

### SDL: A MUNICIPAL-WIDE SOLUTION

Prior to implementing SDL, Cherry Hill's departments were running on different platforms with no overarching visibility. After wanting more transparency into the day-to-day activities & concerns within their municipality, Cherry Hill sought out a vendor who could connect their departments through one unified system.

With ten of their departments now running through SDL, Cherry Hill sees the following benefits:



**Robust Property History:** Because Cherry Hill has virtually all of their departments running on SDL, they are able to have a comprehensive view of property history. For instance, if their staff searches a property they will see any permits, inspections, violations, pet licenses, applications, OPRA requests, etc...that are associated with the property.



**Informed Decision Making:** Cherry Hill is able to keep a pulse on the activities & concerns within their municipality. The reporting tools help managers identify trends such as common concerns so they can take the necessary actions to correct it.



**Field Access:** Turning on SDL Mobile saves inspectors & field personnel time as they can access the information they need from the field, complete their inspections or service requests & all actions sync back to the other SDL platforms.



**Resident Engagement:** Cherry Hill empowers residents to submit requests online using SDL Portal & SDL Citizen (mobile app). This reduces data entry errors, foot traffic & phone calls to town hall thus freeing up time for staff to handle their responsibilities.

