![tyler technologies]

Enterprise Case Manager

powered by Odyssey®

STREAMLINE BUSINESS PROCESSES WITH INTEGRATED
DOCUMENT MANAGEMENT AND AUTOMATED WORKFLOW

justice
a tyler portfolio

Tyler's Enterprise Justice product suite is a comprehensive, end-to-end court case management solution that will empower you to …

Track cases from e-filing to e-disposition

Seamlessly integrate document management

Automate workflow processes

Securely manage highly sensitive data about court cases

Eliminate paper and improve productivity

Let Our Experience Lead to Your Success

Tyler Technologies' Enterprise Justice product suite has become the most powerful case management software in the market today. Tyler continues to deliver robust, unified case management software that meets the needs of both individual counties and statewide court systems. Enterprise Case Manager provides a comprehensive view of party and case records that result in greater efficiencies and better decisions. For more than a decade, Enterprise Justice has provided comprehensive courts and justice solutions used in more than 600 counties in 21 states, including 11 statewide implementations — serving more than 100 million citizens. Enterprise Justice sets the standard by delivering software that evolves with you and stands the test of time.

The Backbone of Case Management Software — Shared Data and Integrated Workflow

Shared data is the essence of Enterprise Justice's power, fueling core applications with unified case management, integrated document management and improved workflow processes. Enterprise Case Manager is the heart of the Enterprise Justice solution that meets the needs of small and large organizations. Every document and piece of data — party information, events, warrants, fees and charges — is organized, managed and protected by Case Manager. You can easily track cases from filing through disposition via Enterprise Justice's powerful and robust case management capabilities. And you have total control of who has access to which information on your system, all from one unified, secure source.

Document management is critical to your organization and serves as a vital component of Case Manager. Document management is integrated seamlessly with case data, resulting in a more streamlined process that consolidates all important information into one centralized location. Enterprise Justice document management enables distributed document storage for remote offices while images are routinely uploaded to central servers for backup. Utilizing Optical Character Recognition technology

to make the image of a scanned document text searchable allows users to search for specific words or phrases that will increase efficiency and move offices toward a paper-on-demand business. Microsoft's Windows Workflow Foundation is embedded within Enterprise Justice to support customizable business processes that push documents and tasks to the system or to users at the "right time".
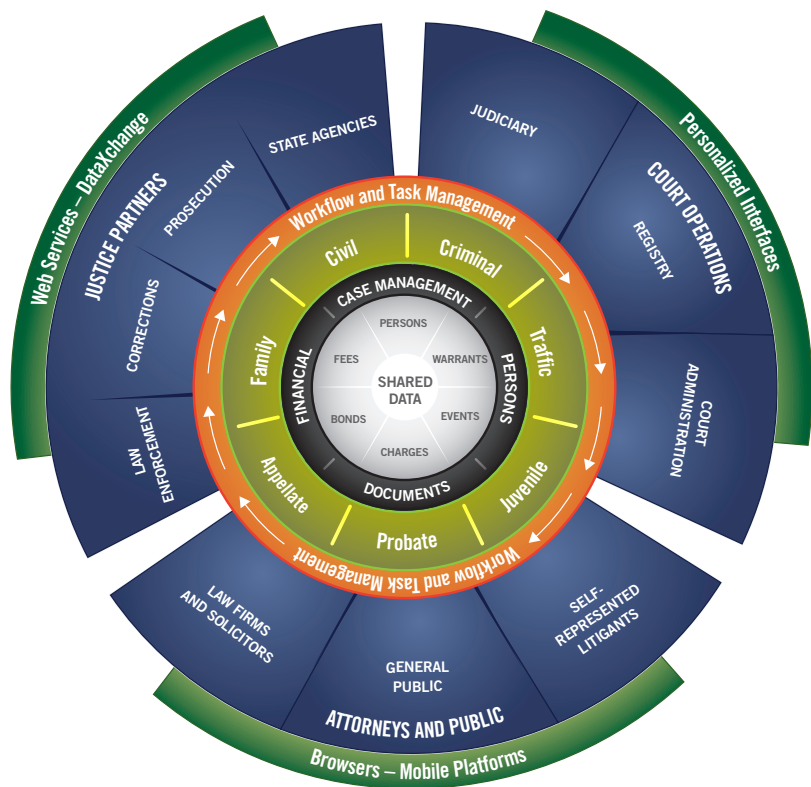
Enterprise Justice's integrated structure enables information sharing across all justice partners — courts, attorneys, the public and justice agencies.

