**incode**®

a tyler courts & justice solution

Incode Court Case Management

Automated and integrated to make your court efficient and accessible

tyler technologies

Whether your court serves a small community or a major metropolitan area, you can join more than 850 courts across the U.S. that trust Tyler's Incode Court Case Management software to meet their needs.

NUMBER OF CLIENTS
- 1-10
- 11-20
- 21+
- Undefined
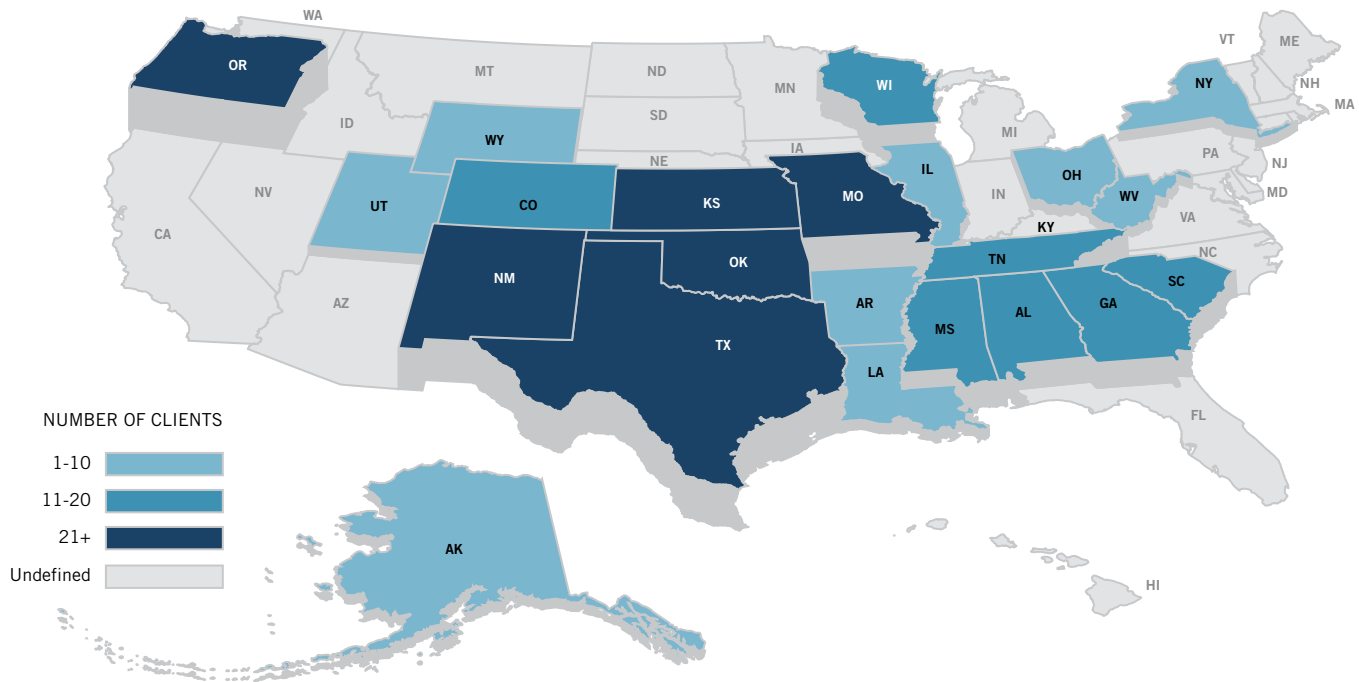
We get it.

We know your docket is full, the line at the payment window is longer than you may like and you have a constant stream of documents to file. Paperwork piles up and cash collections could always be better. You may be asking yourself, "How can I get one more hour out of my day?"

Tyler can help your court...

We know the challenges you face because we serve courts like yours every day. Some of our employees have even walked in your shoes as court clerks, administrators and judges. That gives us a unique perspective on the challenges you face every day in the judicial system.

We're committed to delivering software solutions that automate your court, make your job easier and make cash collections less cumbersome. We'll help you find that extra hour and many more. From concept to implementation and beyond, we're here to support you for the years to come.

Maximize every minute

As an integrated, court-wide solution, Incode® Court Case Management reduces hours of duplicated data entry, makes your daily functions and reporting more efficient and puts real-time defendant information at your fingertips.

Dunwoody, Georgia

Integration and automation eliminate duplicate data entry and improve efficiency

The Dunwoody courts managed all of their information manually when they could have been accomplishing more. By integrating their software with the finance and police departments, they eliminated redundant data entry and potential errors, avoided hiring additional personnel and were able to process citations much faster.

