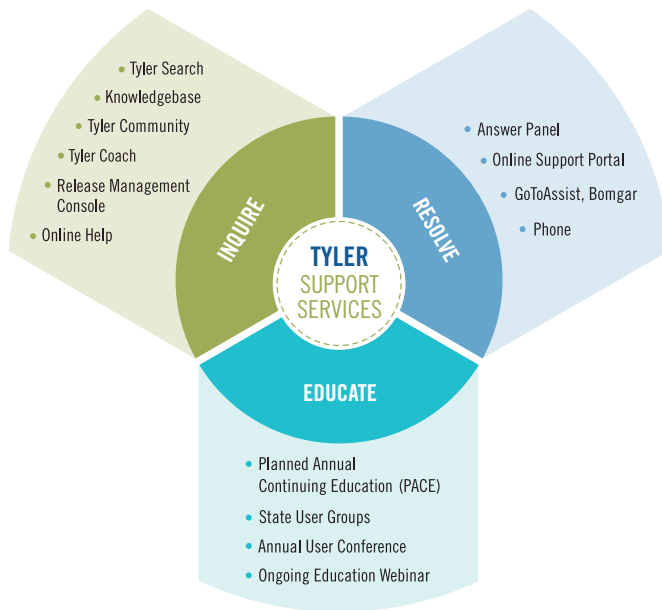


Tyler Technical Support Department for ERP

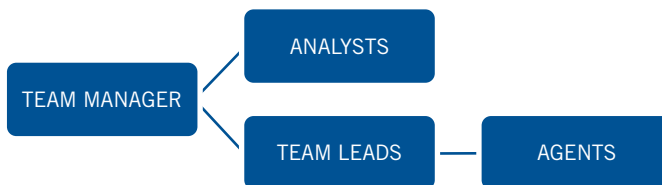
Support Resources

Tyler provides online and continuing education resources on its support website at www.tylertech.com/client-support.



Support Organization

Tyler technical support for Enterprise ERP is organized by business process. Our product-specific teams allow support staff to focus on a distinct group of products and services by business process so they can handle calls quickly and accurately.



Make a Support Request

The most efficient way to reach us is to log a support request online through Tyler's online support incidents at www.tylertech.com/client-support.

You can log a case for support anytime. All data is available in real time. Your existing contact information defaults when you create a new support case. All you need to do is provide an issue description, product information, and priority.

Best practice is to enter Enterprise ERP as the product suite and start with the application module for all issues. The application support team will collaborate with other groups as needed for resolution. The case create form provides unlimited space for you to describe the question or problem in detail, and you can attach files or a screen capture that may be helpful to support.

As you enter your request, potential solutions are offered as suggestions. If you do not find an answer while entering your request, continue with the submission. The case is routed to the team with the experts best matched to your request. Once submitted, you will receive an automated email that includes the case number for reference.

A Focus on Client Success

Our mission is to deliver superior service by providing a timely response, issue resolution, and operational support — resulting in a high level of client satisfaction. Unlike some companies who outsource their application support to a third party, Tyler offers a complete solution of customer support services provided by our in-house experts. When you contact technical support, your request is responded to by a technical support specialist who begins working on the request at first contact.

...continued on next page

Support Hours

SUPPORT TEAM	STANDARD DAYS	STANDARD HOURS
Enterprise ERP Financials	Monday – Friday	8:00 AM – 9:00 PM ET
Enterprise ERP Payroll/HR	Monday – Friday	8:00 AM – 9:00 PM ET
Federal and State Reporting	Monday – Friday	8:00 AM – 6:00 PM ET
Enterprise ERP Other Revenue & Collections	Monday – Friday	8:00 AM – 6:00 PM ET
Enterprise ERP Tax Billing & Collections	Monday – Friday	8:00 AM – 6:00 PM ET
Enterprise ERP Utility Billing & Collections	Monday – Friday	8:00 AM – 8:00 PM ET
Tyler Forms, Content Manager & Reporting Services	Monday – Friday	8:00 AM – 9:00 PM ET
Tyler Systems Management*	Monday – Friday	8:00 AM – 9:00 PM ET
Tyler Systems Management SaaS*	Monday – Friday	8:00 AM – 9:00 PM ET
Cashiering & Payments	Monday – Friday	8:00 AM – 8:00 PM ET

Support resources are available 8:00 AM – 5:00 PM across four standard time zones (ET, CT, MT, and PT) and staffing is consistent to support the volume of cases throughout the business day.

*Tyler Systems Management is available one Saturday per month for upgrades.
**On-call service after hours

Customer Relationship Management System

Every contact from you is logged into our customer relationship management system. This system tracks the detailed history of each case. A list of cases is available to you in real-time on Tyler’s support website.

Prioritizing Support Cases

To best assist clients, we triage and monitor cases by priority. The case priority is based on your needs and deadlines. Priority identifies the impact of the issue and sets expectations for support and for you. You are responsible for communicating the priority of the case and must contact support if the priority of an issue changes.

PRIORITY	DESCRIPTION	RESOLUTION
CRITICAL	Issue is severe and requires immediate resolution. A critical issue is one where there is a complete work stoppage, or the loss of multiple essential system functions for all users.	1 day or less
HIGH	A high priority issue is one where there is a repeated, consistent failure of essential functionality affecting more than one user, or the loss or corruption of data. Your system is operational, but an essential piece of functionality is not working.	10 days or less
MEDIUM	Issue is non-severe.	30 days or less
NON-CRITICAL	Issue is a lower priority and you will work with support as time permits.	60 days or less

Issue Resolution and Case Status

Your case will go through multiple statuses as the issue is resolved.