Unified Case Management Leads to Better Decision-Making and Greater Efficiencies

Whether functioning as a single case-type system or as the hub of a unified case management system, Enterprise Case Manager provides a comprehensive view of party and case records that result in greater efficiencies and better decision-making. As a "party-based" system, Enterprise Justice tracks and manages both party records and case records, and allows a party record to be associated with multiple cases. This means Enterprise Justice provides a birds-eye view that shows demographic data and a "Cases" tab enables users to easily view all the cases associated with the person of interest. These robust capabilities provide users with a single, unified source to see all case data that results in better decision-making, streamlined workflow processes and improved efficiencies.

Case Manager efficiently manages and tracks all aspects of court operations, including:

- Locating critical case information and attaching multiple file types
- Creating and viewing dockets in various ways
- Generating forms, letters and a variety of reports with advanced tools
- Calculating fees and fines, and distributing payments automatically
- Searching data quickly using many different criteria

"We don't believe in having multiple systems to perform different functions. We believe in having one system that's fully integrated that does the work of the court."

— **Tom James,** Chief Information Officer of the Clerk of Courts for Miami-Dade County

Key Capabilities

Enterprise Justice helps both the clerk's office and the court become more efficient. Here are a few examples of how they benefit from Enterprise Justice's robust capabilities.

The clerk benefits from the following capabilities:

- Track cases from filing through disposition via configurable time standards that enable you to adhere to statutory and local rules
- Create configurable financial assessments; for example, assessing at case initiation or at sentencing, and utilize integrated cashiering for a variety of financial transactions
- Generate appeal records from imaged documents, including a configurable index

The court benefits from the following capabilities:

- Utilize integrated calendaring and scheduling, including configurable hearing notices and printed calendars, using Microsoft® Word
- View court sessions through the Web-based Enterprise Justice Portal, anytime and anywhere
- View essential case information right from the bench via an easy-to-use touch screen, resulting in more streamlined processes and a paperless courtroom

Both the court and the clerk benefit from the following capabilities:

- Automatically create court-generated documents via a powerful forms engine using Microsoft Word
- Track status for bonds, warrants and protective orders on cases via intuitive icons
- Enable distributed document storage for remote offices and easily capture every piece of information associated with a case, including pictures and video with Enterprise Justice's integrated document management
- Provide the public and justice partners access to court documents via a secure Web portal that supports any device, including iPhone® devices, Android™ devices, tablets and PCs/Macs
- Leverage full support of searchable PDFs
- Gain integrated signature capability
- Utilize a flexible workflow customized to the business processes of the court and the functions of the user

Innovative Solutions Drive Efficiencies

Enterprise Case Manager's constantly evolving capabilities move you toward an end-to-end electronic transaction — from initiation to disposition

Tyler's team of experts designed the Enterprise Justice product suite so that it easily integrates the latest technology and is flexible enough to adjust to all types of courts and justice environments. Our seasoned experts have more than 30 years of court experience — they know courts inside and out. We use this knowledge, combined with input from thousands of courts nationwide to continually improve Enterprise Justice. The result is innovative capabilities that eliminate paper, save time, decrease costs, increase information accessibility and streamline workflow processes.

Creating an electronic courtroom for judges and for clerks with Enterprise Justice SessionWorks

Enterprise Justice SessionWorks Judge Edition is a revolutionary, easy-to-use touch screen that allows judges to quickly access essential case information right from the bench. With Judge Edition, judges can work with multiple defendants or cases simultaneously and search text inside of court documents to easily find what they need.

