

You serve the public. We serve you.



Empowering people who serve the public™

Empowering **people**
who serve the public



Service that Empowers You to Deliver



ERP | Financial Solutions



Courts & Justice Solutions



Appraisal & Tax Solutions



School Solutions



Land & Vital Records Solutions

SERVICE

It's at the core of what you do as a public sector agency to meet the diverse needs of your community. It's also at the heart of what Tyler Technologies provides as a company. Every day we work to empower you with best-in-class software solutions backed by deep domain expertise and an unparalleled commitment to service.

It begins with our exclusive focus on the public sector, which gives us the understanding we need to uniquely serve you. We employ practiced professionals guided by our decades of industry experience. And we listen to you, centering our efforts on your evolving needs.

The result? We deliver feature-rich, highly functional, integrated products and essential services that help you reach new levels of operating efficiency across every aspect of state and local government operations and K-12 school administration.

A Passion for the Public Sector

Our passion is empowering our clients to serve the public. At Tyler, this means more than simply delivering software and services. We take a client-centric approach that supports your needs as they grow and change over the course of our partnership. How?

WE MAKE YOUR BUSINESS OUR BUSINESS

We keep it simple — empowering you to provide exceptional service to your clients. And we have a unique vantage point due to our singular focus on serving the public sector. We create, deliver and support software solutions that, ultimately, make it easier for you to manage your many complex, day-to-day business functions. It's not only *what* we do, it's *all* we do.

Providing superior software and services only happens when you understand those you serve. We hire staff with deep-rooted industry experience to guarantee we get it right. Many of Tyler's employees worked in the public sector prior to joining our team. With this level of knowledge — coupled with focused innovation and ongoing product development — we are positioned to anticipate and address the changing technology needs of the public sector better than anyone.

This knowledge is passed on to you in the Tyler products you use and the information you gain from partnering with us. It's this depth of knowledge and cooperative spirit that is the true value of Tyler.

WE MAKE YOUR INVESTMENT WORK FOR YOU

We recognize the careful consideration that accompanies investment in a software solution. You desire exceptional products, but you also want a strong and stable business partner.

Tyler's stability rests in the controlled growth strategy that we have carefully designed and executed over the years. We've experienced steady growth through sales, service and product development, as well as through strategic acquisition of viable companies that expand and enhance our suite of products. We've established a clear path for our future by focusing on:

- Expanding geographically
- Securing larger, more complex opportunities
- Broadening our product offerings
- Extending existing client relationships



WHO IS TYLER TECHNOLOGIES?

We're the largest company in the United States solely serving the public sector with integrated software and technology services.

- Founded in 1966
- Based in Dallas, Texas
- Publicly traded on the NYSE under the symbol "TYL"
- 40+ years of industry experience
- 9,000+ clients across every U.S. state, Canada, Puerto Rico and the United Kingdom
- 2,000+ employees
- Annual revenues of \$290 million (2009)
- Named one of "America's 200 Best Small Companies" for three consecutive years by *Forbes Magazine*
- Office locations across the U.S.

WHAT DO WE PROVIDE?

- Unparalleled industry knowledge and leadership
- Professional team of domain experts
- Feature and function rich solutions
- Long-term relationships with our clients
- Ongoing investment in product development
- Focused innovation to meet the changing needs of the industry

We've become the industry leader by remaining committed to this path. Similarly, we've earned industry-high levels of client satisfaction for our dedication to serving you.

WE PARTNER WITH YOU FOR THE LONG TERM

Investing in Tyler's solutions is the first step to an enduring partnership. Our products give you a solution with end-to-end services and support, helping you secure a reliable business partner for the life of those products. And we extend your initial investment through our perpetual licensing policy by continually enhancing our products. We do so without additional license fees, providing product upgrades that are immediately available as part of our standard maintenance agreement.

We listen to your requests and respond to them. Through regular user group meetings, client-influenced product steering committees and ongoing interaction, we gain valuable insight from actual users of our products. This valuable feedback influences future product features, functionality and enhancements, and further extends the life and reliability of our products in your everyday work environment. It's this willingness to form lasting partnerships that has earned us the respect and trust of thousands of local government and K-12 school clients.

WE OFFER PRODUCTS & SERVICES THAT SUPPORT YOUR BUSINESS NEEDS

Our comprehensive software and service solutions cover the full spectrum of public sector needs. We understand your business from the inside out and can provide you with the tools necessary to improve your operations.

