



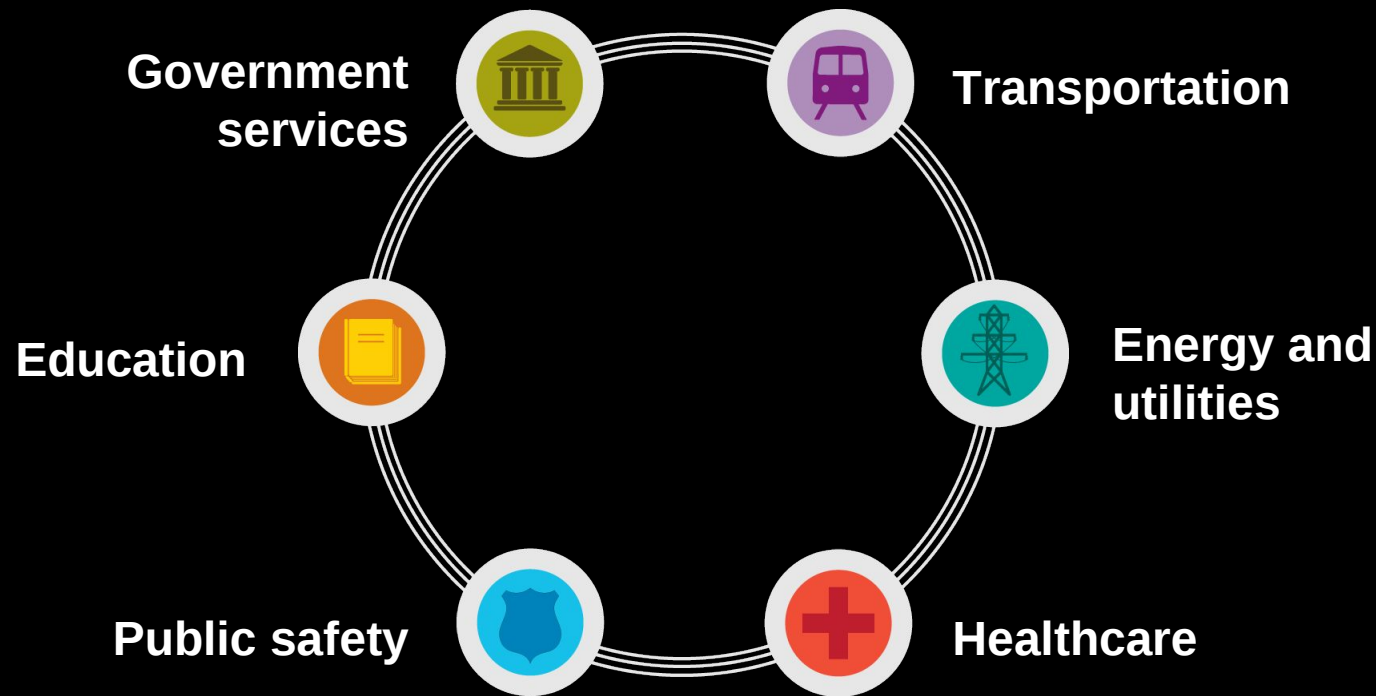
# Smarter Cities 2010 and beyond

**Dr. Sharon Nunes**

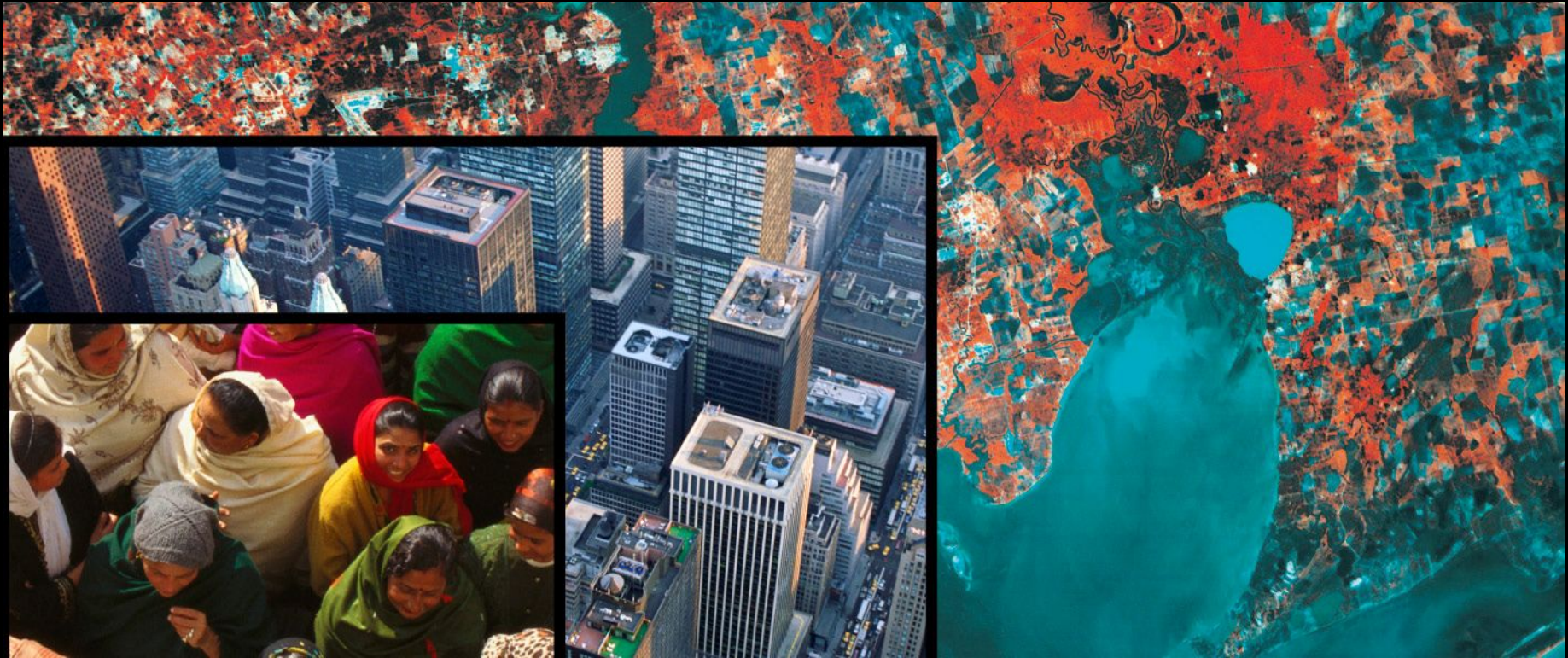
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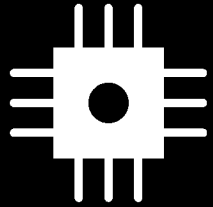
The city is a microcosm of the major challenges and opportunities facing the planet today—intensified and accelerated.



Cities — more than states, provinces or even nations — will increasingly serve as the crucibles where the success or failure of our planet is determined.

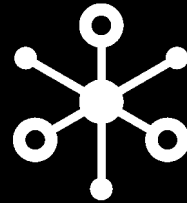


# Smarter planet is about a continuing transformation enabled by some important technology and societal changes:



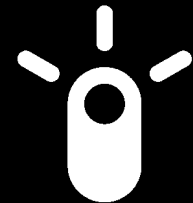
## Instrumented

We can measure, sense and see the condition of practically everything.



## Interconnected

People, systems and objects can communicate and interact with each other in entirely new ways.



## Intelligent

We can analyse and derive insight from larger and more diverse sources of information, to predict and respond better to change.



Smarter cities focus on the economic health and welfare of citizens and businesses. 



Public

SHARING RESULTS



Businesses

providing needed services, creating an economically sound environment and improving the quality of life for all

# Client transformations in healthcare



A regional healthcare provider in France, created a regional information communication and management solution that improved the efficiency of patient care, reduced the risk of medical error and improved emergency response coordination.



A public healthcare organization, **Servicio Extremeño de Salud** in Spain, has built a regionally integrated system that lets patients go to many health centers within the region, knowing a doctor there can have the patients' complete, up-to-date records for faster and more accurate treatment.

# Client transformations in public safety



The **NYPD Crime Information Warehouse** gives officers mobile access to more than 120 million criminal complaints, arrests and 911 records, as well as 5 million criminal records, parole files and photographs—resulting in a 27% reduction in crime.



The **City of Madrid** has developed a new Emergency Response Center, which aggregates emergency call data and instantly alerts the proper authorities, including police, ambulance services and the fire brigade. The city has experienced a 25% reduction in response time as a result of the implementation.

# Client transformations in government services



**City of Albuquerque** introduced a performance management system that reduces manual data collection from disparate sources while enabling actionable, timely information for citizens, emergency personnel and others—realizing an initial cost savings of almost 2,000% ROI.



The **Cheshire County Council** achieved a 20% reduction in time and cost required to perform in-home senior visits, improving the ability to proactively manage the course of health and social care for senior citizens.

# The new leadership requirements:



**Collaboration**

**Standards**

**Openness and innovation**

These three elements are key to your city's long-term strategy and road-map to success.