If you're still burdened by mounds of files and paper, we've made it easy to become electronic.

Enterprise Justie SessionWorks Clerk Edition is designed to work hand-in-hand with SessionWorks Judge Edition. Both applications are completely integrated with Enterprise Case Manager.

Designed specifically for the high-volume courtroom, SessionWorks Clerk Edition enables you to rapidly access and enter data right in the courtroom — replacing hand-written forms and dramatically increasing efficiency. Data entry via SessionWorks Clerk Edition is not a wasted effort. Once forms are auto-filled and printed in the courtroom, information is uploaded back to Enterprise Case Manager, eliminating the need to re-enter data after the court session has concluded.

In the latest version of SessionWorks Clerk Edition, a new data entry mode called Minute Orders allows clerks to record the outcome of the hearing and build court orders simultaneously. The Minute Order module allows the clerk to drag and drop the data entry to reorder it, which updates the Minute Order document in return. This module saves time, reduces errors and increases efficiencies.

eFile & Serve (EFS)

Eliminates paper and streamlines the e-filing process

Accessed securely via the Web, eFile & Serve enables registered users from the legal community to easily file documents online. This highly automated system streamlines the e-filing process, allowing users to automatically submit documents to the court in real time, with only a few mouse clicks. eFile & Serve is a tipping point to eliminating paper, creating efficiencies for courts and attorneys, removing unexpected delays and reducing costs.

eFile & Serve can seamlessly integrate with Enterprise Case Manager, enabling any document submitted to be automatically populated into Enterprise Justice once accepted by the court, cutting out the need for manual data entry. Once a filing submission is accepted in the Review Tool, it can seamlessly populate the appropriate data in the case management system and/or document management system, and can also create the appropriate docket entry with the related file stamped document image.

Major components of EFS include:

- **eFile & Serve Filer Interface** – Provides end users with the ability to submit filing data and any associated documents directly to the court via the Web. Filers may also elect to electronically serve other parties on the case.
- **eFile & Serve Review Tool** – Allows court staff to receive and review electronically filed submissions. The Review Tool provides the reviewer with the ability to stamp, annotate, accept, reject and communicate reason for return or rejection back to the filer.
- **Fee Collection** – EFS utilizes a fully integrated payment processing service that enables users to pay via credit cards, debit cards and checks for any court processing and fees assessed.

eFile & Serve has been implemented statewide in North Dakota, New Mexico and Minnesota, and in various courts in Pennsylvania, Nevada and Michigan. Additionally, Tyler has active statewide implementation projects in Maryland, Oregon (eFileOR), South Dakota and Texas (eFileTexas). Multi-county implementations of EFS have been deployed in California, Nevada (eFileNV) and Georgia (eFileGA).

"Once we moved to Enterprise Justice, we were able to scan documents and get them electronically visible on the case management system. Now with e-filing, everything is seamless. We've cut out the processing of physical paper."

— **Diem Le,** former civil division administration specialist for Clark County, Nevada

Guide & File

Providing access to justice for self-represented litigants via the Internet

Guide & File enables courts to create Web-based interviews that apply the court's business rules. This easy-to-use solution makes courts more efficient, while simplifying the process for pro se litigants by leading them through the process of completing court forms and filing cases via the Internet. Divorces, evictions, small claims cases and more can be filed by self-represented litigants (SRLs) — without waiting in long lines or visiting the court's counter.

The Guide & File suite of tools enables court staff to author self-guided interviews, which present a streamlined set of questions and educational information directly relevant to the SRL's situation, guiding the novice to a court filing in accordance with local rules of civil procedure. Each court can create their own interviews or the court can leverage a library of existing interviews from other jurisdictions, making it quick and easy to create Web-based interviews for constituents. Interviews can be published and accessed from your website, providing flexibility for self-represented litigants to complete anytime, from anywhere, and enabling courts to better serve the needs of this growing group of self-represented litigants.