Our focus is firmly based in the public sector so that we can deliver a broad portfolio of solutions spanning the mission-critical services you address daily. Our software offering covers five key areas:

- ERP Financial
- Courts & Justice
- Appraisal & Tax
- K-12 Schools
- Land & Vital Records

To complete our comprehensive portfolio, we offer a full range of professional services, including consulting, network design and management, installation, conversion, customization, training and ongoing support.





ERP | Financial Solutions



FINANCIAL SOLUTIONS THAT DELIVER

Our ERP financial solutions balance functional innovation with the practical application of technology while remaining aligned with the specific needs of state and local governments and schools.

A fully integrated enterprise resource planning (ERP) system helps you manage all of the core functions within your office.

- **FINANCIALS** includes the requisite fund accounting applications — general ledger, budgeting and procurement.
- **HUMAN CAPITAL MANAGEMENT** allows you to manage your workforce with employee-related applications including payroll, applicant tracking and human resources.
- **CITIZEN SERVICES AND REVENUES** includes citizen-facing applications such as permits & code enforcement, licensing and tax billing and collection.
- **UTILITY BILLING** is an integrated billing and customer information management solution for municipal and independent utility authorities for electricity, gas and water operations.
- **PENSION MANAGEMENT** is a retirement administration system for the public sector.

SETTING THE STANDARD

We're the market leader for developing, implementing and supporting integrated solutions for state and local government ERP stakeholders.

We've built this reputation by successfully serving thousands of clients for several decades.

Our experienced team of professionals supplies unmatched domain expertise and understands the ERP financial market like true insiders.

We set the standard by not only providing exceptional software solutions, but by backing them with outstanding service and support. Our experienced team of professionals supplies unmatched domain expertise and understands the ERP financial market like true insiders. This expertise has resulted in a partnership with Microsoft to develop core public sector functionality for Microsoft Dynamics® AX, Microsoft's global ERP solution.

ERP FINANCIAL PRODUCTS



Additional ERP financial products for targeted needs



We build our ERP financial systems using Microsoft's most advanced development tools combined with leading industry standards. Our solutions are designed to serve clients of all budget ranges and populations, from small towns to large cities and counties.

Tyler's commitment to creating exceptional products also extends to usability. Our user experience professionals play a key role in the development of our software, including research, design and testing. And because we recognize that not all users are the same, we perform usability testing with clients representing multiple job functions. The result is an intuitive user experience for all.

It's clear — we know your business.

“We selected Tyler’s citizen services & revenue solutions because of the feature-rich products. We’ve stayed with them because of their excellent client support and continued commitment to delivering the best product available for our needs.”

Philip Peterson
City Finance Director
St. George, Utah



Courts & Justice Solutions



COURTS & JUSTICE SOLUTIONS THAT EMPOWER

Tyler is the largest provider of courts and justice solutions in the U.S. With numerous statewide implementations, 30 percent of the nation's largest counties running our flagship case management software, and thousands of jurisdictions and municipalities using Tyler products, we provide unmatched expertise and innovation among integrated case management solutions available in the market today. Our software and services provide a broad range of functionality for:

- **COURTS** of all sizes and complexity — state, district, county and municipal — benefit from our products. You will discover a new level of operating efficiency with our effective case management, document processing and financial management solutions.
- **PROSECUTORS** use our powerful tools to manage prosecution tasks and to process bad check records while also gaining insights from being connected to an integrated justice system.
- **LAW ENFORCEMENT** agencies depend on our solutions to keep citizens and officers safe. City police departments, county sheriff offices and other community public safety agencies use our technology to efficiently and cost effectively deliver results. From dispatching that weaves communications into a single, timely and precise flow of mission-critical information to managing records for arrests, citations, parking tickets and more, we deliver.
- **CORRECTIONS & SUPERVISION** organizations use our solutions to manage processes from initial intake and booking to the release into probation and supervision.

We also provide eServices to enhance your efficiency, including e-filing and e-payment options. With e-filing you can effectively file, serve, distribute and deliver documents electronically, saving time, paper and dollars. Our online payment application lets you process and manage payments for citations, case filings, court fees and more.

COURTS & JUSTICE PRODUCTS



When you invest in our solution, we assess each implementation to determine the fit of our software to your environment.



