Technology That Empowers
Your organization requires modern technologies to support evolving business demands.

With a growing number of stakeholders involved in an ERP solution’s success, there is a great deal to consider to ensure a return on your investment. Users demand greater access to data, versatile interfaces, and seamless web-based functionality. Administrators are paying more attention to what goes into a successful ERP implementation, maintaining focus on controlling costs and improving efficiency. Employees are demanding access to secure personal data, including benefits, performance reviews, and career opportunities. Citizens are looking to access more information and to interact with governments 24/7 via the web and through social media. With the right ERP software, public sector organizations can strategically address each of these challenges.

To find the right technology, public sector organizations must evaluate ERP software vendors on several factors that are critical to the long-term viability of the enterprise solution. Solutions must be up-to-date with current technology standards — based on modern technology such as HTML5, Microsoft.NET, and Microsoft SQL Server. Products must be user-friendly, fast, and streamlined, and must deliver required functionality. Viable vendors must have a long-term plan and vision to provide upgrades and new releases, as well as tools you may need in the future.
Tyler’s Evergreen Philosophy

As your business demands and technology evolve, so do we. Tyler continually enhances our solutions to ensure you have the right tools and functionality to do your job quickly and efficiently. We keep the trusted, easy-to-use existing product, then add functionality and enhance features to simplify processes and provide a richer, deeper experience. Product enhancements and upgrades are released frequently — not every three to five years — lessening client disruption and eliminating the need for re-training.

We do all of this as part of your annual license and maintenance agreement. This means you’ll never have to purchase a new version of your Munis® software. It means you can incorporate changes and advancements when you are ready. And it means a significantly lower total cost of ownership compared to other ERP systems.
Technology That Empowers

The right technology empowers users to become more efficient, productive, and responsive to the needs of their constituents. With Munis, you are investing in end-to-end solutions that meet your requirements for financials, human resources, and citizen services. Our employees combine extensive public sector experience with software development expertise to provide the tools and technology you need to get the job done right.

The value of public sector technology must emerge in the features and function of the software. With more than 1,000 developers dedicated to Tyler applications, we remain the industry leader in public sector software design. Consequently, clients receive a product that continually meets their changing needs.

We take great pride in the fact that our products employ the latest technology. Our team of Munis developers continually evaluate new technologies to incorporate into upgrades and new releases, ensuring clients have access to the latest and greatest functionality.

Industry Leading Platforms

Tyler applications are built on the latest industry platforms. End users can access Munis from nearly any device through platform-agnostic HTML5 browser-based applications and native mobile apps available on iOS, Android, and Windows.

Tyler applications are deployed exclusively on the Microsoft stack of technologies, including:

- Active Directory®
- Internet Information Services
- Office®
- SQL Server
- SQL Server Reporting Services
- Windows®
- Windows Server®
- .NET
Flexible Deployment Options

Tyler applications are supported across a variety of deployment options. Whether hosted in Tyler’s cloud or on-premises, system administrators can choose the deployment that best meets their needs and available resources.

Cloud-Based SaaS
Tyler’s software-as-a-service (SaaS) deployment provides a subscription-based, hosted solution with included support, maintenance, and upgrades of Tyler applications, platforms, and infrastructure. All applications are securely accessed anywhere, anytime from state-of-the-art data centers managed by Tyler, not a third-party hosting provider. This provides clients with a single point of contact — Tyler — for anything related to software or hosting support. Tyler’s cloud-based solutions eliminate many of the on-site installation expenses, such as heavy up-front equipment costs and unpredictable infrastructure and maintenance fees. Many administration tasks are offloaded to Tyler support staff, allowing your IT team to focus on other mission-critical initiatives.

On-Premises Hosting
Tyler supports most industry-standard on-premises hosted server deployments, including bare metal and virtualized environments, high-availability configurations, and multiple application environments. While clients are responsible for purchasing and maintaining the platforms and infrastructure required to run Tyler applications, Tyler works closely with every client to help determine the best configuration to meet their specific business needs.