The Guide & File solution is part of eFile & Serve, expanding the Enterprise Justice case management and e-filing systems. Filings submitted via Guide & File seamlessly utilize eFile & Serve's capabilities associated with presenting fees, establishing new cases and parties, and submitting filings for electronic processing. Case information in eFile & Serve can also be accessed during interviews for subsequent filings; for example, to verify the case number. Once in eFile & Serve, the clerk reviews the filing and case information originally collected during the interview is populated into the jurisdiction's Case Management System (CMS), which gives both the court and self-represented litigant access. This translates to a greater number of filings entering the court electronically and results in the elimination of paper, decreased erroneous filings and frees up court resources for other priorities.
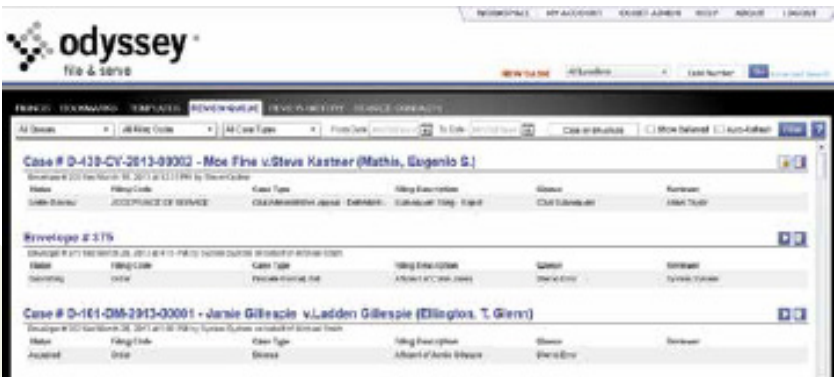
The Guide & File suite of tools enables content creators in your court to draft and manage interview components— informative content, legal PDF forms and author interviews.
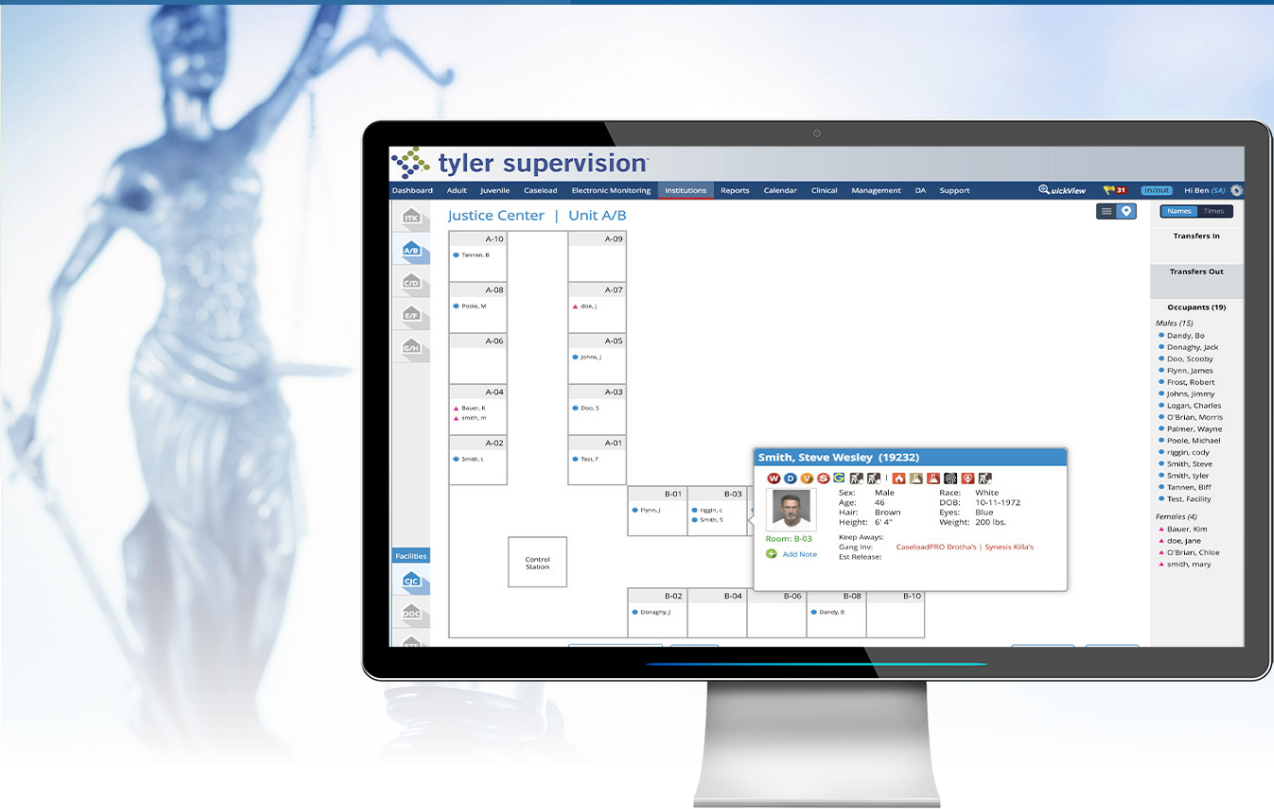
Enterprise Justice Portal

