



SHI Smart AI Integrated Solutions

Smart Cities

Cities today are under pressure to do it all — protect residents, modernize infrastructure, and make digital services more inclusive — all while managing tight budgets and strict compliance requirements. The vision for AI-enabled transformation is clear, but the challenge lies in the implementation and process.

Being able to integrate information and communication technologies to improve efficiency, sustainability, and quality of life in their city/town environments is the goal of their leaders. The process of collecting and analyzing real-time data from sensors can help them manage their city systems and enable city leaders to optimize resource allocation, respond proactively to public needs, enhance safety, and create smarter, more resilient communities.

SHI Smart AI Integrated Solutions we offer in combination with our SHI partnerships

- Meet 508 compliance deadlines: Ensure its municipal websites are accessible to people with disabilities, further aligning with federal and state legal requirements. [Learn more about 508 compliance.](#)
- Agentic AI platform — Digital Concierge/Ambassador: An intelligent civic assistant to answer visitor and resident questions, from wayfinding resource locations to public events and history.
- Enhance public safety: Intelligence that sees, hears, understands, and acts.
- Accelerate emergency response time.
- Manage how safely, securely, and effectively your organization is operating.
- Fire prevention: Detect early signs of smoke and fire. Geospatial mapping to assess risk before incidents escalate.
- Optimize traffic flow.
- Streamline repetitive administrative tasks like housing permits and business licensing applications.
- Automate, gain intelligence, and enable real-time decision-making, including accessibility compliance.

SHI's Smart City Solution provides a secure, scalable unified platform that allows you to:

Gain real-time analytics, video enhancement, security, and support.

- Monitor live feeds for airport terminals and across parks, stadiums, transit hubs, and campuses.
- Take action on events and deploy resources in real time.

Capture and integrate data.

- From transportation networks, hospitality services, emergency response teams, and public venues into integrated command centers.
- Provide civil intelligence, broadening civil engagement and knowledge.

Modernize infrastructure, maintain cybersecurity, and manage compliance challenges.

- Leverage advanced AI-driven monitoring and integrated data platforms to proactively address vulnerabilities, ensure regulatory adherence, and support the evolving needs of urban environments.
- Enable cities and enterprises to safeguard sensitive information, streamline operations, and sustain resilient infrastructures, ultimately empowering the enhancement of public safety, accelerating emergency response, optimizing everyday processes, driving economic growth, and enhancing their overall visitor experience.

SHI's AI Advisory and Integration Services facilitate effective Smart City implementations and ensure continuous value by providing comprehensive, expert-led assessments, systematic deployment, professional training, and dedicated ongoing support.

With access to SHI's AI & Cyber Labs, organizations can validate AI solutions using their actual data, workloads, and integration requirements in a secure environment. Backed by an extensive team of data scientists and AI architects, SHI delivers integrated, customized AI solutions that minimize generative AI implementation risks and drive real business 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 with a new 24/7 digital concierge at the town's library, creating 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 SHI's 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 City 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."

[Read more.](#)

What is 508 compliance?

- The U.S. Rehabilitation Act requires federal agencies, state and local governments, and their contractors to ensure all websites, applications, and digital services are accessible to individuals with disabilities.
- This impacts organizations that receive federal funding, including universities or museums.
- *The deadline is April 2026.*

Modernize city services with confidence — meet 508 compliance, enhance public safety, and deploy AI responsibly with SHI as your trusted partner.

Contact AI@SHI.com to start the conversation.