



SDL CONSTRUCTION CASE STUDY EATONTOWN, NJ

Why Eatontown Uses Spatial Data Logic

In the Borough of Eatontown, it's imperative that the Construction department has a reliable, easy-to-use software that can be used by staff of all ages and technical abilities. For over 8 years, Spatial Data Logic has delivered a solution that meets their needs and allows them to complete and streamline building processes for the Borough's 12,000+ residents.

Interconnected Solution

SDL's software helps the departments internal communication. "Everything becomes interconnected," said Django Wieggers, Construction Official. SDL Mobile allows him to complete inspections in the field, while the TA can access all results, photos and comments in real-time. Additionally, he has visibility into other sub-code results and can share information with the housing department, zoning department, or board chairs as needed.

Customer Service

"The biggest thing is customer service. We don't want anyone to be lost," said Mr. Wieggers.

"I know construction. I know how to put a building together....Sometimes we run into the same tech problems. We ask for help and we get it. Your technical support team doesn't look down at us. Your guys are very professional and friendly. Your staff gets back to us and that's important."

Adaptability

At Spatial Data Logic, our client's feedback is important. We are constantly updating our software and innovating to meet the growing needs of our clients. For Eatontown, this is a huge benefit compared to previous vendors who shied away from change.

Citizen Services

Eatontown is also in the process of enabling online permit applications as a way to save time, eliminate the guesswork of handwritten applications and to put the onus on the applicant. "When people drop off a permit and we need to enter it, they are calling the next hour to see if it's in," said Linda Montagna, Technical Assistant. The SDL Portal allows the applicant to confirm their permit was successfully submitted and track the progress online.



Django Wieggers
Construction Official

Linda Montagna
Technical Assistant