Provide the public, court staff and other agencies direct access to essential court and judicial information Setting the bar for citizen's ease-of-use, Enterprise Justice Portal provides the public, as well as judges, attorneys, court staff, jailers and other agencies with access to essential case, calendar and party information via the Internet, from anywhere and at any time. You control what content the public can query and view. When authorized, users can get the information they need in seconds, without waiting in lines or unnecessary trips to the courthouse or justice agency. This could include registers of action, calendars, judgments and orders, and notices prepared by the court. Using protected accounts, registered users can access crucial court case data 24/7 from anywhere. The Enterprise Justice Portal also provides integrated electronic payments with PCI-compliant credit card processing. By providing your community with a way to easily access public information online, you reduce time spent by your staff and encourage your citizens to empower themselves.
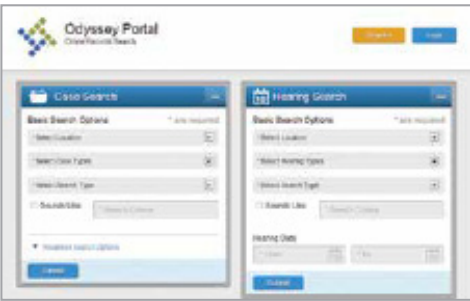
Access court information instantly from your mobile device

Information accessibility is important for everyone, whether you are a judge, an attorney, a clerk, or the general public. Enterprise Justice provides secure access to case information on all mobile devices — Apple® iPhone and iPad, Android, Windows Mobile devices and Mac/PC. And you don't need to download an extra app to run on your device because we've designed it using "responsive design" and HTML5, which should be natively supported on all modern devices. Essentially, the website will recognize the device and OS that is connected and adjust accordingly. The Enterprise Justice Portal detects the screen size of the device that you are using, so regardless of the device's brand or operating system, the interface adjusts for optimal viewing. Adjustments can include resizing text, removing graphics to make room for vital information, and even reorganizing the layout itself. Even if the user is viewing the Enterprise Justice Portal from a small smartphone, they will see all of the data without needing to pinch and resize the screen, and buttons and links remain large enough to accurately click using your finger.

MyEnterprise Justice Workspace

A customized dashboard provides a better way to see detailed information with a single click

This enhanced workspace personalizes and streamlines any work being done within Enterprise Justice. My Enterprise Justice Workspace allows each user to easily customize the way they view data using graphical interfaces called widgets. Users personalize the way they see information and modify it so that they only see the data that is most important to them. The user can customize how many widgets they have on their workspace and how the widgets display. Also, from a widget, you can easily navigate directly to the right place in Enterprise Justice and take action on the data you are reviewing. My Enterprise Justice Workspace shows information like Work Queues, Upcoming Hearings or a Process Checklist, and appropriately presents information as a list to the user.

