



Request311 & Work Orders Enhance Access and Efficiency

The Challenge

Lakewood Township, Lakewood, New Jersey sought a solution to modernize its service request management system. While their previous system was effective for backend operations, it fell short in citizen portal functionality. The lack of user-friendly access made it difficult for both staff and citizens to retrieve information efficiently and process service requests. Additionally, the system required significant manual intervention, leading to inefficiencies and delays. The township needed a platform that would enhance user experience, streamline workflows, and reduce administrative burdens.

The Solution

After evaluating options, Lakewood Township selected Catalis Request311 & Work Orders for its flexibility, ease of use, and citizen engagement features.

The interactive portal improved accessibility, while automation streamlined request submissions and tracking. Catalis provided structured training and support, ensuring a smooth transition and quick adoption.

The Results

With Catalis Request311 & Work Orders, Lakewood Township has:

- Automated Workflows – Reduced manual processing with automated request routing.
- Increased Efficiency – Improved organization, minimizing delays.
- User-Friendly Access – Intuitive system for both staff and residents.
- Reliable Support – Catalis' team ensured a seamless implementation.

By improving efficiency and transparency, the township has optimized internal operations and strengthened citizen engagement.

"We are highly satisfied with our experience encompassing both onsite training and the system itself."

Raymond Helmstetter, Jr.

Code Enforcement Lead,
Lakewood Township Department of Public Works