

A DIGITAL GOVERNMENT GUIDE TO MODERNIZING THE RESIDENT EXPERIENCE

Leveraging Digital Identities, Personalization, Payments, Data,
and Innovative Technology to Enhance Public Service Delivery



Brian Anderson, Chief Technology Officer, Digital Solutions Division
Russell Gainford, Sr. Vice President of Cloud Strategy & Operations
Nick Winston, Sr. Director of Product Strategy, Digital Solutions Division





Executive Summary

This Digital Government Guide from Tyler Technologies delivers valuable insights for government leaders on improving digital user experiences, expanding access, and boosting satisfaction with government services. Designed for decision-makers and elected officials who influence digital government projects, this resource focuses on the elements inherent in modernizing user-friendly, accessible, and secure services that cater to a wide range of constituents.

The goals of this guide encompass highlighting essential concepts, emerging trends, and practical examples in digital government services, providing scenarios for refining user experiences, and emphasizing the benefits of adopting these approaches.

Key recommendations for government leaders include implementing a centralized identity and access management system, providing personalized web and mobile experiences, offering connected digital services and forms, establishing a centralized payments system, enabling cross-agency user interests and notifications, and ensuring robust digital records and permissions. These strategies enhance usability, accessibility, effectiveness, and trust in digital services while promoting engagement and satisfaction among residents.

This guide serves as an excellent resource for government leaders navigating the ever-changing realm of digital government services and the resident experience.

The Evolution of the Digital Resident Experience

In the early days of e-government, static websites with limited interactivity were the norm. Basic PDF forms and downloadable documents were available. Digital communication channels were limited, primarily involving email. At the same time, technology systems were largely siloed within government departments, leading to a fragmented resident experience.

The rise of social, mobile, and integration heralded a new era for the digital public experience, mirroring the trends seen in the retail sector. Just as consumers were becoming accustomed to personalized online shopping and banking experiences, residents expected the same level of convenience and customization from government services.

Mobile apps for specific services were introduced, online transactions and forms became more prevalent, and preliminary efforts were made to connect data and systems across departments and jurisdictions. The rapid adoption of social media made two-way communication between governments and the public possible.

As governments recognized the importance of a connected, integrated resident-centric experience, robust web portals and mobile apps became the standard. Multi-channel service delivery allowed for more effective communication, while advanced data analytics improved government transparency. Integration and interoperability across government departments and systems became a priority, enabling secure, digital engagement with the people they serve.

Research supports this resident-centric approach, showing that easy-to-use digital experiences improve interactions with government across all age groups.¹ According to findings from the National Association of State Chief Information Officers (NASCIO), the second most important goal for state CIOs in 2023 is improving digital government services.² Gartner® announced the top 10 government technology trends for 2023, and here are some of the technology trends.

- Cloud-Based Legacy Migration: “Gartner predicts over 75% of governments will operate more than half of workloads using hyperscale cloud service providers by 2025.”
- Data Sharing as a Program: “By the end of 2023, Gartner predicts 50% of government organizations will establish formal accountability structures for data sharing, including standards for data structure, quality, and timeliness.”
- Digital Identity Ecosystems: “Gartner predicts over a third of national governments will offer citizens mobile-based identity wallets by 2024.”
- Case Management as a Service: “Gartner predicts that by 2024, agencies using composable case management will implement new features 80% faster than their peers.”
- Hyperautomation: “According to Gartner, 60% of government organizations will prioritize business process automation by 2026, up from 35% in 2022.”
- Total Experience: “By 2026, government total experience (TX) approaches will reduce process ambiguity by 90%, while increasing satisfaction metrics for both customer experience (CX) and employee experience (EX) by 50%.”³

Digital Experience Timeline

- **1990s**
First websites and emergence of search engines
- **1990s-2000s**
The rise of e-government initiatives
- **Mid 2000s**
The social media revolution
- **Late 2000s**
The mobile revolution
- **2010s**
Big data, personalization of services, and automation
- **2020s**
Focus on accessibility, privacy, and security

