

## SAUDI ARABIA'S MINISTRY OF MUNICIPALITIES AND RURAL AFFAIRS' DIGITAL TRANSFORMATION SUPPORTS SAUDI VISION 2030 TO DELIVER EFFICIENT SMART CITY SERVICES



وزارة الشؤون  
البلدية و القروية

Ministry of Municipal & Rural Affairs

### WEBSITE

WWW.MOMRA.GOV.SA

### INDUSTRY

GOVERNMENT AND PUBLIC SECTOR

### LOCATION

RIYADH, KINGDOM OF SAUDI ARABIA

### KEY CHALLENGES

- Complex and costly IT infrastructure with fragmented data centers
- Lengthy deployments of new citizen services
- IT staff focused on solving IT issues rather than innovation

### SOLUTION

MOMRA digitally transformed to simplify its complex IT infrastructure, and centralize distribution of government citizen services using the VMware Cloud Management Platform, VMware vRealize Suite, and Enterprise Hybrid Cloud.

### BUSINESS BENEFITS

- 200 percent increased speed and efficiency of IT services
- Reallocating 30 percent of IT budget to developing new IT services
- Agility to meet growing population and connected devices, support Smart City innovations.

The Saudi Arabia Ministry of Municipalities and Rural Affairs (MOMRA) is undergoing a massive digital transformation, aligned with National Transformation Program 2020 and Saudi Vision 2030 strategic goals and targets.

Using VMware and Dell EMC solutions, MOMRA has created the Municipalities Information Center to provide centralized and highly available IT-as-a-Service cloud infrastructure to all municipalities. MOMRA has increased IT efficiency, availability, and speed of delivery for IT Services, apps, and innovations to Saudi citizens and residents.

The Ministry of Municipality and Rural Affairs (MOMRA) in Saudi Arabia was established in 1975. MOMRA offers many services and has a lot of responsibility. MOMRA provisions municipal services, urban planning, the development of villages, and hamlets, as well as the preservation of public health. These are all executed by MOMRA's 16 regional municipalities and 269 local municipalities.

### The Challenge

MOMRA's IT services had been provided in a distributed data center architecture. In this environment, MOMRA and its different municipalities across the Kingdom operated their own data centers providing different application and different digital services.

This distributed data center architecture created multiple challenges for MOMRA, especially centered on delivering complex IT infrastructure and higher costs that held back strategic goals, staff optimization, and delivering innovative new services.

Among the most prominent challenges facing MOMRA were increasing IT budget requirements for the municipalities and increasing IT operation costs for municipalities running their data centers. MOMRA also faced increasing security challenges in protecting assets and data, and multiple data centers for different municipalities for production and disaster recovery. Each municipality was also offering different digital services to serve their own residents and citizens.

“Saudi citizens and residents expect to interact with the government easily and efficiently. MOMRA's public-private partnership with VMware is delivering the agile IT infrastructure that is optimizing costs, and enabling us to deliver the mobile e-government innovations that will enhance daily lives and the urban environment, and Smart City innovation, in line with Saudi Vision 2030.”

DR. IBRAHIM ABDULLAH  
DIRECTOR, MUNICIPAL INFORMATION CENTER  
MOMRA

#### VMWARE FOOTPRINT

- VMware vRealize Suite
- Dell EMC Enterprise Hybrid Cloud

#### PARTNER

- Dell EMC

#### The Solution

Through the digital transformation journey, MOMRA has launched the Municipalities Information Center. With solutions from Dell EMC and VMware, MOMRA's Municipalities Information Center has a centralized, highly available data center infrastructure that can provide IT-as-a-Service using VMware vRealize Suite and Dell EMC enterprise hybrid cloud solutions.

Today, the Municipalities Information Center provides a centralized cloud-based self-service portal for all municipalities to request IT infrastructure and application services. Delivery of these IT Services to Saudi municipalities is instant, automated, highly available, and completely operated by MOMRA's internal operations team.

This Municipalities Information Center allows municipalities to focus on providing the innovative digital services to citizens and residents, rather than focusing on infrastructure and operations.

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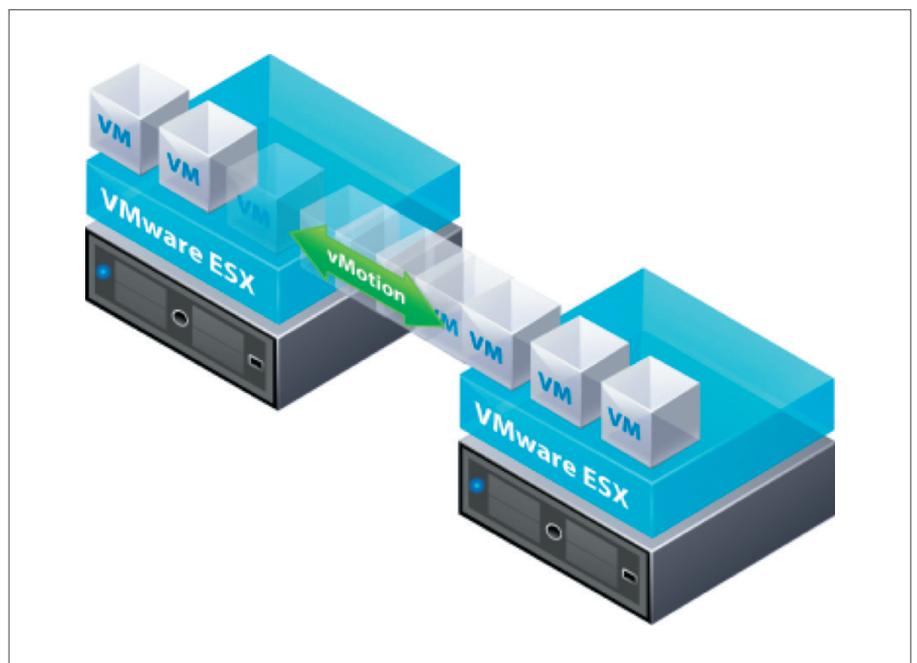


Figure 1: VMware vMotion moves live, running virtual machines from one host to another while maintaining continuous service availability.

“Consolidating our data centers in the Municipalities Information Center is allowing MOMRA to free up our staff to deploy e-services tailored to different municipalities. MOMRA's agile and, secure IT infrastructure can scale up with our population growth. We are now working with VMware on network virtualization and automation solutions that can further enhance the citizen experience,” said Dr. Ibrahim Abdullah, Director, Municipal Information Center, MOMRA.

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ENG. MAJED ALMUBBADEL  
IT INFRASTRUCTURE MANAGER  
MUNICIPAL INFORMATION CENTER, MOMRA

## Business Results and Benefits

The creation of the Municipalities Information Center and the centralization of municipalities' IT services using Dell EMC and VMware cloud solutions has resulted in impressive values and benefits to MOMRA.

MOMRA can now deliver innovative digital services to citizens and residents 200 percent faster, with lower costs, helping MOMRA accomplish the goals laid out in Saudi Vision 2030 and the National Transformation Program 2020.

In anticipation of Saudi municipalities continuing to add population, in tandem with connected machines and mobile devices, MOMRA continues to build new digital services to serve the needed requirements by business, citizens, and residents of the Kingdom of Saudi Arabia. MOMRA is also able to maintain service availability, service automation, service security, and operational costs associated with the digital transformation.

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