Smart Services to Protect Your On-Premises System and Data

Disaster Recovery
Emergencies can happen at any moment. If your organization isn’t prepared, you could be left without the data, tools, and staff to run critical processes. With Tyler’s disaster recovery services, our team of experts dedicated solely to the Munis product can have your critical functions back up and running within 24 hours following an emergency. We work with you to determine your unique response plan. We provide the servers, the operations staff, and have your stored data transferred each night to Tyler’s secure data center. In the event of a disaster, your live database is loaded into a Munis environment on a server that can be accessed from any computer with an internet connection.

Tyler System Management Services
Regular maintenance reduces downtime and ensures consistent performance, but that doesn’t mean your staff has the time to do it. Protect your Munis investment with Tyler System Management Services. Our professionals, who are trained specifically for Munis server configurations, offer operating system and database management services such as installations, upgrades, routine maintenance to system administrator software, and database tuning. With only one partner for both software and system support, Tyler is responsible for resolving your issues, meaning you’ll never have conflicting reports or advice.
Technology Delivered with a Focus on User Experience

Providing a great user experience is our top priority. That’s why we follow a stringent vetting process of usability testing and quality assurance prior to adopting new technologies — so you feel confident that our technology is always proven and stable. By focusing on user experience from the beginning of our development process, we can:

- Lower the cost of implementations
- Reduce training costs
- Improve user acceptance
- Maximize end-user productivity
- Ensure a positive user experience
- Reduce the number of client support calls
Usability Studies
Munis has been developed with the guidance of trained usability analysts certified by Human Factors International, the world leader in defining and advocating on behalf of user-centered design best practices. We involve our users during each step of the usability study — from pre-test questionnaire to scenario testing to post-test review — to gain insight and to make informed design decisions.

Quality Assurance
We employ dedicated quality assurance (QA) professionals. Many individuals leading our testing efforts hold master’s degrees in internet technology and quality leadership. From unit and integration testing on individual system changes, regression testing of critical processes, and performance, load, and stress testing, our approach to quality assurance ensures clients receive a technologically sound and user-friendly product. Our automation test engineers use Microsoft Visual Studio® and Lab Manager to execute extensive regression tests across multiple platforms and software versions throughout the development life cycle. In addition, our dedicated performance testing lab allows us to validate and troubleshoot application speed, scalability, and stability across various application configurations, workloads, and server deployments.

Early Adoption Program
During the early adopter phase, selected clients of various sizes participate in an intense testing program of quality assurance checks, regression testing and other client-specific product review situations. During the test period, critical processes are tested and data is validated in a test environment. Before any version reaches general availability, early adopters run through critical processes and functions in their live environment, helping to assure the release is ready for all clients. This testing helps Tyler deliver a higher quality release by incorporating real world testing.

Release Administration Console
Developed based on feedback from clients, the Munis release administration console provides information on all Munis releases. This advanced program integrates into Tyler’s work ticket system enabling authorized users to see status information on enhancements and open and closed support issues, providing real transparency. In addition to the status of an item, the Munis release administration console provides information on configuration, requirements, and considerations.

Managed Internet Update
Designed for system administrators, the Managed Internet Update (MIU) allows clients to install published service packs. These updates can be installed on demand or scheduled for automatic installation. In addition, if a critical defect is discovered corrective action can be taken by delivering a priority correction outside the published service pack schedule.

The MIU keeps a running history of all releases and maintains log files and rollback options should a service pack fail to load completely. If a server encounters a problem during an upgrade, the MIU will automatically restore back to the older version and notify both the client and Tyler. The MIU provides a versatile user interface and offers year-end releases, automatically scheduled updates, message alerts, and proactive emails for reported incidents linked to development issues. A view-only version is a useful tool for users who need to know the status of updates, but do not have permission to apply updates to the system.
Smart Process Tools

Task-Based Guidance
You need to streamline processes and save time. Munis' built-in wizards — including those for employee on-boarding, and W-2 and budget projection creation — make it possible. Easy-to-follow directions walk users through each step, from verifying information to final submission, and a progress bar at the top of the screen shows where you are in the process. What’s more, integrated, context-sensitive online help for everything from local screen assistance to important definitions and government links is available on every screen.