¹ <https://www.tylertech.com/resources/resource-downloads/how-local-governments-can-reach-each-generation>

² <https://www.nascio.org/resource-center/resources/state-cio-top-ten-policy-and-technology-priorities-for-2023/>

³ Gartner Press Release, Gartner Announces the Top 10 Government Technology Trends for 2023, April 17, 2023. <https://www.gartner.com/en/newsroom/press-releases/2023-04-17-gartner-announces-the-top-10-government-technology-trends-for-2023>

GARTNER is a registered trademark and service mark of Gartner, Inc. and/or its affiliates in the U.S. and internationally and is used herein with permission. All rights reserved.

Key Dimensions for Improving the Digital Resident Experience

As governments have increasingly embraced digital technologies, particularly during the pandemic, the focus has shifted toward improving the public's experience with digital government. Several key dimensions associated with this modernization offer compelling benefits to the public:

1 **Centralized Digital Identities and Access Management** aim to create a unified, resident-centric experience across diverse platforms and services. For instance, a state could provide its residents with a single sign-on giving access across all state applications. However, the ambition extends far beyond a simple username/password setup. The goal is to create a comprehensive user profile, representing an individual's relationship with various agencies. This profile serves as the unique identifier for a user, facilitating personalized interactions, efficient service delivery, and straightforward resident experiences.

2 **Personalized Web and Mobile Experiences** deliver tailored online services, putting the individual at the center of the process. By tapping into the needs, preferences, and histories of each user, these experiences offer contextually relevant information and services, boosting user engagement and satisfaction. For instance, a resident who frequently reports potholes might receive updates on planned road maintenance. In effect, the resident's digital journey is transformed, becoming more intuitive, simple, and user-centric, fostering a stronger connection between government and the public.

3 **Connected Digital Services and Forms** use digital identities as the catalyst, tying together diverse digital services and enabling proactive, personalized experiences. Consider an automated permit application system that, by recognizing a user's unique profile, can pre-populate forms with relevant information. Similarly, the system could suggest specific services based on past interactions or upcoming needs, such as automatically processing renewals. This approach not only streamlines user interactions with government services but also expedites transactions, from application processing to tax refunds.



4 Centralized Payments System simplifies transactions, enhancing resident experiences across government services. Leveraging a centralized identity, it allows for stored payment methods, enabling recurring or scheduled payments across multiple agencies. For instance, a resident could set up automated monthly payments for utilities, while simultaneously processing a one-time park permit fee within the same system. This cross-agency “shopping cart” approach makes payment processes significantly more efficient and user-friendly.

5 Cross-Agency User Interests and Notifications enable a personalized, proactive approach to public communication. Based on a user’s profile and interests across different agencies and services, the system can send reminders, alerts, or suggestions pertinent to the user. For example, a resident interested in local environmental initiatives could receive notifications about upcoming recycling events or new sustainability policies. The ability to opt into specific interests streamlines notifications, enhancing the overall resident experience.

6 Robust Digital Records and Permissions centralize and secure important documents for residents, streamlining access and management. The system acts as a digital repository, housing items like receipts, passes, and certificates. A user, for example, could access their licensing history, municipal payment receipts, or voter registration status, all from a single digital hub. Additionally, permissions can be set to control who can view or modify these records, ensuring data privacy and security while enhancing resident trust.

In an era driven by data, these dimensions also form a foundation for meaningful data analytics, enabling governments to draw valuable insights to further enhance the digital resident experience.

Resident Experience at Work

Alvin Municipal Court, Texas

After closing its doors in response to the pandemic, the Alvin Municipal Court implemented a cloud-based virtual court solution in less than 24 hours. Alvin's virtual court has provided the public with a more convenient and accessible way to attend court hearings, resulting in a decrease in the failure-to-appear rate by 60%.

