations more efficient.

Constituents today want easy, on-demand access to government services. Our Amazon Web Services (AWS)-certified solutions help agencies meet these expectations by integrating AI-driven automation, omnichannel communication, and self-service capabilities into their systems.

For example, Amazon Connect is a cloud-based contact center solution that gives agencies the ability to enhance constituent interactions while leveraging real-time insights. Through seamless API integrations, AI-powered virtual assistants, and multilingual self-service options, agencies can resolve inquiries faster, reduce operational overhead, and improve overall service delivery.

Solution highlights

AWS Smart City Competency Partners assist clients in designing and deploying sophisticated solutions leveraging AWS technology, aimed at enhancing accessibility, livability, and sustainability within urban environments for the benefit of citizens. At Kyndryl, we're helping to lead this shift.

Earning the **AWS Smart Cities Competency** isn't just a milestone — it's proof of our ability to help agencies reimagine how they connect with constituents, deliver services and operate in a fast-moving digital landscape.



Customer benefits

AI and automation: transforming the citizen experience

With AI, automation, and cloud technologies at the core of what we do, Kyndryl and AWS are helping to make government services more accessible, responsive and impactful. A big part of making cities smarter is using AI to improve how government services work. With AWS advanced AI tools, agencies can predict needs, automate processes, and deliver faster, more intuitive support. This isn't just about technology — it's about giving people better experiences when they need help.

For instance, AI-driven self-service tools have cut call volumes by up to 30%, helping agencies serve more people without overloading their staff. Multilingual support ensures that language isn't a barrier to accessing vital services, making government resources more inclusive and effective.

Driving innovation in mobility and public services

Smart city solutions go far beyond digital customer service. Kyndryl's work with AWS is helping cities modernize everything from public transit to disaster recovery. By leveraging real-time data analytics and cloud computing, agencies can proactively manage resources, optimize service delivery and enhance citizen satisfaction.

With solutions like AI-powered parking management and intelligent traffic flow analytics, we're helping cities reduce congestion and improve mobility. Our work also extends to public safety, emergency response and other critical areas where real-time data can make a major impact. We're already seeing real-world results and success stories across these key sectors:

- **Department of Motor Vehicle modernization:** AI-powered chatbots and self-service portals have cut down wait times and made DMV services more accessible and efficient.
- **Smarter parking:** Cities using cloud-based parking solutions have improved space management, eased congestion, and given drivers real-time availability updates.
- **Better travel experiences:** In airports, our solutions have ensured better Wi-Fi access, enhancing the passenger journey from start to finish.
- **Smart emergency worker solutions:** Commanders, such as those directing firefighters, get real-time data supporting them with accurate, live information on risk and exposures to make informed decisions and facilitate timely assistance to firefighters in distress.

Looking ahead: building the future together

Smart cities don't happen in silos — they require collaboration. That's why we're working closely with AWS and government agencies to develop solutions tailored to each community's needs. Our AWS Smart Cities Competency is just the beginning of what's possible.

Looking ahead, we're pushing the boundaries of what AI and cloud technologies can do. From improving cross-platform interoperability to leveraging real-time data for smarter decision-making, we're committed to building the future of connected cities.

Why Kyndryl?

Kyndryl has deep expertise in designing, running, and managing the most modern, efficient, and reliable technology infrastructure that the world depends on every day. We are deeply committed to advancing the critical infrastructure that powers human progress. We're building on our foundation of excellence by creating systems in new ways: bringing in the right partners, investing in our business, and working side-by-side with our customers to unlock potential.

Next steps

If you're ready to see what's possible, explore our latest AWS-certified solutions and let's [start a conversation](#) about how [Kyndryl can help transform government services](#) for the better. Learn more at the [Kyndryl AWS Partner Page](#), call your Kyndryl representative or visit us at [kyndryl.com](#).



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