Integration with Microsoft Office
You use Microsoft products every day, so Tyler designed applications to easily integrate with the Microsoft Office suite.

Data can be exported to Microsoft Word directly from many Tyler applications. Some applications even leverage Word’s mail merge functionality allowing users to easily create and maintain form templates for near limitless presentation options of application data. Word Mail Merge exports also seamlessly integrate with Tyler Content Manager™ by storing electronic copies automatically.

Microsoft Excel® can be used with Tyler applications in a variety of ways. Many Tyler applications allow users to easily export application data directly to Microsoft Excel. Excel exports aren’t just raw data dumps; data is formatted according to its original data type and many exports include a link back to the corresponding record in application. Microsoft Excel is also one of many formats supported for bulk data exports and imports, which can also be scheduled to occur automatically. Munis also offers an Excel add-in to process Next Year Budget Entry directly from Excel over a web service, saving from having to retrain users on basic application navigation each budget season.

Finally, calendars in many Tyler applications don’t just work like Microsoft Outlook® — they are Microsoft Outlook. Full integration with Microsoft Exchange means calendar appointments and meetings, vacation requests, and workflow are fully synced with users’ daily schedules. Some Tyler applications include email and schedule buttons allowing users to easily email record links or schedule an Outlook appointment regarding a specific record set respectively. Email notifications and alerts can be sent using most email servers, including Microsoft Exchange.

GIS Map Integration
Using your organization’s existing geographic information system (GIS) in conjunction with your Munis data can be extremely beneficial. Munis seamlessly integrates your transactional and spatial data by integrating with the Esri® ArcGIS® server. Users can view assets and properties on a map, spatially analyze data, perform spatial functions, such as buffer searches, and even assist with worker or inspector routing by placing locations on a map.

If you need to inform abutters about a neighbor’s building permit request when processing a permit application, simply click on the GIS button on the permit application page to use the tools to identify properties to notify. Return that record set to Munis by clicking a button in the map. Notices, printed or emailed, can automatically be archived to Tyler Content Manager™, our automated document storage solution. Munis can even query the GIS system to identify whether a property falls in a historical district or a flood zone and then automatically create special conditions without the user having to look at the map.
Furthermore, our Asset Maintenance and Field Work applications allow users to seamlessly integrate assets and work orders with their GIS, providing the ability to easily select assets and work orders through a map providing spatial insight into your work management processes.

**Workflow**

Munis Workflow™ helps you automate your business processes, ensuring the right tasks are carried out by the right people at the right time. We provide templates and easy-to-learn, drag-and-drop tools that allow subject matter experts to build and modify workflows without programming. Workflows are assigned by role and can be copied which allows for a quick and painless transition when you have turnover among approvers. Workflow administrators can get a view of all workflows in progress, identify and treat bottlenecks, re-route in the event of an unforeseen emergency, and comb through workflow history to problem resolution or analysis.

**Role-Based Security and System Setup**

Streamline the processes of adding users, assigning permissions, and securing access to sensitive information with role-based security and system setup. Roles control what data, applications, screens, menus, records, and fields users have access to and whether they have the ability to modify, delete, or simply view records based on their job within the organization. Roles allow you to update permissions for multiple users simultaneously. Easily assign predefined roles to users, add new roles and create new Munis permissions as needed. Administrators can even apply effective dates for times when a user may be filling in for another. Similar to Munis Workflow, security administration can also be managed centrally by IT or decentralized to domain experts.

Munis uses Microsoft Active Directory for end-user authentication. This integrated approach provides users with a single sign-on to all Munis applications, eliminating the need for employees to remember separate application credentials.
Access Information When and How You Need It

Central Programs
Decision makers need easy access to key data in order to make strategic, informed decisions, but, pulling this information from various screens and locations is time consuming and cumbersome.

