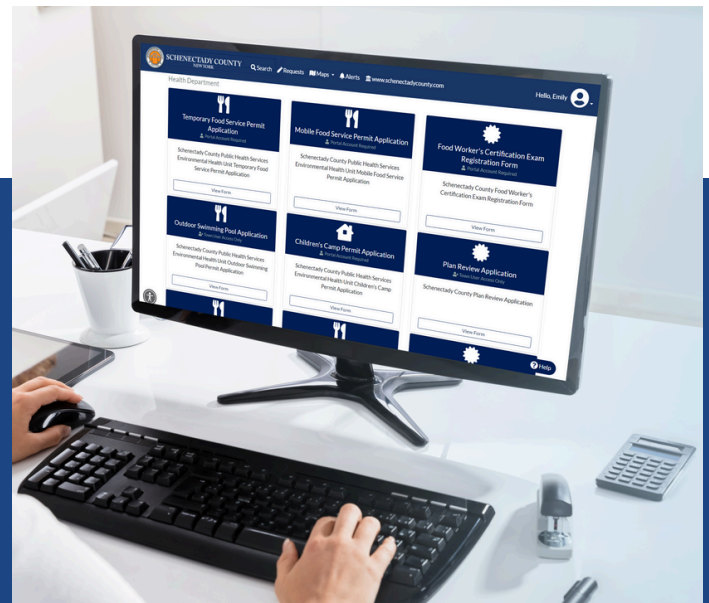# SDL

# AN INTER-DEPARTMENTAL SOLUTION

Schenectady County, New York



> " SDL Connect has integrations that allow the county to accept online payments, secure documents, schedule appointments, apply e-signatures and create workflows, making our programs and services more accessible to our constituents.

**Laura Baker**
Chief Information Officer,
Schenectady County

## CHALLENGES ⌄

The county's departments generally operate in silos, budgeting for and finding their own software vendors. However, the CIO sought to find a flexible software solution that could meet the needs of all of its departments and offer a single destination for citizen services.

## SOLUTIONS ⌄

Schenectady County's IT Department partnered with SDL, using SDL Connect to create a cohesive user experience for its staff and citizens.



**Citizen Portal**

**Inter-Departmental Services**

**PII & Payment Collection**

## PROBLEMS SOLVED BY SDL ⌄

Established a single, public-facing portal that all 52 county departments can use to offer services online.

Enabled county departments to securely collect, store and view sensitive information and documents.

Alleviated IT headaches associated with vetting and supporting multiple software providers.

Reduced foot traffic to the county by replacing paper forms and processes and accepting payments online.

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