Technology solutions and services designed to increase revenue and boost levels of productivity and customer service for large, complex organizations.

ENTERPRISE APPLICATIONS

advisory services. technology delivery. managed services.

SDI

Delivering Intelligent Technology™

SDI provides application managed services for a major municipal water and sewer utility's customer information system with integrated automated meter reading, providing the means to record and bill for nearly a billion gallons of drinking water a day. Estimated Year One annual savings from incumbent provider while maintaining SLAs: $1.8MM.

SDI has a 20-year resume of delivering technology applications and infrastructure across large, complex organizations.

With over 20 years of experience in supporting large mission-critical environments – from government agencies, to education systems, to airport systems – SDI understands the urgent, immediate and critical nature of today's enterprise business applications.

Specializing in delivering technology applications and infrastructure across large, multi-departmental organizations, SDI provides a full range of consulting and implementation services – from systems selection, to implementation and integration, through long-term managed services programs - for core enterprise business technologies. Our experienced team focuses on solutions that measurably lower operational costs and boost productivity and customer service.

Mission-Critical Portfolio of Clients.

Some of the largest public facing entities in the US choose SDI to deliver reliable technology applications to streamline their operations:

- Chicago O'Hare International Airport
- Los Angeles World Airports
- Midway International Airport
- City of Chicago 911/Office of Emergency Management and Communications
- Illinois State Toll Highway Authority
- Chicago Fire Department
- Equity Office Properties
- The John Buck Company
- Chicago Transit Authority
- City Colleges of Chicago
- Metropolitan Water Reclamation District of Greater Chicago
- Chicago Department of Water Management
- Jones Lang LaSalle
- Chicago Department of Information Technology
- Chicago Department of Fleet Management
- Lincoln Properties
- Chicago Department of Buildings

Low-Risk Project Delivery Expertise.

The SDI Team's long-term client relationships are a testament to our dedication to quality project management and delivering solutions on-time, on-budget and within scope. SDI's talented team of professionals range from CBAP-certified Business Analysts to seasoned application developers. SDI's PMBOK-certified and ITIL-based delivery methodologies ensure project continuity, quality, and delivery throughout an implementation, under the watchful eyes of our PMP-certified project managers. The SDI Team has a proven track record of transitioning in a new application or support team with little to no downtime or friction in our clients' operations.

Unwavering Client Commitment.

Vendor-independent SDI brings a thorough understanding of the landscape of product vendors at different price points in our industry, and hands-on working familiarity with industry leading enterprise applications, allowing us to choose and deliver the best technical and most cost-effective system for each unique client environment. The SDI Team brings the technical capacity to configure these vendor technologies to specifically serve a client's unique operational requirements - and we are committed to doing what it takes to make the technology work as part of our clients' daily operations.

Proven Solutions That Drive Lower Operating Costs and Streamline Operations.

SDI uses proven methodologies built upon our collective 20-year experience and industry best practices in project management and organizational change management. SDI's approach manages project risk throughout the project lifecycle to deliver:

Workforce Management.
SDI offers turnkey Workforce Management solutions to streamline workforce scheduling, timekeeping, and payroll processes – reducing paper driven inefficiencies and reducing overall operating costs.

Revenue Billing and Collections.
From leading enterprise applications to our ability to consolidate disparate billing systems into a single customer service representative view, SDI implements and supports solutions that drive back-office efficiencies, boost revenues, and improve customer service. SDI specializes in integrating third party applications such as Customer Information Systems, meter reading and collections agency systems.

Enterprise Asset Management Systems.
SDI-implemented systems are used to manage over 100 million square feet of facilities today. SDI delivers turnkey systems to manage multi-departmental facilities, fleets and inventory to optimize asset value and performance.

Real Estate Portfolio Optimization.
SDI's in-house team of real estate professionals rapidly verify and maintain accurate building information – including square footage and departmental usage – across a large portfolio of property, to proactively reduce occupancy and lease costs. In support of due diligence when purchasing or selling properties, SDI provides empirical square footage assessments based on BOMA standards to ensure that the maximum value of the property is realized in a transaction.

Independent Verification and Validation.
SDI has a core practice in Independent Verification and Validation programs, delivering third-party oversight of complex enterprise-wide applications.

Customer Application Development.
Whether extending and enhancing an existing or packaged solution or building an entirely new and innovative application, SDI's developers deliver high-quality systems that meet our clients' unique business requirements.

Enterprise Collaboration Tools.
SDI's enterprise collaboration tools enable large numbers of disparate users to work together, leveraging cloud computing and emerging technologies.

Executive Reports and Dashboards.
SDI develops executive reports and dashboards to provide visibility crucial for executive decision making across our clients' enterprise.

Networks and Infrastructure.
SDI's in-house networks team supports all our technology implementations, to ensure high systems performance and to reduce implementation costs using existing networks or high-capacity, secure wireless infrastructure.

Application Managed Services
SDI's managed services programs deliver exceptional day-to-day operations, support, and maintenance of our clients' most mission-critical applications, significantly lowering our clients' IT operational costs while improving service levels. SDI meets strict technical SLAs to achieve optimum system performance and business objectives.

To most cost-effectively manage over 15,000 city vehicles, SDI implemented a fleet enterprise asset management system for the Chicago Department of Fleet Management, which saved the Department over $1 million in the first 18 months after implementation.

About SDI Presence

Mission-critical systems integrator SDI delivers intelligent technology solutions to ensure client performance, security and revenue generation. With a 20-year corporate resume, SDI addresses the higher IT demands of critical environments to deliver zero downtime, enhanced security and risk mitigation strategies. SDI is a certified Minority Business Enterprise (MBE), with a portfolio of clients that includes some of the nation's largest airports, commercial real estate portfolios, national banks and financial services organizations. SDI delivers deep technical expertise with an agile delivery model focused on complete customer satisfaction.

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