OUR EXPERTISE SUPPORTS YOUR SUCCESS

Whether you're looking to simplify processes, improve workflow or boost operations, Tyler knows how to address the unique demands you face. We have a seasoned staff dedicated to empowering you to work smarter. When you invest in our solution, we assess each implementation to determine the fit of our software to your environment. Following implementation, you get the benefit of an active user community, conferences and ongoing training and support.

Tyler's integrated justice product suite is built on a single, central data store that facilitates information sharing across offices. Both the system's user interface and functionality apply leading technology that supports your wide-ranging business needs while remaining flexible enough to adapt to your unique environment.

“Going with Tyler’s case management solution was business and life-changing for Miami-Dade County — business-changing by improving our operational efficiency and customer service capabilities and life-changing for everyone who does business with us in this community.”

Laurie Reaves, PMP, Computer Services Manager
Technical Services Division of the Clerk of Courts
Miami-Dade County (Miami), Florida



Appraisal & Tax Solutions



APPRAISAL & TAX SOLUTIONS THAT WORK

Rooted in sound appraisal practices and deep industry knowledge, Tyler is *the* trusted provider of integrated appraisal software and services. Our appraisal and tax solutions are built, supported and delivered by experts in the field. For you, this results in a superior client experience, accurate market values and secure revenue collections.

INTEGRATED APPRAISAL & PROPERTY TAX SOFTWARE

As pioneers in the development of computer-assisted mass appraisal (CAMA), Tyler's integrated assessment software solutions lead the market. Jurisdictions use our products to effectively meet the daily challenges of managing appraisal and assessment regardless of the size or scope.

We offer extensive modeling and analysis capabilities that empower assessors to work with a changing real estate environment. And we provide exceptional property tax billing and collections software that will integrate with your CAMA and assessment administration system or give you the separate functionality you desire.

The layered architecture of our systems allows for product enhancements — both Tyler and client-led. And we enhance our products through an active research and development program to bring new technology and functionality to you through an annual release process.

Our solutions provide enterprise-wide access to data in real time and streamline operations. Advanced tools are available for managing 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

APPRAISAL & TAX PRODUCTS



Additional appraisal & tax products for targeted needs

Our appraisal & tax solutions are built, supported and delivered by experts in the field.



APPRAISAL SERVICES

Tyler's appraisal services are founded in our clear understanding of the challenges present in today's real estate market. Recognized for our expertise in areas such as property valuation modeling and analysis, we measure results against International Association of Assessing Officers (IAAO) or local standards, and document results in reports that are compliant with all state and local requirements, as well as Uniform Standards of Professional Appraisal Practice (USPAP) requirements where appropriate.

Our staff has decades of experience, resulting in superior knowledge for adjusting models and approaches for solid values. And our team keeps pace with evolving legislation and practices through training, certifications and professional associations. Our professionals understand the challenges you face communicating with leadership, other agencies and the public. We work with you to develop successful communication strategies — something that differentiates us from our competitors.

“With all that Orleans Parish has been through, it’s good to have a partner who makes our job easier. After working with Tyler on our revaluation project and new assessment system, we now have easy access to data we never had before.”

Erroll Williams, Assessor
Orleans Parish Assessor's Office
New Orleans, Louisiana



School Solutions



SCHOOL SOLUTIONS THAT SERVE ENTIRE DISTRICTS

Years of experience partnering with educators have given Tyler a true understanding of the K–12 school market. We apply this insight through continual product development to meet your changing software and service needs. But what truly sets us apart from our competitors is our ability to deliver an authentic district-wide school solution. Our products include the following:

- **STUDENT INFORMATION** helps you leverage data to better manage classrooms and the district at large, providing key administrators and teachers with the resources to make informed decisions. In addition, parents and students benefit from easy online access to student data such as grades, assignments, schedules, attendance and more.
- **INFORMATION WAREHOUSE** combines and transforms data from multiple databases into highly usable information that is easily accessible and delivered in a useful format to support effective decision making.
- **STUDENT TRANSPORTATION** is an important consideration for any school district. Tyler's solution helps you efficiently and cost-effectively manage your day-to-day transportation needs. It features route building, field trip scheduling, fleet maintenance management, GPS data collection, retrieval and use, as well as "what-if" scenarios for planning.
- **BOUNDARY-DISTRICT PLANNING** automates the analysis of data, such as student populations, building capacities and community boundaries, making the difficult process of planning easier to complete.
- **FINANCIAL & HUMAN CAPITAL MANAGEMENT** improves efficiency and effectiveness. Our financial management solution enhances your school's most essential business functions, integrating your vital financial, budgeting and procurement data. With our human capital management solution, you can readily manage human resources and payroll data and processes.