CHALLENGES:

- More than 650 citations processed per month; each took 7-10 days to complete

- Many functions were siloed with multiple users responsible for different tasks

- Staff manually searched for missing files or case information

RESULTS:

- Integrated software with the finance and police departments

- Eliminated redundant manual data entry and potential errors

- Managed 27% increase in workload without adding resources

- Citations were processed 10 times faster

Clarksville, Tennessee

Accurate reporting means getting — and staying — in the black

The court system was 18 months behind in filing their state litigation tax returns and depended on outdated software that couldn't produce state reports — a process that proved more costly with each passing month. This court is now back in the black, efficiently transferring daily cash collections and processing an average of 100 citations per day.

CHALLENGES:

They needed a solution to manage:

- Case management

- Cash collections

- Reporting

- Streamlining reports

- Reducing manual labor and potential data errors

RESULTS:

- Eliminated fines by automating and sending state-mandated reports on time

- Merged court software with finance department for transfer of daily cash collections and reports

- Integrated with Tyler Content Manager to:

  - Process an average of 100 citations per day

  - Eliminate 5 hours of manual input per day while minimizing human error

  - Ensure citations can be referred to on demand

Save resources

Intuitive automation and integration help you minimize human error, reduce resources and repurpose your filing space.

Moore, Oklahoma

Integrated software brings court into the digital age and saves $35,000

The City of Moore, Oklahoma, started calculating the cost of a new filing system versus the value of using existing technology to transition to a paperless environment. It wasn't much of a contest. Not only did the court save the City of Moore money by switching to a digital environment and avoiding the cost of filing equipment, they also increased cash collections and ticket processing efficiencies by using the software they already had.

CHALLENGES:

- Purchase new filing system vs. conversion to paperless court

- Declining revenue from delinquent citations

- Excessive time spent processing tickets

RESULTS:

- Saved court $35,000 by avoiding purchase of new filing system

- Used Tyler Notify™ to increase revenue by $200,000 and control personnel costs

- Used Tyler's Brazos™ eCitation handheld ticket writers to cut ticket processing time

Carrollton, Texas

Court integrates multiple solutions to operate in a virtual environment

With too little integration and underutilized technology, staff of the municipal court was spending too much time and money processing paperwork in a high-volume court. By moving operations to an electronic environment, they improved ticket processing, increased cash collections and improved communication with defendants and officers.

CHALLENGES:

- Heavy reliance on physical paperwork consumed time and money

- Little to no integration between departments

- Minimal application of existing technology (License plate readers, fingerprint scanners, etc.)

RESULTS:

- Moved operations to a virtual environment to offer on-demand access to files and data

- Used fingerprint recognition pads to capture judges' digital signatures

- Used Tyler Notify to alert defendants of delinquent fees and court dates

- Used Tyler's Brazos eCitation handheld ticket writers to improve ticket processing

- Interfaced with license plate reader cameras to keep officers informed of outstanding warrants

Expand your business hours and reduce foot traffic with online access

Your citizens are already using the Internet to manage their daily lives. Incode extends your business hours and reduces lines at the payment window by allowing defendants to pay fines and complete transactions from the convenience of their favorite mobile device.

O'Fallon, Missouri

Court drops foot traffic with online payment option

Lines were getting longer at the counter. The court needed a more efficient way to process 70-85 payments per week and take in approximately $32,000 per month. They got it by offering an online payment option. Now the court has reduced foot traffic and increased cash collections while staying in compliance.

CHALLENGES:

- Customer service lines were too long

- Inefficient cash/check handling

- Keeping up with credit card legislation

RESULTS:

- Integrating the Incode Court Online payment portal has:

    - Reduced foot traffic by increasing the number of defendants paying fines online

    - Reduced cash and check handling

    - Streamlined payment procedures to keep the court in regulatory compliance with current credit card laws

Wichita Falls, Texas

Integration with online payment portal yields 60% growth in cash collections

The Wichita Falls Municipal Court was operating antiquated software that was creating longer lines at the counter. Now citizens have 24-hour access through an online payment portal. Cash collections and time savings are up while foot traffic is down.

CHALLENGES:

- Antiquated software that wasn't integrated

- Cash collections were limited to customer service window

- Excessive foot traffic

RESULTS:

- Integrated Tyler's Incode Court Online payment portal

- Gave citizens 24/7 access by placing link to the portal on city's website

- Reduced clerical staff workload by 20%

- Increased online cash collections by 60%

- Saved more than 26 hours per month in cash collection processing

- Decreased foot traffic 63% in 3 months

Increased Cash Collections by Managing Warrants and Failure-to-Appear Notices

Incode helps you reclaim cash collections through better management of warrants and failure-to-appear notices. You can also say goodbye to cumbersome manual mailing processes by using customizable forms to batch or manually process warrants, notices and correspondence.