Automated Workflow and Task Manager

The task management functionality automates workflow via powerful features:

- Tasks can be added automatically or manually.
- Tasks can be assigned due dates.
- The Task Manager widget gives supervisors full access to tasks and queues.
- The Data tab can be customized to link to the case or a specific tab of the case in Enterprise Justice.
- Users can share notes on a specific workflow item.
- History is tracked on an item, including the timestamp and the user who worked the item.

Electronic Signatures

Streamline court processes by easily capturing an electronic signature on forms

Electronic Signatures streamline office processes and empower users to effortlessly capture an electronic signature on forms that are generated from within Enterprise Justice. Users can merge forms using Enterprise Justice's integration with Microsoft® Word and send those forms to judges' or clerks' Enterprise Justice queues for insertion of electronic signature(s). Once electronically signed, the documents are converted to PDF or TIFF for permanent storage, which can then be automatically docketed on the case.

When an electronic signature pad is used, non-Enterprise Justice users can sign existing documents associated with cases. Users can specify the area in the document to be signed, resize and move the signature, accept or decline the signature, and then save the document to make the signature permanent. In addition, electronically filed PDF documents, such as proposed orders, can be annotated and electronically signed.

Financial Management

Control court financial tasks, while keeping your information secure

From account management to financial transactions and check processing, the Financial Management application manages the entire transaction audit trail and will keep your information secure with fully auditable transaction listings in real time. This configurable application efficiently centralizes complex court financial transactions, streamlines financial management and eliminates redundant data entry. Users can print checks, balance checking accounts and produce a summary of financial activity that is viewable via a Chart of Accounts. Users can easily create and view robust reports on account activity, account balances, daily cash balances and more. Integrated with Enterprise Case Manager, Check Manager, Jail Manager and Supervision, Financial Management enables multiple checking accounts to be combined or separated depending on your needs.

Tyler dataXchange

A game-changing application that allows Tyler clients to securely share information with each other with just a few keystrokes

With dataXchange, you can easily access and securely share critical information at key decision points throughout the justice enterprise — across a group of jurisdictions (counties, states and municipalities), as well as across agencies — jails, county and municipal courts and law enforcement. Tyler dataXchange allows users to access a wide variety of information, including, but not limited to party and case data, citations, vehicles, jailings and incidents, warrants, cases, electronic documents, as well as property details, utility billing and appraisal values. DataXchange allows users to share this data, and increase and improve interactions with other participating agencies across city limits, county lines and state borders, as well as with other agencies in their jurisdiction that are using Tyler products. Unlike other shared data warehouses where the user must perform a separate search, with dataXchange simply click on the tab and the search is done for you. With dataXchange, Enterprise Justice clients save time by accessing information in real time from within Enterprise Justice, eliminating the need to access another system, make a phone call or send an email.

"There will be no more guessing or calling large-bordering counties like Hays County or Williamson County to figure out where the person of interest is or what is happening with the individual. DataXchange will make this process more efficient. If the participating agency has matching data on the individual of interest, the data can be accessed immediately by clicking a tab in dataXchange, which presents all the possible matches. The process takes only seconds."

— Katherine McAnally, first assistant county attorney for Burnet County, TX

Robust Reporting Enables Real-Time

Decision Making

Up-to-date reports enable better decisions and improved caseload management Configure reports and data analysis for specific needs with a simple click of your mouse.

Standard Reports

Enterprise Case Manager offers a comprehensive collection of reports to support clerk and court functions, including caseloads, statistics, event activity, time standards and more. Reporting capabilities are an integral part of Case Manager rather than a bolted-on, third-party solution. As a result, they are extremely robust and flexible, allowing for easy modifications to report parameters, online previews, scheduled processing, and automatic emailing to one or more parties.

