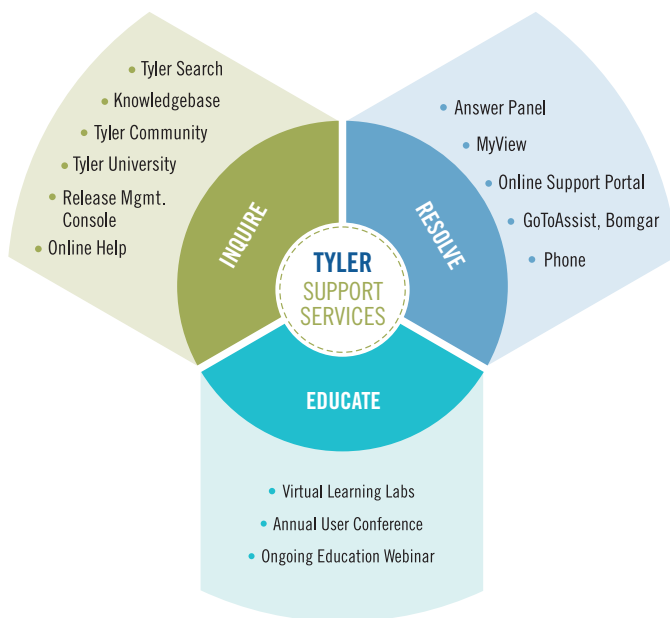


Tyler Support Department for Civic Services

Support Resources

Tyler provides online and continuing education resources on its support website at www.tylertech.com/client-support.



Contacting Us to Make a Support Request

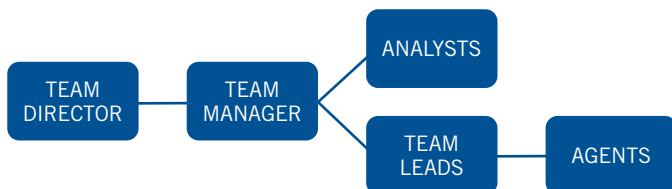
The most efficient way to reach us is to log a support request online through Tyler’s online support incidents at www.tylertech.com/client-support.

You can log a support case anytime, and all data is available instantaneously. Your existing contact information defaults when you create a new support case. You provide the issue, description, production information, and priority.

Best practice is to enter Enterprise Permitting & Licensing (EnerGov) as the product suite and include the correct module the issue has been experienced in – our support team will collaborate with other groups as needed for resolution. The Case Create form provides unlimited space for you to describe the question or problem in detail, and you can attach files or screen captures that may be helpful for support. As you enter your request, potential solutions are offered in the Answer Panel to the right of the case entry form. If you do not find an answer while entering your request, continue with the submission. The case is routed to the team with the experts best matched to solve your request. Once submitted, you will receive an automated email that includes the case number for reference.

Support Organization

Tyler application support for Enterprise Permitting & Licensing (powered by EnerGov) is organized by business process. Our product-specific teams allow support staff to focus on a distinct group of products and services by business process so they can handle calls quickly and accurately.



A Focus on Client Success

Our mission is to deliver superior service by providing a timely response, issue resolution, and thorough operational support resulting in a high level of client satisfaction. Unlike some companies who outsource their application support to a third party, Tyler offers a complete solution of customer support services provided by our in-house experts. When you contact support, your request is addressed by a support specialist who begins work at first contact.

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Support Hours

SUPPORT TEAM	STANDARD DAYS	STANDARD HOURS
Enterprise Permitting & Licensing Support	Mon – Fri	8:00 AM – 8:00 PM EST
Tyler Systems Management*	Mon – Fri	8:00 AM – 8:00 PM EST
Tyler Systems Management SaaS**	24/7	

* Tyler Systems Management is available one Saturday per month for upgrades.

** On call service after hours

Support resources are available 8:00 AM – 5:00 PM across four standard time zones (EST, CST, MST, and PST) and staffing is consistent to support the volume of cases throughout the business day.

Customer Relationship Management System

Every contact from you is logged in our customer relationship management system. This system tracks the detailed history of each case. A list of cases is available in real time on Tyler’s support website.

Case Priorities

To best assist clients, we triage and monitor cases by priority. The case priority is based on your needs and deadlines. Priority identifies the impact of the issues and sets expectations for support and for you. You are responsible for communicating the priority of the case and must contact support if the priority of the issue changes.

PRIORITY	DESCRIPTION	RESPONSE TIME
CRITICAL	Issue is severe and requires immediate resolution. A critical issue is one where there is a complete work stoppage, or the loss of multiple essential system functions for all users.	1 hour
HIGH	A high priority issue is one where there is a repeated, consistent failure of essential functionality affecting more than one user, or the loss or corruption of data. Your system is operational, but an essential piece of functionality is not working.	4 hours
MEDIUM	Issue is non-severe, affects only one user, has a work-around, or occurs in a non-Production environment.	1 day
NON-CRITICAL	Issue causes failure of non-essential functionality or a cosmetic or other issue that does not qualify as any other Priority level.	2 days

Case Status

Your case will go through multiple statuses as the issue is resolved.

STATUS	DESCRIPTION / ACTION
New/Not Started	Your request has been received but work has not yet begun.
Open	Work and/or Communication has begun
Waiting for Customer to Close	Resolution has been provided but needs to be verified. Cases not modified by clients in the last 30 days are automatically closed.
Need More Info	Support assistance is on hold until additional details are provided.
Ref to Dev	The issue has been sent to a Development team for additional research and/or resolution.
Waiting for Build	The issue has been resolved with a code fix, but the release is not yet available.
Update Available	A code fix is available in an existing software update or release. Please test in an upgraded environment.

Critical Issues

If you are experiencing a severe work stoppage that requires an immediate solution, please call Tyler’s toll-free number (888.355.1093) to speak with a Support Technician. If all technicians are on the line assisting other clients, you can press “0” to be redirected to the operator or leave a callback number. You can also log a critical case through the portal 24/7, though standard support hours apply.

Following Up on Open Cases

You can monitor the status of an open issue in Tyler’s online support incidents portal. In the portal, you can review Support’s latest action on the case and enter new information to share with Support. You can request and update by entering a note on the case in the portal or by calling Support and speaking with the assigned technician.

If your situation or issue priority has changed, or if you feel you are not receiving the service you need, please contact the appropriate Support Manager to escalate. The manager will follow up and determine the necessary action. A list of managers is on the next page.

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Enterprise Permitting & Licensing Support Managers

Civic Services Support

SARAH HARRINGTON

Support Manager
sarah.harrington@tylertech.com
800.247.1161 ext. 164492

DIONNE ADAMS

Support Manager
dionne.adams@tylertech.com
800.247.1161 ext. 164452

JASON DEFOE

Director of Software Support
jason.defoe@tylertech.com
800.355.1093 ext. 763142

TSM / Deployment

CHRIS CAMIRE

Technical Services Manager
chris.camire@tylertech.com
800.772.2260 ext. 884369

JOSH POWELL

Supervisory Team Lead
josh.powell@tylertech.com
800.772.2260 ext. 886003

CHASE VAUGHN

Team Lead, Deployment
chase.vaughn@tylertech.com
888.355.1093 ext. 763236

Access Enterprise Permitting & Licensing Support at
<https://www.tylertech.com/client-support/enterprise-permitting-licensing-support>