Belton, Missouri

New way to communicate with defendants eliminates court notice mailings

Failure-to-appear notices, coupled with a growing caseload and fewer resources, were beginning to drain this Missouri municipal court. They recovered by using the Incode software to reduce foot traffic, warrants issued and failure-to-appears.

CHALLENGES:

- Growing case loads and fewer resources

- Failure-to-appear notice processing was expensive and a resource burden

RESULTS:

- Reduced courtroom traffic by 23%

- Reduced warrants issued by 33%

- Reduced failure-to-appears 8% in first 60 days after implementation

- Built-in reporting allows court to better respond to problem areas related to appearances

Arlington, Texas

Collections soar to record-breaking numbers

This Texas court contracted with a vendor that couldn't meet the needs of a court processing 200,000 tickets and citations annually. That decision proved costly: cases were hand processed and revenue went uncollected. Incode software automated hands-on processes, boosted cash collections to an all-time high and made their court more responsive to defendants.

CHALLENGES:

- Millions of dollars in uncollected court revenue

- Long customer service lines

- Cases processed by hand

- Defendants waited months for trial dates

RESULTS:

- Eliminated manual processing of cases

- Collections rose to $11.3 million — a record-breaking number

- Decreased average transaction time by 86%

- 12% increase in warrants processed

- Failure-to-appear warrants are issued within hours instead of days

- Wait time decreased from an hour to about 20 minutes

Why choose Tyler?

You never re-buy your software

We promise our clients the latest proven technology and reliable performance through the life of their solution. Our engineers are continuously evaluating new technologies and adding the best ones into future generations of our products. Continued enhancements and version upgrades are always delivered at no additional cost to you.

We understand that every court has unique technology needs, which is why we never mandate upgrades or stop supporting the product versions you own — ever. Your initial investment will continue to pay off for decades to come.
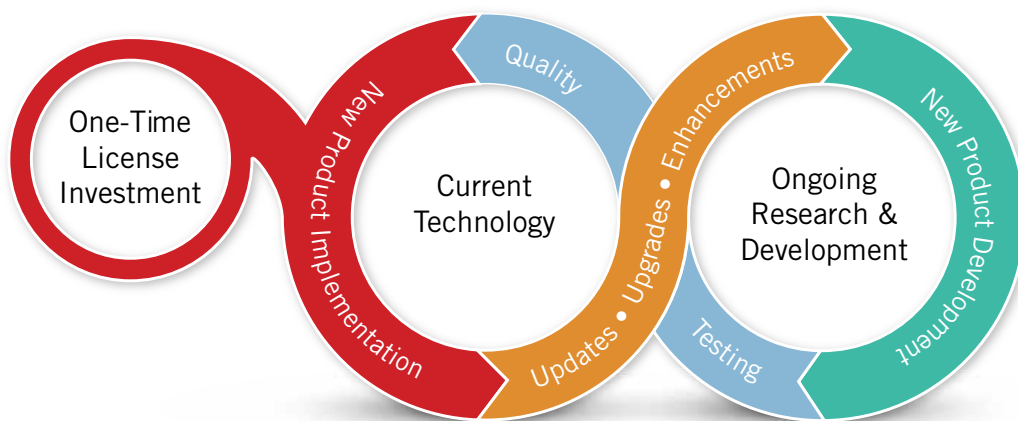
Support from start to satisfaction

We want to be your reliable partner from sale and implementation to training and software support. That's why Tyler offers end-to-end services, including:

Knowledgeable staff: Former clerks, judges and court administrators — our support/training staff have walked in your shoes.

Phone support: More than 90% of calls get resolved during the first call.

Accessibility: Get answers to your questions by phone, email, live chat or Tyler Community — an interactive group of knowledgeable users.

New client training: Expert trainers come to your location to provide live, hands-on learning.

Continuing education: You get personal, hands-on experience with the software at Tyler's regional and national user conferences.

Tyler University: Tyler's online learning portal gives you hands-on training, builds your skills and helps train new employees using online training and virtual learning labs.

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 citizens. Tyler's client base includes more than 14,000 local government offices in all 50 states, Canada, the Caribbean, the United Kingdom and other international locations. Forbes has named Tyler one of "America's Best Small Companies" eight times and 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.

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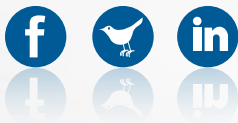
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