Defendants and litigants can attend hearings from a computer or their mobile devices, eliminating the need to physically enter the court. The court's virtual capabilities also allow for faster and more efficient case processing, resulting in the elimination of a backlog of 800 cases during the pandemic. Alvin's approach serves as an inspiring model for any jurisdiction seeking a disaster-ready court solution that prioritizes resident experience and access to justice.

Envisioning the Benefits of Modern Digital Experiences

Unlocking Greater Access to Justice Through Technology

Embracing future-ready service delivery, governments can adopt comprehensive online solutions to better serve all stakeholders, including government employees, businesses, residents, students, parents, law and justice partners, and decision-makers. By using online solutions, governments can improve access to services, making them more efficient, convenient, and user-centric.

One successful implementation of this approach is the use of online case resolution tools for municipal courts. These tools allow residents to manage their court cases more efficiently, improve compliance rates, and decrease the clerks' workload. Online portals allow access to case records and enable attorneys, police, and other parties to obtain information without visiting the courthouse.

Automatic notifications through text messages aid in reducing failure-to-appear rates, speeding up compliance and case resolution. Interactive voice response (IVR) systems allow the public to find answers more quickly while freeing up court staff to focus on other tasks. Instant accessibility through kiosks and payment centers in strategic locations across jurisdictions ensures a more equitable distribution of system access.

Adopting online services, especially virtual services, not only eases the burden on courts but also accelerates access to justice, leading to more equitable and inclusive communities.

Meeting Diverse Needs With Modern Payment Systems

Modern payment solutions greatly enhance the resident experience by offering accessibility, convenience, and flexibility. With multiple payment channels integrated into a single interface, residents can easily choose their preferred method of payment for various government services.

For instance, parents can pay for their children's parks and recreation classes online, while entrepreneurs can settle their business license fees using their preferred payment option.

Modern payment systems address the diverse needs of residents, from those who favor cash to those who opt for digital wallets. This accessibility empowers a broader range of residents to participate in financial transactions with the government, enhancing the inclusivity of public services.

Furthermore, the convenience provided by bill alerts and being able to schedule recurring or future payments can lead to a reduction in late fees and penalties for residents. By offering flexible payment options such as automated phone payments, online billing, or alternative payment methods like cryptocurrencies and mobile wallets, residents are given more control and ease in managing their financial obligations.

Ultimately, the adoption of modern payment solutions by governments results in increased satisfaction among residents. By providing a seamless and inclusive payment experience that caters to various scenarios, such as paying property taxes, parking tickets, or even recreational park passes, governments demonstrate their commitment to serving the needs of their communities.

Improving Resident Engagement for a More Informed Public

State and local governments are harnessing digital innovations to strengthen everyday connections between residents and their government. They are developing user-friendly mobile apps tailored to each community's unique needs, providing access to vital information and features such as push notifications, event calendars, and interactive directories. For example, an app could be used to send alerts about road closures or it could allow users to report potholes.

Online portals offer convenience and transparency, enabling residents to access government services and track their requests. For instance, a resident could request a fire inspection or reserve a playing field through the portal. Governments are also enhancing financial transparency through user-friendly charts and reports, allowing residents to see how tax dollars are spent and follow the progress of major projects.

By leveraging social media and data analytics, local authorities can foster two-way communication, gather valuable feedback, and make informed decisions. For example, a town might use social media polls to gauge public opinion on proposed policies.

Collaboration tools facilitate partnerships among government agencies, community organizations, and residents, promoting community ownership and involvement in decision-making processes, ultimately creating a more engaged and informed citizenry.

Resident Experience at Work

Mississippi Department of Revenue

The modernization of tax filing provides residents with a secure, electronic platform that features the ability to file anytime, anywhere. By leveraging cloud-based digital solutions, the Mississippi Department of Revenue can offer a quick and easy filing solution that allows the department to quickly collect 20 business and individual tax types.

In the 2022 tax year, their online QuickPay tax payment system securely processed more than \$38 million in payments, an increase of 187% over the previous fiscal year, while enabling the average filer to complete a payment in less than three minutes.

