tyler
technologies

Empowering the
Public Employee
Transforming the Public Sector

Our Story

Tyler Technologies is the largest software company in North America focused exclusively on the public sector. We provide end-to-end software and services to help state and local government and schools be more effective, efficient and responsive to the people they serve. Because of our singular mission and decades of industry experience, we have a unique understanding of and expertise in all aspects of the public sector, whether we are working with payroll clerks, property assessors, judges, planning commission members, finance managers, police officers, court clerks, transportation managers, or any other employee of the more than 14,000 jurisdictions and agencies that are part of the Tyler story.

Solutions that Transform

It's not about technology for technology's sake. It's about anticipating and responding to specific needs, empowering jurisdictions to deliver better and faster assistance to their citizens. More access to information. Reduced amounts of paper. Secure data that's easy to manage and maintain. Faster results.

We harness the best of emerging technologies, and when our clients are ready for the next step, we help them get to a new level of efficiency through solutions that work for them. We help prepare for the future, whether the office is moving from manual processes or already engaged in advanced digital workflow.

STATE & LOCAL GOVERNMENT SOLUTIONS

- ERP | Financial
- Courts & Justice
- Appraisal & Tax
- Records & Documents
- Planning, Regulatory & Maintenance
- Public Safety

SCHOOL SOLUTIONS

- Student Management
- Financial
- Transportation

EVERGREEN

Our **evergreen approach** to product upgrades means a return on investment that is unrivaled in the industry. Our clients receive the latest technology developments, releases and updates without paying additional license fees — for the life of their Tyler product. That means long-term stability for our clients.

CLOUD SOLUTIONS

An increasing number of organizations are moving to **cloud-based solutions**, where offices run Tyler software from a server in a Tyler data center rather than on hardware in their locality. Same efficient and secure software, accessed via Web browsers without the burden of hardware and resource costs.

MOBILITY

Tyler is also responding to the growing expectation to have information at our clients' fingertips wherever they are — in the courtroom, the classroom, the neighborhood and on the street. Tyler's approach to practical innovation means helping our clients access information when and where they need it, with **smart mobile solutions**.

CITIZEN TRANSPARENCY

We're constantly looking for ways to improve information access for citizens — providing reliable, **real-time data that's easy to reach** using a Web browser from any device.

PAPERLESS

We are also identifying ways to improve productivity and **reduce paper** in the work our clients do, day in and day out. Reducing paper means automating processes, converting paper documents to electronic files and streamlining workflow, all within the functionality of our solutions.

Everyday Success Stories

Our clients experience success every day because they have a partner they can rely on. They have confidence in a successful implementation because of our proven and consistent history of on-time, on-budget projects. They depend on timely and knowledgeable support. They experience a superior return on investment because their technology needs are addressed as they evolve through product upgrades that are delivered with no additional license fees.

Our commitment to the total client experience means that we design products in a way that considers how our clients work. We continually reinvest our resources to develop new products and features, taking advantage of current technology and meeting our clients' changing needs.

"We've reduced the number of manual steps that it takes to process a piece of paper, from 21 down to around seven."

Tom James
Chief Information Officer
Miami-Dade Clerk of Courts
Miami-Dade County, FL

Tyler Community is a 24/7 online support community that connects clients and Tyler staff. It's our clients' pipeline to insight, best practices and an ever-expanding base of knowledge.

ERP | Financial

Public sector agencies manage a variety of complex, mission-critical tasks each day — from monitoring the city budget and generating payroll for municipal employees to collecting revenues from citizens and generating utility bills. Tyler's enterprise resource planning (ERP) financial solutions are designed to manage public sector core business functions no matter the size or complexity of the organization — from small towns to large cities and counties.

- **FINANCIALS** – Fund accounting, budgeting and procurement applications
- **WORKFORCE MANAGEMENT** – Employee-related applications, including payroll, applicant tracking and human resources
- **CITIZEN SERVICES AND REVENUE** – Citizen-facing and revenue applications such as accounts receivable, citizen self-service, parking tickets and call centers
- **UTILITY BILLING** – Billing and customer information management solutions for municipal and independent utility authorities

Tyler's unmatched domain expertise resulted in a partnership with Microsoft to develop core public sector functionality for Microsoft Dynamics® AX, Microsoft's global ERP solution.

ERP | FINANCIAL PRODUCTS

- Munis®
- Incode®
- Infinite Visions®
- Microsoft Dynamics® AX
- New World™

Tyler has emerged as the unrivaled expert in complex statewide and multi-jurisdiction, multi-agency implementations.

Courts & Justice

Courts and justice agencies at every level — state, district, county and municipal — share a common need for software solutions that can efficiently manage their many responsibilities while simplifying processes, improving workflow and ensuring efficient and consistent operations. With Tyler's solutions, trial judges access case information from the bench, prosecutors and public defenders track and manage critical case data, and courts can simplify the jury selection and management process.

Tyler provides e-services to enhance efficiency, including e-filing and e-payment options. With e-filing, courts and justice professionals can effectively file, serve, distribute and deliver documents electronically, saving time, paper and dollars. Our online payment application processes and manages payments for citations, case filings, court fees and more.

COURTS & JUSTICE PRODUCTS

- Odyssey®
- Incode®
- SoftCode™

"Our Odyssey implementation has been a tremendous success; so much so, we've won national awards for the cost savings and service improvements gained. It's been a win-win for our courts and justice partners."