Custom Reporting (CR)

Custom Reporting (ECR) provides an intuitive, easy-to-use mechanism to create ad hoc, custom reports (using Microsoft® SQL Reporting Services) without the added expense or time requirements associated with an external report writer. This enables real-time decision making by enabling the creation, management and delivery of reports for printing and ad hoc data exploration. You can save and publish these reports in CSV or PDF formats for future use. Reports and hard-copy documents can also be converted to TIFF image files for long-term storage and easy access.

Report parameter screen allows you to view an index of cases for any date range.
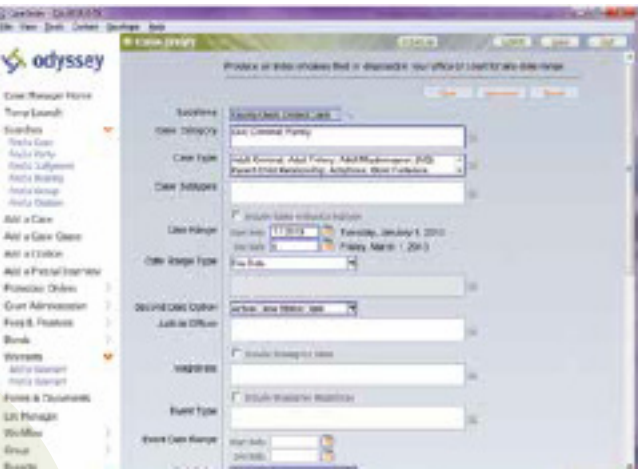
Report example

Why Enterprise Case Manager

Enterprise Case Manager is an integral part of the most comprehensive courts and justice software system available in the market today, brought to you by the industry leader in public sector software solutions. The Enterprise Justice solution's integrated structure enables information sharing across multiple applications and jurisdictions, giving you the complete picture and creating greater efficiencies for your office. We continue to deliver robust, industry-leading unified case management software that meets the needs of both individual counties and statewide court systems. That's why Enterprise Justice is used in more than 600 counties in 21 states, including 11 statewide installations — serving more than 100 million citizens. And we enjoy a 98 percent client retention rate.
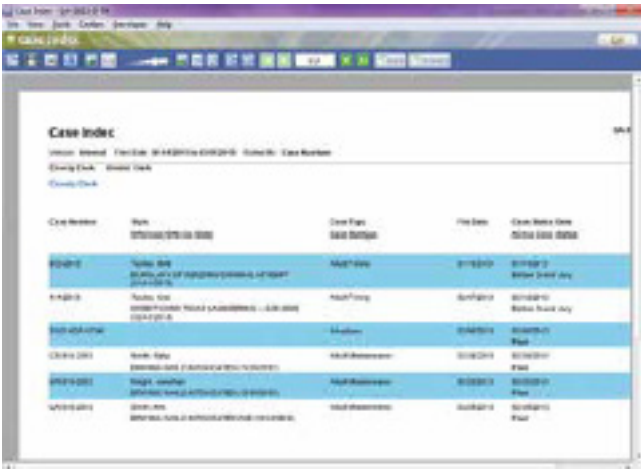
Let Our Experience Lead to Your Success