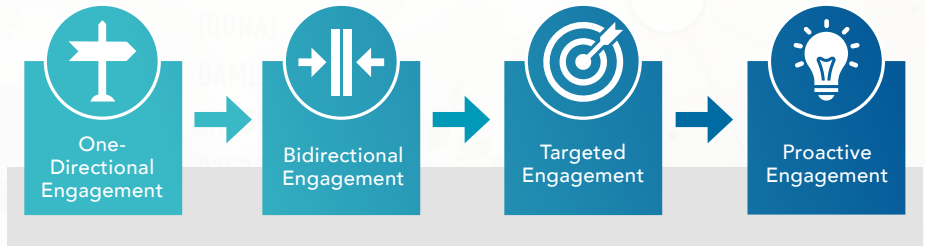
Resident Experience at Work

Idaho Transportation Department

In 2019, the Idaho Transportation Department launched a new cloud-based residents' portal that features online driver's license renewals and replacements, suspension reinstatement, and driver's license records.

In the wake of pandemic office closures, the online portal played a critical role in maintaining operations as drivers accessed critical DMV services from their computer or smartphone. In the spring of 2020, more than 7,000 driver's licenses and ID cards were being renewed or replaced online monthly. Additionally, online vehicle registrations doubled due to the access limitations of walk-in DMV appointments. Since then, the Idaho Transportation Department has rolled out new features such as vehicle license plate services, REAL ID/Star Card services, and the ability to order custom vanity plates, reducing the need for residents to make an appointment or stand in line.

Navigating the Transition to a Modern Digital Resident Experience



Today's pace of technological change has elevated the public's expectations in all aspects of their daily lives. Expectations about government are no exception. Whereas some governments still have paper-based processes, and others have aging on-premises software, all governments can improve their resident experience by transitioning to a higher level of digital maturity. Today's cloud-based government solutions are key to modernization. The following questions can guide those modernization efforts, along with suggested metrics to track progress.

Overarching Questions to Consider

1. What are the key resident needs and pain points that can be addressed by transitioning to a higher level of digital maturity, and how can these improvements be prioritized?
2. How can we identify and secure the necessary funding, resources, and technology partnerships for a successful transition to cloud-based solutions?
3. What measures and strategies should be in place with any technology partner to address potential data security, privacy, and compliance questions when adopting cloud-based technologies?
4. What change management strategies, capacity-building initiatives, and skill development programs can be implemented to support our employees in their service to the public?

Key Resident Experience Metrics to Consider

- 1. User adoption:** Measure new accounts and unique active users to understand how well solutions are being received by residents.
- 2. Service usage:** Monitor the number of new services utilized and the frequency of service access to understand user engagement.
- 3. Payment processing:** Assess the number of new saved payment methods and transactions to gauge the experience of the payment process.
- 4. User interactions:** Track the volume of new events, documents, notifications, and form submissions to measure resident engagement.

The case scenarios on the following pages illustrate governments at varying levels of digital maturity and aim to provide insights into transitioning to a higher level of resident engagement.

By presenting questions and suggesting potential starting points, these scenarios offer valuable guidance for enhancing digital resident experiences.



Funding for Modernization

The American Rescue Plan Act of 2021 (ARPA) provides federal funding to state and local governments, as well as school districts, for technology modernization. Funding enables governments to invest in digital infrastructure, ensuring the stability of both citizen-facing and back-end services. By utilizing ARPA funds, governments and school districts can improve their ability to deliver digital services and meet the long-term needs of their constituents. It is important to note that ARPA funds must be obligated by December 31, 2024, and spent by December 31, 2026.



Case Scenario: Moving Beyond One-Directional Engagement

Government Type
Municipality

Population
25,000

Goals

- Improve service delivery.
- Enhance staff efficiency.
- Drive citizen satisfaction.

Civicsville, a hypothetical city with a population of 25,000, operates at the lowest level of digital government maturity for resident experience, with one-directional engagement. In this city, governmental processes are predominantly paper-based, inefficient, and time-consuming from the citizen's perspective.

