



SILVASSA SMART CITY- CASE STUDY

INTRODUCTION

TechBridge partnered with Silvassa Smart City to monitor and secure its digital infrastructure. This case study highlights how TechBridge deployed a suite of **EMS & CyberSecurity** solutions tailored to Silvassa Smart City's unique needs, ensuring all principles of **AIOPs**, (**optimal IT/Network Monitoring & Performance**), efficient **Asset Management**, streamlined **ITOPs**, and robust **CyberSecurity** posture with secured **Identity and Access Management** and **SIEM** Platform.

PROBLEM STATEMENT

Silvassa Smart City facing many challenges and they want to prioritize network monitoring for uninterrupted connectivity and peak performance, employing real-time tracking of traffic, including URL and IP/MPLS monitoring. Managing assets across departments and locations posed challenges, necessitating streamlined tracking and resource monitoring. Effective IT service management, including helpdesk operations and incident management, ensured prompt issue resolution. Adherence to SLAs was vital for improving service delivery, while robust cybersecurity measures, including identity and access management and enhanced security incident management, protected against evolving threats.

SOLUTION TO THE PROBLEM

TechBridge's solution encompasses the deployment of critical components:

tbXMS (URL Monitoring, IP/MPLS Monitoring):

- Monitors the network infrastructure.
- Conducts fault and performance management for IP/SNMP-enabled devices.
- Supports various protocols, including SNMP and ICMP.
- Parameters monitored include CPU, memory, link status, bandwidth, errors, losses, and traffic behavior.
- Services provided: Network monitoring, device detection, performance analysis, device management, and fault management.

URL Monitoring:

- Monitor their websites being up or down and response time.

Industry

- Government and Public Services

The Company

- Silvassa Smart City, a forward-thinking urban development initiative, aimed to leverage technology to enhance citizen services, optimize resource allocation, and improve overall governance.



BIG SAVING

Revolutionary Automation Slashes manpower costs, Ensuring Unparalleled Efficiency Seamless Operations

Server Performance Monitoring (tbXMS):

- Monitors server resources for optimal performance.
- Tracks CPU utilization, disk utilization, CPU load, memory utilization, and operating system parameters.
- Applications Manager provides real-time monitoring for metrics such as memory utilization, disk I/O, network interface, hardware health, and more.

Helpdesk System (tbITSM):

- Provides incident management, problem management, and change management.
- Implements SLA tracking for incident resolution time.
- Manages ticketing and automatically creates tickets for NMS-detected issues.
- Manages assets and hardware inventory.

Unified Dashboard (tbDashboard):

- Presents a centralized view of critical metrics and data.
- Custom reports for insightful data presentation.
- User-specific dashboards tailored to individual needs.

tbAssetManager:

- Implemented asset management solutions to track and manage digital assets effectively, optimizing resource allocation and reducing operational costs.

tbSLAManager:

- Deployed for monitoring and managing SLAs, ensuring compliance and enhancing service levels.

tbSIEM:

- Implemented for advanced security incident and event management, enabling proactive threat detection, response and prevention.

tbIAM:

- Deployed for robust identity and access management controls, ensuring secure access to digital resources and mitigating risks

BENEFITS TO THE CUSTOMERS

- **Enhanced Network Performance:** Real-time monitoring with tbXMS improved network visibility, enabling proactive optimization of network resources.
- **Streamlined Asset Management:** tbAssetManager facilitated efficient asset tracking and management, leading to reduced costs and improved compliance.
- **Improved IT Service Delivery:** tbITSM streamlined helpdesk operations, resulting in reduced resolution times and enhanced user satisfaction.
- **Adherence to SLAs:** tbSLAManager ensured adherence to SLAs, enhancing service delivery and governance.
- **Strengthened CyberSecurity:** tbSIEM and tbIAM bolstered cyberSecurity measures, providing advanced threat detection, threat prevention, incident response, and access management capabilities.

Dashboard

