

Resolve All Manner of Case Types — Faster

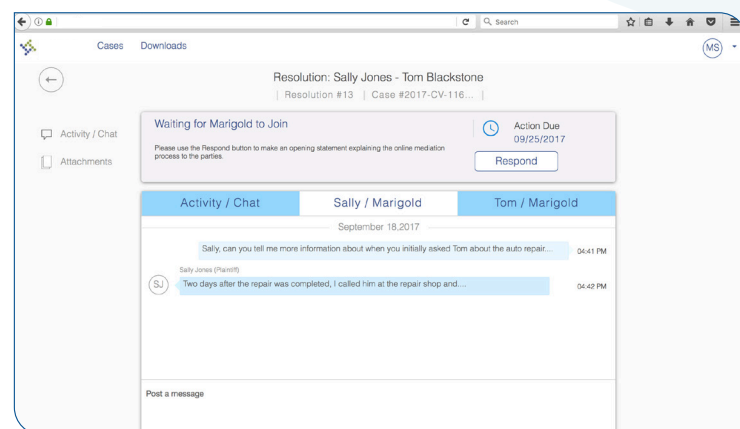
ODR helps courts resolve all manner of case types faster without sacrificing accuracy, including landlord and tenant, family and custody, debt collection, limited and unlimited civil. Resolving cases through ODR frees up more time for judges and court staff to redeploy their valuable time and attention to the more complex, high value cases.

Works Within Your Existing Workflow

Use ODR as a standalone service, or let us help you integrate it into your existing case management tools, especially if you're using Tyler's Enterprise Justic and e-filing platforms. With ODR, you can be up and running and resolving cases within a few months and, in many cases, weeks.

Get a free demo!

For more information, visit
tylertech.com/products/online-dispute-resolution
or email cjsales@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 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.

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Online Dispute Resolution

powered by Modria®

EMPOWER CITIZENS TO RESOLVE THEIR OWN DISPUTES ONLINE,
ANYWHERE, ANYTIME — WITH PROVEN TECHNOLOGY



Empowering people who serve the public®



What is Online Dispute Resolution?

Online dispute resolution (ODR) platform can handle all types and volumes of cases, from simple debt repayment cases to complex child custody cases. The platform accelerates time-to-disposition through a straightforward process:

- 1. Diagnose the issue through technology
- 2. Enable an online negotiation between the parties
- 3. Provide access to a mediator, if needed
- 4. Refer the case for an evaluative outcome

Tyler's ODR solution was created by the founders at eBay and PayPal that process 60 million cases per year, 90 percent resolved through automation. The ODR solution has handled more than a million cases around the world, and securely resolves cases more than 50% faster than traditional methods. Today, Online Dispute Resolution is part of Tyler that has rapidly deployed e-filing across 25 states, on time and within budget, and now reaches 40 percent of the U.S. population.

For more information, visit tylertech.com/products/online-dispute-resolution or email cjsales@tylertech.com

Are your case backlogs weighing you down?

Are too many small cases headed for hearings that will cost your court more money than the case is worth?

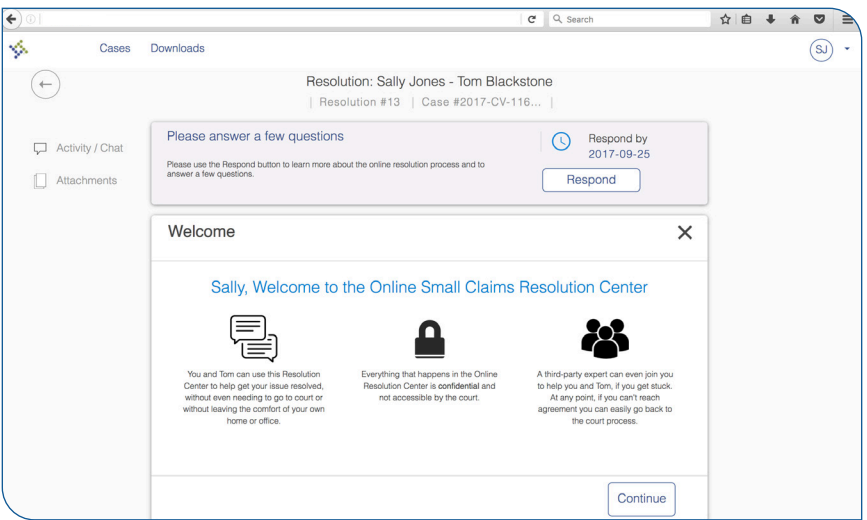
Online Dispute Resolution can help. Built from the ground up by ODR experts, the platform is advanced software that helps parties reach agreement online, reducing court resolution times by up to 50 percent and freeing court staff to focus on the cases that most merit human attention. ODR integrates seamlessly with both front and back ends of your technology architecture and has a dedicated tab in Enterprise Justice to make it easy for staff to access any ODR dispute. Online Dispute Resolution also delivers a highly intuitive online experience for citizens, court staff, mediators, and arbitrators. A comprehensive solution, ODR includes sophisticated consulting, support, and other infrastructure, and we provide 24/7 support, including chat and phone support to the end user.

Court Benefits

- Reduces case backlogs quickly
- Cuts time to resolution by more than 50% faster
- Reduces litigation
- Decreases costs
- Integrates into your existing CMS and e-filing workflows
- Frees up court resources to focus on more complex cases
- Initiates a dispute from within Enterprise Justice and allows the user to view status from within the Record of Actions
- Tracks dispute activity in aggregate or on a case-specific basis
- Assigns a mediator or arbitrator to a case
- More than 20 years of ODR expertise and 30 years of successful court technology implementations

Citizen Benefits

- Empower citizens to resolve their own disputes
- Provide easier access to court processes without the need for representation
- Faster time to resolution
- Lower cost alternative to litigation
- Highly intuitive online experience
- No more waiting in lines or on hold
- Resolve disputes from anywhere in the world, 24/7



The Court's Path to Digitization and Efficiency

Online case management, which eliminated all those manila folders and missing documents, was the first step to modernizing courts. Next came e-filing to meet the dramatic growth in the number of self-represented filers. Yet, courts are still under pressure to become even more efficient and deliver more citizen engagement. ODR is the next stage in modernization by empowering court filers to manage their own process and find a mutually satisfying resolution to the case, without burdening court staff.

Authentic Online Dispute Resolution

Many courts struggle with the volume of cases being filed. Compounding the problem, with the advent of the internet and mobile communications, citizens not only expect, but demand faster outcomes to all manner of disputes. Not all ODR solutions are the same. Tyler's ODR solution combines law, economics, and psychology with intuitive information and communications technology to help citizens prevent, manage, and resolve their disputes.

ODR alleviates the pressure on courts by empowering citizens to work out disputes themselves online, anytime, anywhere. Asynchronous communication meaning time-delayed (like email), gives the parties time to more thoughtfully consider their responses and avoid overly emotional comments. If they can't work out the issue themselves, either party may invite a mediator or other expert from within the platform to help them resolve the issue. ODR was designed for today's always-on, need-it-now society and has already demonstrated amazing success for tax appeals and e-commerce cases. At a time when courts seek ways to dramatically improve efficiencies and increase citizen satisfaction and engagement, ODR delivers, in the cloud.

