



# A FAST-ACTING SOLUTION

Lambertville City, New Jersey

## CHALLENGES

Lambertville City experienced disrupted operations. To promote resident and staff safety, Lambertville needed a solution that could bring their processes online quickly.

## SOLUTIONS

Using SDL's digital form builder, the city began replacing its paper applications with digital forms. With SDL's website integration, the city seamlessly incorporated the forms into its website. This allowed visitors to submit forms through the website that could immediately be processed, managed, and tracked in SDL's software.



We've seen an increase in participation across the board in everything we've done.

**Michael Humphrey**

Deputy Clerk, Lambertville City

## PROBLEMS SOLVED BY SDL



Increased participation in parking permits, bulk pick-up requests, and other online services.



Shortened and simplified forms for residents by incorporating validation rules.



Citizen Portal



Websites



Online Tracking



Simplified tracking, enabling staff to find information faster when responding to residents, professionals, or OPRA requests.



Ability to make changes and the next applicant will see the updated form.