Laurie Reeves, Chief Information and Innovation Officer, Miami-Dade Clerk of Courts

Appraisal & Tax

A majority of local government and school budgets across the nation rely on fair and equitable property assessment. Tyler was the pioneer in computer-assisted mass appraisal (CAMA), and has developed integrated software solutions that include tax billing and collections, CAMA, and assessment administration functionality.

We provide solutions to manage all aspects of the property tax life cycle, including:

- Tax settlement and distribution
- Inquiry and appeal tracking
- Delinquent tax management
- Exemptions

- Soil and mineral valuations
- Special assessments
- Personal property
- Motor vehicle/excise tax management

APPRAISAL SERVICES

Tyler offers the only national mass appraisal service, with both traditional and technology-driven approaches for property data and image collection.

We measure results against industry standards in compliance with all state and local legislative requirements. We keep pace with evolving legislation and practices through training, certifications and professional associations.

APPRAISAL & TAX PRODUCTS

- Eagle™
- iasWorld®
- Orion™
- Munis®
- AES California™

SERVICES

- CLT Appraisal Services™
- Tyler Verify™

Records & Documents

Changes in legislation and protecting private information call for effective solutions for indexing, cashiering, public access and reporting. Tyler delivers enterprise record management and document solutions and consistently implements solid products with the prompt, professional service that clients expect.

- **LAND RECORDS** – Serves county recording offices with solutions to store, secure, manage, track, analyze, search and procure land records.
- **VITAL AND OFFICIAL RECORDS** – Empowers county clerks to manage and provide access to vital and official records such as birth/death certificates, marriage licenses and certificates, notary bonds and passport application filings.
- **CONTENT MANAGEMENT** – Captures, delivers, manages and archives electronic information — saving offices valuable time, energy and dollars.
- **MEETING MANAGEMENT** – Simplifies city council, school board and county commission meeting planning and scheduling, and automates the documentation of minutes so meetings are more efficient, convenient and productive from start to finish.

RECORDS & DOCUMENTS PRODUCTS

- Eagle™
- Document Pro™

"I have been to hundreds of county land record offices in my life, both prior to joining Tyler and after joining Tyler. Understanding the client experience is invaluable."

Brock Taylor
Product Manager

Planning, Regulatory & Maintenance

Public sector agencies are challenged by ever-increasing regulatory requirements and demands for greater transparency and accessibility. Tyler's planning, permitting and licensing solutions are designed to streamline and automate many of the complex business processes and workflows for agencies responsible for community development, code enforcement, public works, transportation, environmental and storm water management, engineering and many more. Our solutions include:

- **PERMITTING & LAND MANAGEMENT** – Land use, project and plan review, permitting, enforcement, inspections and requests

- **LICENSING & REGULATORY** – Licensing review, approval, issuance, renewal, collection, investigation and enforcement

- **PUBLIC MAINTENANCE MANAGEMENT** – Infrastructure assets, investigations, inspections, work orders and maintenance management

- **CITIZEN RELATIONSHIP MANAGEMENT** – Citizen management, requests, complaints, investigations, escalations, inspections, enforcement, hearings and adjudications

PLANNING, REGULATORY & MAINTENANCE PRODUCTS
- EnerGov™
- Munis®

Public Safety

Tyler's public safety solutions improve situation awareness and enhance safety and productivity for public safety professionals. We've drawn from our extensive experience to design, develop, deliver and support integrated software solutions to meet each agency's unique needs.

- **COMPUTER AIDED DISPATCH** – Manages single or multiple agency dispatching and accelerates the sharing of mission critical information with first responders.

- **MOBILE CAD** – Keeps first responders connected with the resources needed to maintain a constant, clear picture of relevant information in a dynamic environment with Mobile CAD.

- **TYLER PUBLIC SAFETY IPAD® APP** – A game-changing app that raises the bar for situation awareness and officer safety and delivers mission critical functionality.

- **RECORDS MANAGEMENT** – Handles the ever-growing, day-to-day workload for law enforcement agencies with complete records management system solutions.

- **JAIL MANAGEMENT** – Improves operational efficiency from the initial intake and booking to the release of an inmate into probation and supervision.

PUBLIC SAFETY PRODUCTS

- Brazos™
- New World™
- Odyssey®
- Tyler Public Safety™
- SoftCode™

"Tyler's New World public safety software is vital to our organization. The system integrates into one and helps us in so many ways. We don't know what we would do without it."

Sheriff Michael Downey
Kankakee, IL

Schools

Years of experience partnering with educators has given Tyler a true understanding of the K-12 school market, but what sets us apart from competitors is our ability to deliver an authentic district-wide school solution.

- **STUDENT INFORMATION** – Helps leverage data to better manage classrooms and the district at large, providing the resources to make informed decisions. In addition, parents and students benefit from easy online access to student data.
- **DATA ANALYTICS** – Combines and transforms data from multiple databases into highly usable information, supporting effective decision making.
- **STUDENT TRANSPORTATION** – Manages day-to-day transportation needs using route building, field trip scheduling, fleet maintenance management, GPS data collection, retrieval and use.
- **SPECIAL EDUCATION** – Provides the tools to help schools, districts and educators stay compliant and to develop an IEP (Individual Education Program) for each student.
- **FINANCIAL AND WORKORCE MANAGEMENT** – Integrates vital financial, budgeting and procurement data, and manages human resource and payroll data and processes.

SCHOOL PRODUCTS

Student Management
- Schoolmaster®
- Tyler Incident Management™
- Tyler Pulse™
- Tyler SIS™

Financial
- Infinite Visions®
- Munis®
- New World™

Student Transportation
- Traversa®
- Versatrans®
- Tyler Drive™

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