Munis central programs provide easily accessible 360-degree overviews of critical data, giving you unrivaled insight into your organization. Accessed directly from the Tyler Hub™, these advanced views integrate key information from Munis applications into one central screen, providing access to important data. View summary or detail information, link to details contained in individual Munis applications and export data to Microsoft Excel. Drag and drop information and images for easy data organization. Even customize which fields of information are visible on your central screen for faster review or organize information to fit your immediate needs. If users are working on training, simply move the panel that contains the latest training information higher in your workspace and then move it down or turn it off when you’re done.

Reports, Analytics, and More
Public sector entities and school districts need multiple ways to get information out of their ERP system. That’s why Munis provides more than just traditional paper-based reports for accessing and using critical information. It is designed to provide you with the information you need in the format you want — instantly.

Nearly every application screen throughout Munis includes the ability to create a report of the current dataset using a variety of output options, including print, PDF, Word, and Excel. An integrated “query wizard” can be used to guide users through the selection process to create complex queries. These queries can be saved for future use and even shared with fellow users to quickly and easily access pre-defined searches at a moment’s notice. Leveraging the integrated Munis Scheduler™, reports can also be scheduled to automate delivery and printing.

Munis analytics and reporting includes several tools to help clients improve data management, analysis, information sharing, and delivery. Dashboards and central applications provide immediate, out-of-the-box views of key information that can be configured by user based on role and preference. Robust Microsoft Office integration provides seamless data exports to familiar Office formats for further analysis.

Support for industry-leading business intelligence and ad hoc reporting tools offer even further flexibility and customization while still using existing application permissions. Munis database cubes, built on Microsoft SQL Server Analysis Services, allow you to make better business decisions by easily viewing comparisons, patterns, and trends with Microsoft Excel PivotTable and PivotChart reports. Create, manage, and setup subscriptions to complex, interactive reports with SQL Server Reporting Services and deliver them in a variety of formats.

Tyler CAFR Statement Builder™ simplifies the development of your Comprehensive Annual Financial Report (CAFR), creating audit-ready CAFR statements and schedules, streamlining the process from year to year. Additionally, Tyler employs a dedicated state reporting team responsible for ensuring you maintain compliance with state and federal reporting mandates.
Why Tyler?

Tyler Technologies is committed to the public sector. We develop software and support solutions that meet the specific requirements of local governments, municipalities and schools — and have been doing so since 1979. Our staff are busy implementing more than 100 new Munis sites each year, providing client training, developing new features, providing technical support, and more. By serving thousands of clients nationwide, we are able to see common issues, help identify best practices and develop innovative solutions for our clients.

Tyler’s Evergreen Promise

Tyler is committed to providing clients with the tools they need today and into the future. We have dozens of clients who have used Munis for more than 35 years and we expect that they will be with us for decades to come. Why? Because we are committed to their changing needs. Every year we release new feature upgrades with no relicensing fees for clients with an annual maintenance contract. We call this our evergreen philosophy. And to help clients stay current with updates we have the Tyler EverGuide® support initiative, which provides training resources to ensure that you never lag behind. Tyler is committed to helping you maximize your Munis solution today and for years to come.
Software that thinks like you do.

Tyler Technologies (NYSE: TYL) is a leading provider of end-to-end information management solutions and services for local governments. Tyler partners with clients to empower the public sector — cities, counties, schools and other government entities — to become more efficient, more accessible and more responsive to the needs of their constituents. Tyler’s client base includes more than 15,000 local government offices in all 50 states, Canada, the Caribbean, the United Kingdom and other international locations. In 2017, Forbes ranked Tyler on its “Most Innovative Growth Companies” list, and it has also named Tyler one of “America’s Best Small Companies” eight times. The company has been included six times on the Barron’s 400 Index, a measure of the most promising companies in America. More information about Tyler Technologies, headquartered in Plano, Texas, can be found at www.tylertech.com.

info@tylertech.com | 800.772.2260 | www.tylertech.com