Our expertise is a direct result of the hundreds of Tyler employees dedicated to these solutions — many of whom once worked for school districts.

SCHOOL PRODUCTS





HELPING SCHOOLS PUT STUDENTS FIRST

Tyler's fully integrated applications provide you with the most comprehensive set of school solutions of any single vendor in the market. Our products have intuitive user interfaces as well as efficient processes that allow you to spend less time managing data from multiple sources and more time using information to make data-driven decisions that emphasize students and their achievement.

Our expertise is a direct result of the hundreds of Tyler employees dedicated to these solutions — many of whom once worked for school districts, and many with more than two decades of experience. From development and implementation, to training, support and upgrades, we deliver.

“Tyler understands technology and schools. They see the need for a complete, integrated software solution for school districts and have the industry expertise to provide it. And when it comes to student transportation, they deliver.”

Pauline M. Gervais, Executive Director,
Transportation Services
Denver Public Schools, Denver, Colorado



Land & Vital Records Solutions



LAND & VITAL RECORDS SOLUTIONS THAT HELP YOU SERVE

For more than 30 years, Tyler's land and vital records solutions have empowered recorders and clerks through industry-leading data capture, indexing, cashiering, public access and reporting capabilities. Our unparalleled domain knowledge and ability to leverage the latest proven technologies allow us the unique expertise to provide highly innovative and feature-rich recording solutions. We take a fresh look at the needs of a recording office and deliver the features that allow you to accomplish more with less.

Tyler understands it's not just the features that make a good recording system — it's how those features are implemented. Tyler has built a reputation for excellence by consistently implementing solid products coupled with the prompt, professional service that clients expect.

LAND RECORDS

Tyler's recording software responds to the challenges faced by county recording offices such as storing, securing, managing, tracking, analyzing, searching and procuring land records. Our solution provides:

- Integrated receipting and cashiering
- Scanning with bar code recognition
- Automated indexing
- Advanced OCR
- Manual & automated redaction
- Web-enabled public access
- eRecording

VITAL RECORDS

Tyler's recording software provides imaging, indexing, cashiering and public access of official and vital records such as birth/death certificates, marriage licenses and certificates, notary bonds and passport application filings.

Product features include:

- Integrated imaging system with batch processing
- Receipting and cashiering
- OCR indexing assistant
- Document-specific data fields

LAND & VITAL RECORDS PRODUCTS



TYLER'S UNIQUE PRESENCE IN THE PUBLIC SECTOR MARKET

Unlike many of our competitors that serve only a narrow niche of the public sector, we offer the broadest range of software and solutions for local governments and schools. From the courtroom to the classroom, Tyler's products provide the backbone for core business functions. Remaining true to our focus is how we have grown to become the largest national provider of software to the public sector.

Our solutions are designed to satisfy clients of diverse size and scope. From appraisal services for an 800-acre island, to a school district of more than 50,000 students, to a county financial client with 1 million residents and a state-wide court implementation, our solutions are completely scalable.

As an end-to-end solutions provider, we don't simply develop software — we work side by side with you every step of the way. From our thorough implementation and training process to product support and maintenance, we remain as committed to partnering with you as we were when you first invested in our solution.

SOLUTIONS THAT SERVE YOU NOW AND WELL INTO THE FUTURE

We recognize that no matter the size of a government agency or school, every dollar allocated must be used wisely. And that's why we monitor industry trends and proactively respond to the changing needs of the public sector so that we can deliver innovative products that bring technology to functions or tasks where it hasn't historically existed.

Today, this means offering many of our products as a hosted delivery model where we host, maintain and support your Tyler applications. This option saves you time and resources, and provides you with greater security for your valuable data.

Our focus on your evolving needs also means empowering you to create paperless environments by automating traditionally paper-driven functions and moving you to a paperless environment with smart features like e-filing and our extensive document management solutions.

WITH TYLER'S SOLUTIONS YOU GAIN

- Enterprise automation
- Information management
- Powerful workflow
- Data and systems integration
- Public access

We've made it our business to center our service around you so you can more effectively serve the public. For more information about how Tyler's products can empower your organization, visit us at www.tylertech.com or call us at 800-431-5776.



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