The city's outdated website is mostly informational, providing only basic contact information, general calendars, and limited PDF forms. Residents and businesses seeking to make payments or access services such as permit applications, tax filings, or reporting issues must physically visit government offices during limited working hours. They often face long lines and have to fill out manual forms, increasing the likelihood of errors and delays. There is no option for online form submissions, payments, or real-time updates on application status. The absence of social media or mobile applications also leaves residents disconnected and uninformed.

Technology usage at City Hall is minimal, with most records kept in physical files, making information retrieval slow and challenging. Communication between different departments is conducted through email or phone calls, further increasing bureaucratic bottlenecks. Consequently, inter-departmental coordination suffers, leading to ineffective service delivery and prolonged waiting periods for residents.



Questions to Consider

1. How can we effectively transition from paper-based processes to digital workflows, ensuring the successful digitization and management of existing records and data?
2. What foundational cloud services should be prioritized to maximize the benefits and efficiency gains of transitioning from the lowest level of digital maturity?
3. How can we measure the impact and success of our digital transformation efforts, including improvements in resident satisfaction, service delivery, and operational efficiency?
4. How can we collaborate with the state government, and other cities or counties that have successfully transitioned to higher levels of digital maturity to learn from their experiences and best practices?
5. What communication strategies should be employed to keep residents informed and engaged throughout the modernization process and to manage expectations about the benefits and potential challenges?

Recommended Places to Start

1. **Choose a long-term cloud technology provider:** Selecting a provider that delivers an entire ecosystem of public sector cloud services — not just point solutions designed for the private sector — would enable consistent, integrated responses to future community needs.
2. **Launch a user-friendly app:** Prioritize launching a modern user experience that provides quick and easy access to essential federal, state, and local government services including secure payments and timely reminders.
3. **Collaborate with partners:** Form partnerships with technology providers and other jurisdictions, seeking guidance and support in adopting cloud-based solutions and digital tools, accelerating the transition to a higher level of digital maturity.
4. **Offer training for government employees:** Providing training programs to enhance the digital skills of government employees would help build the capacity needed to manage, implement, and maintain digital services effectiveness.



Case Scenario: Modernizing Resident Engagement in the Cloud

Government Type
County Government

Population
75,000

Goals

- Improve remote access.
- Increase on-time payments.
- Reduce failure to appear rates.

MidTech County Court, a hypothetical entity located in a large county with a population of 75,000, operates at a mid-level of digital government maturity for resident experience, with some bidirectional engagement. The court uses on-premises technology, with no adoption of cloud-based solutions.

From the public's perspective, MidTech County Court's functional website is primarily informational, offering data about courts and legal resources. The public can access court dockets, case statuses, and manual or PDF-type forms for legal proceedings via a centralized catalog. However, the user interface is not user-friendly which makes navigation cumbersome.

Users interact with a basic centralized identity system (username and password) for access. Online filing of court documents is available but restricted to certain case types. Residents have the option to save payment details for future transactions. They also can opt-in to specific interests and receive related reminders or notifications.

The on-premises data center hosts a central database, storing records related to courts and justice. The system allows some communication between law enforcement, courts, and other agencies, but limited data accessibility and scalability sometimes hinder effective information sharing.

MidTech County Court's primarily in-person services pose significant challenges for residents who live far away. These challenges can disproportionately affect the appearance rates of low-income individuals or those lacking reliable transportation or childcare.



Questions to Consider

1. What are the limitations of our existing on-premises technology systems that could be addressed through the adoption of cloud-based solutions?
2. How can we identify and prioritize the most impactful advanced features for achieving our goals, such as virtual court, digital payment options, and automated reminders?
3. How can we ensure that people with limited access to technology or digital resources can still access court services remotely?
4. How can we address potential staff concerns and resistance related to transitioning from on-premises to cloud-based solutions, while ensuring that employees feel supported and well-prepared for the change?
5. How can we ensure that our digital modernization efforts align with and support any broader regional or state-level digital government initiatives, while addressing our unique context and resident needs?

