



Case Study: Salem State University

Using Rydin PermitExpress™ to decrease in-person hours and become more efficient.

The Problem:

Spending over 60 hours a week using a standard over-the-counter process, Salem State University was in need of a more efficient process to handle their parking management needs.

The Solution:

After listening to Salem State University, our team at Rydin knew that Rydin PermitExpress™ could help. Using the online registration and fulfillment services would save time and advance Salem State's parking management program.

The Value:

- The RPE system saved the school a “ridiculous” amount of time in the long run.
- They went from spending 60 hours per week on in-person parking tasks to less than 20 hours per week.
- They saved money in staff hours.
- Over-the-counter sales have been decreasing every year, which was the University's intent.

Testimonial:

“Rydin Decal delivers the best customer service out of all the vendors I have used! Their support team isn't satisfied with half solutions and will always provide thorough, detailed answers that are understandable to the customer. It's nice knowing that I have a safety net with a lot of support because it makes me feel more confident. I am so thankful for the time Rydin has saved us with this online system.”

- Nick DiFranco, Law Enforcement and Security Technology Coordinator in University Police Department



Salem State University saved 40+ hours per week in staff hours & states Rydin provides the “best customer service out of all the vendors”.



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