At Tyler, we want to be your partner in success, not just another vendor. For more than 30 years, we have enjoyed collaborative relationships with our clients and aspire to continue partnering with clients for life. We have a proven track record as the market leader in courts and justice software, and providing an outstanding client experience is our top priority. Tyler's 30-year experience with courts, personal touch and corporate maturity make Enterprise Justice a great choice.
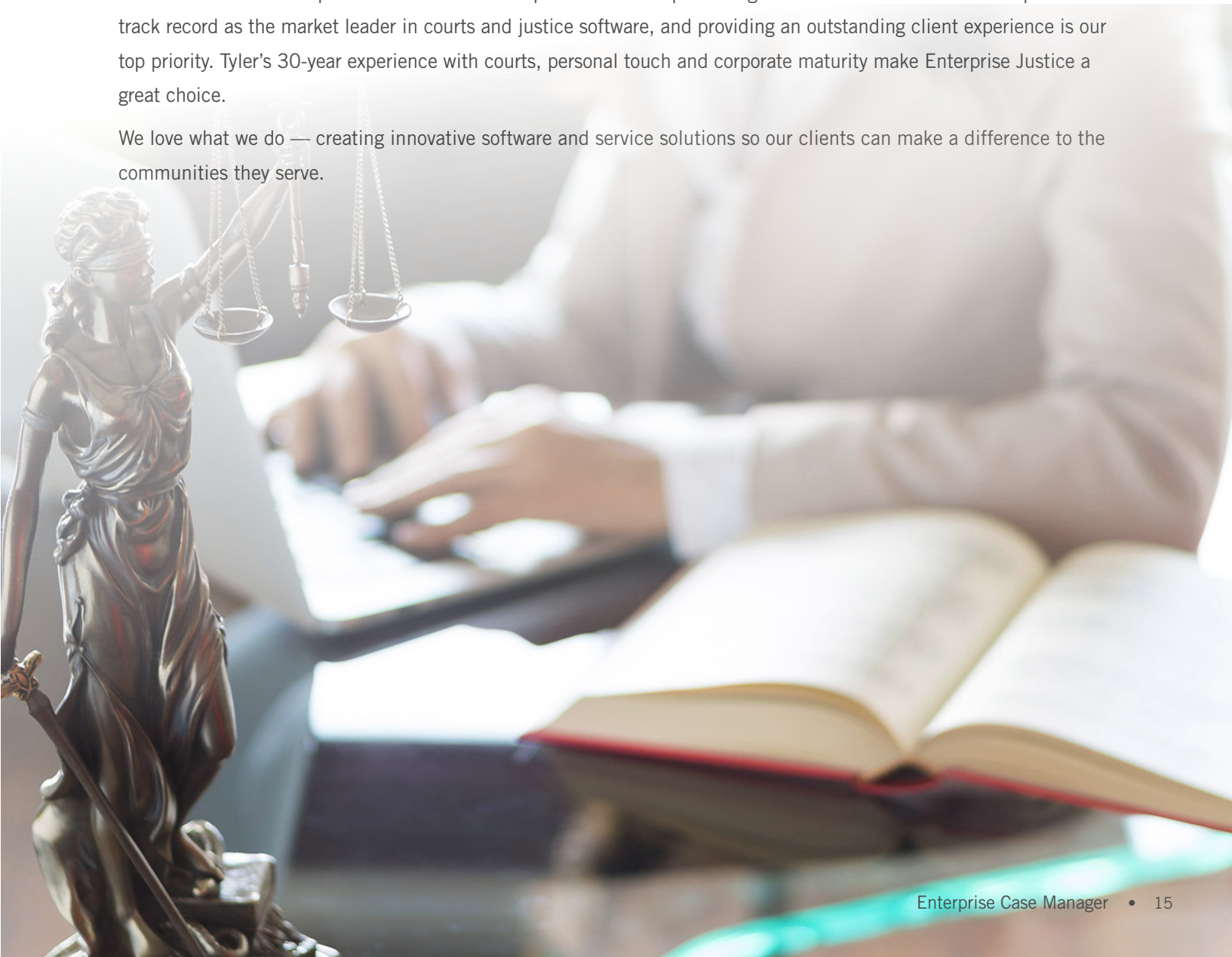
We love what we do — creating innovative software and service solutions so our clients can make a difference to the communities they serve.

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 more efficiently and connect more transparently with their constituents and with each other. By connecting data and processes across disparate systems, Tyler's solutions are transforming how clients gain actionable insights that solve problems in their communities. Tyler has more than 37,000 successful installations across more than 12,000 locations, with clients in all 50 states, Canada, the Caribbean, Australia, and other international locations. Tyler was named to Government Technology's GovTech 100 list five times and has been recognized three times on Forbes' "Most Innovative Growth Companies" list. More information about Tyler Technologies, an S&P 500 company headquartered in Plano, Texas, can be found at **tylertech.com**.

info@tylertech.com I tylertech.com

Empowering people who serve the public®