Recommended Places to Start

1. **Migrate services to the cloud:** Transitioning from on-premises systems to cloud-based solutions can provide increased reliability, scalability, and accessibility, leading to a better user experience. Moreover, online services can enable faster processing of court cases, saving valuable time.
2. **Address digital inclusion:** Ensuring equal access to technology and digital resources is crucial for improving digital resident experience. This involves developing strategies to bridge gaps in access, such as using virtual court solutions.
3. **Analyze your data:** Analytics can provide insights into user trends that will help you identify areas for improvement.
4. **Manage change:** Identifying stakeholders, developing a communication strategy, building capacity, and managing resistance to change is critical for the success of any digital modernization initiative, and this includes ensuring a positive resident experience.



Case Scenario: Optimizing for Targeted and Proactive Engagement

Government Type

State Government

Population

5 million

Goals

- Enhance statewide digital accessibility.
- Promote resident engagement.
- Foster data-driven decision-making.

Evergreen State, a hypothetical state with a population of 5 million, operates at a high level of digital government maturity with targeted resident engagement. It recently launched a cloud-based platform, EvergreenConnect, to streamline government services. This platform, modeled after familiar online shopping experiences, offers an intuitive interface for its users.

Using a centralized identity system, EvergreenConnect provides residents with personalized accounts that unify access to various government services. Its global single sign-on capability fosters seamless navigation across all state websites. Additionally, the platform allows applications and forms to be paused and saved for later completion, adding flexibility to governmental procedures.

The platform facilitates tailored notification delivery based on residents' interests, ensuring they are well-informed about essential events and deadlines. Additionally, the integrated calendar system enables personalized event reminders and application notifications.

A highlight of EvergreenConnect is its digital "wallet" functionality, providing a secure space for storing payment information, and facilitating smoother transactions. User profiles on the platform support storage for essential documents such as licenses and receipts, expediting form filling and application submissions with an autofill feature.

To promote the widespread utilization of EvergreenConnect, Evergreen State encourages state agencies and municipalities to implement the features through an easy, low-to-no-cost integration. Having successfully launched the digital platform, Evergreen State is now focused on promoting resident engagement and using data to further enhance services.



Questions to Consider

1. How can we ensure that our digital platforms and services are accessible to residents with diverse needs, including those with disabilities or limited technological proficiency?
2. What strategies can we implement to encourage active resident engagement and participation in government processes through our digital platforms?
3. How can we leverage data analytics and insights to make informed decisions and improve the effectiveness of government services?
4. What measures can be taken to address privacy concerns and ensure the secure handling of resident data while promoting transparency and trust?
5. How can we continuously assess and evaluate the impact and effectiveness of our digital initiatives in achieving our goals of enhanced accessibility, resident engagement, and data-driven decision-making?

Recommended Places to Start

1. **Enhance Accessibility:** Conduct accessibility audits and ensure compliance to make digital platforms inclusive for residents with diverse needs.
2. **Promote Resident Engagement:** Implement interactive features like online forums and live chats to encourage two-way communication and foster resident engagement.
3. **Establish Data Governance:** Develop a framework for effective data collection, analysis, and utilization across government departments.
4. **Ensure Data Privacy and Security:** Enforce robust policies to protect resident data and maintain transparency in data handling practices.
5. **Measure Impact and Gather Feedback:** Collect quantitative and qualitative data using surveys and feedback sessions to measure user engagement, satisfaction, and usage patterns.

TAKE ACTION

The recommendations presented in this guide offer significant potential for improving the resident experience.

It's now your turn to take action, embracing these recommendations to create a more effective, efficient, and resident-centric government.

To achieve our vision of a digitally connected public sector, your commitment is essential.

Looking Forward

It's clear that the public's expectations of digital government have significantly evolved. The demand for instantaneous, innovative, and personalized services has permeated all facets of life, including people's interactions with public entities. Leveraging advancements in technology like cloud infrastructure, data analytics, and mobile government can transform public service delivery, creating a profound impact on the lives of constituents and ensuring you are ready for the future.

As we have shown, the modern digital resident experience comprises several key dimensions, such as digital identities, personalized experiences, connected services and forms, advanced payments systems, and the smart use of data and records. These form the bedrock of our recommendations. To maximize the benefits of digital maturity, it's crucial to understand the needs and pain points of residents, prioritizing improvements that directly address these concerns.

Implementing these recommendations can yield significant benefits, tracked through various user experience metrics. These include improved user satisfaction, reduced service delivery times, lower failure-to-appear rates, and increased user adoption rates of digital services. As you plan how to move forward, you must consider funding, attention to data security, compliance, and change management strategies for a smooth transition to cloud-based solutions.

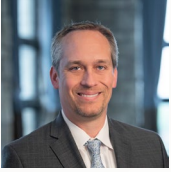
Looking further into the future, digital resident experiences will likely be shaped by emerging technologies like AI and blockchain. Investigation will be needed into the potential of these technologies to improve data privacy, public trust, and service delivery. Potential advancements include AI-driven customer service and blockchain for secure document verification.

Thank you for your interest in improving the experiences of the people you serve. Together, we can better serve our communities today, while shaping the digital resident experiences of tomorrow.

Additional Resources

For additional insights for government leaders on improving digital user experiences, expanding access, and boosting satisfaction with government services, visit Tyler's [Resource Center](https://tylertech.com) at tylertech.com.

About the Authors



Brian Anderson is the chief technology officer for the Digital Solutions Division of Tyler Technologies. In this role, he leads the division's technology strategy, driving innovation and guiding future product offerings, including the Resident Engagement platform.



Russell Gainford is the senior vice president of Cloud Strategy & Operations for Tyler Technologies. Russell defines best practices for cloud development, operations, and deployment to achieve the full value of Tyler's cloud-first approach for both Tyler and its clients.



Nick Winston is the senior director of product strategy for the Digital Solutions Division of Tyler Technologies. Nick defines business strategy for the Resident Engagement platform, as well as guides product roadmaps and efforts related to many of the platform's components.

About Tyler's Solutions

More than 10,500 clients use Tyler's cloud-based solutions to enhance security, strengthen resilience, and provide the public with easy access to a wider range of services and solutions. Powered by our strategic collaboration with Amazon Web Services (AWS), we leverage the cloud to deliver a better experience for our users and constituents while reducing costs and increasing efficiency and security.

Tyler's broad geographic footprint forms a powerful network of governmental agencies. Through Tyler, these agencies create stronger connections with partner organizations and departments across local, state, and federal jurisdictions. Our proven depth and breadth of solutions set the nationwide standard for electronic efficiencies, out-of-the-box interoperability between applications, and cloud-based functionality at every level of government across public administration, justice, health, and education.

Tyler's client support teams provide clients with access to documentation, live support, online training, and more. Tyler Community is an online peer-to-peer support community that enables our clients to share knowledge about Tyler products, provides collaborative learning opportunities, and offers product support via forums, libraries, and wikis. Tyler University and Tyler Coach, our continuing education platforms, help clients improve their skills, learn new software, and keep up with the latest technology and procedures.

CONTACT TYLER

If you would like more information about Tyler solutions, contact us at info@tylertech.com or visit tylertech.com.



About Tyler Technologies, Inc.

Tyler Technologies (NYSE: TYL) provides integrated software and technology services to the public sector. Tyler's end-to-end solutions empower local, state, and federal government entities to operate efficiently and transparently with residents and each other. By connecting data and processes across disparate systems, Tyler's solutions transform how clients turn actionable insights into opportunities and solutions for their communities. Tyler has more than 40,000 successful installations across nearly 13,000 locations, with clients in all 50 states, Canada, the Caribbean, Australia, and other international locations. Tyler has been recognized numerous times for growth and innovation, including Government Technology's GovTech 100 list. More information about Tyler Technologies, an S&P 500 company headquartered in Plano, Texas, can be found at tylertech.com.