STATUS	DESCRIPTION / ACTION
New/Not Started	Your request has reached the support organization, and work has not yet begun.
Open	The case has been assigned to a support representative, and work has begun on this issue.
Waiting for Customer to Close	Resolution provided but not yet confirmed by you. Options: - Resolution confirmed – close case in portal - Resolution not confirmed – reopen case in portal
Need More Info	Work cannot continue in support until you provide additional information.
Ref to Dev	The issue is referred to the appropriate product development team.
Update Available	A code fix is available in an existing version update or release.
Work Ticket	The issue is closed with the opportunity for a future change or enhancement is not yet scoped.

Critical Issues

If you are experiencing a severe work stoppage that requires immediate resolution, you can log a critical case through the portal, or you can call Tyler’s toll-free number 800.772.2260. If all technicians are on the line assisting other clients, you can press “0” to be redirected to the operator to page the team.

Following Up on Open Cases

You can monitor the status of an open issue in Tyler’s online support incidents. In the portal, you can review support’s last action on the case and enter new information to share with support. You can request an update by entering a note on the case in the portal, or by calling support and speaking with the assigned technician.

Escalating a Support Case

If your situation or issue priority has changed, or if you feel you are not receiving the service you need, please contact the appropriate support product manager to escalate. The manager will follow up and determine the necessary action. A list of managers is on the next page.

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Technical Support Product Managers

Financials, Payroll, and Human Resources

BRIAN GILMAN
Accounts Payable
brian.gilman@tylertech.com
800-772-2260 Ext. 4436

KEVIN MARSDEN
Purchasing
kevin.marsden@tylertech.com
800-772-2260 Ext. 4159

STACEY RUSSO
General Ledger
stacey.russo@tylertech.com
800-772-2260 Ext. 4353

EVAN SMITH
Sr. Manager - Financials
evan.smith@tylertech.com
800-772-2260 Ext. 4621

HOLLY LaROU
Assets and Civic
holly.larou@tylertech.com
800-772-2260 Ext. 4482

CASEY WASSICK
Payroll
casey.wassick@tylertech.com
800-772-2260 Ext. 4712

TAMMY DILLON
Time & Attendance
tammy.dillon@tylertech.com
800-772-2260 Ext. 4838

TRACY SILVA
Sr. Manager – Payroll
tracy.silva@tylertech.com
Ext. 4433

ED HAGGERTY
Human Resources
ed.haggerty@tylertech.com
800-772-2260 Ext. 4464

SONJA JOHNSON
Director of Software Support
sonja.johnson@tylertech.com
800-772-2260 Ext. 4157

Utility Billing and Revenue

PEGGY WINTLE
Utility Billing
peggy.wintle@tylertech.com
800-772-2260 Ext. 4567

SAM MCNAMEE
Cashiering, Payments
sam.mcnamee@tylertech.com
800-772-2260 Ext. 4219

FRANK KLINGENSMITH
Revenue
frank.klingensmith@tylertech.com
800-772-2260 Ext. 4267

STEVEN JONES
Director of Software Support
steven.jones@tylertech.com
800-772-2260 Ext. 4255

Payroll/Financials State Reporting

PATIENCE STETSON
Manager – State Reporting
patience.stetson@tylertech.com
800-772-2260 Ext. 4165

ALLYSON KAPTEINA
Software Engineering Manager
allyson.kapteina@tylertech.com
800-772-2260 Ext. 4234

Enterprise Forms, Reporting Services, and Content Manager

JESSICA EMMERT
Forms, Content Manager
jessica.emmert@tylertech.com
800-772-2260 Ext. 4016

MATT STONE
Forms, Content Manager, Reporting
matt.stone@tylertech.com
800-772-2260 Ext. 4563

Technology

DEPLOYMENT

BOBBY TROIANO
SaaS Deployment Engineers
bobby.troiano@tylertech.com
800-772-2260 Ext. 4060

AMANDA BUXTON
Deployment Project Managers
amanda.buxton@tylertech.com
800-772-2260 Ext. 4436

DEAN WILBER
Sr. Manager - Deployment
dean.wilber@tylertech.com
800-772-2260 Ext. 4730

GREG MILLER
Sr. Manager - SaaS Migration
greg.miller@tylertech.com
800-772-2260 Ext. 187012

TYLER SYSTEM MANAGEMENT

STEVE WHITED
Time & Attendance
steve.whited@tylertech.com
888-529-8248 Ext. 187048

JORDAN KNOWLTON-RANDALL
On-Premises
jordan.knowlton-randall@tylertech.com
800-772-2260 Ext. 4727

TIM HOPKINS
Sr. Manager - SaaS, On-Premises
tim.hopkins@tylertech.com
800-772-2260 Ext. 4042

JOSH WINTLE
Director of Technical Services
josh.wintle@tylertech.com
800-772-2260 Ext. 4420

BEN KING
Sr. Director - Technical Services
ben.king@tylertech.com
800-772-2260 Ext. 4867

If you cannot reach the product manager or director, please call
Adam Scheuchzer, vice president of technical support,
at 800-772-2260, Ext. 4348 (adam.scheuchzer@tylertech.com)

Tyler Client Support Resources

Tyler's dedication to its relationship with clients doesn't end with a successful implementation, it includes a long-term commitment of partnership. To achieve this commitment, our clients rely on Tyler's quality support, including knowledgeable support technicians, efficient routing and access to support resources, and the ability to quickly access information on their own. With decades of experience successfully supporting our clients, we are committed to providing support tools that benefit our end users. Tyler provides online and continuing education resources on its support website at tylertech.com/client-support.

Knowledge Tools

Tyler Search

Tyler Search is your very own knowledge base search engine that puts information right at your fingertips. Available 24/7, Tyler Search saves you time by letting you search multiple sources — like Tyler Community, Tylertech.com, and KCS — of information simultaneously from one interface.

Knowledge Articles

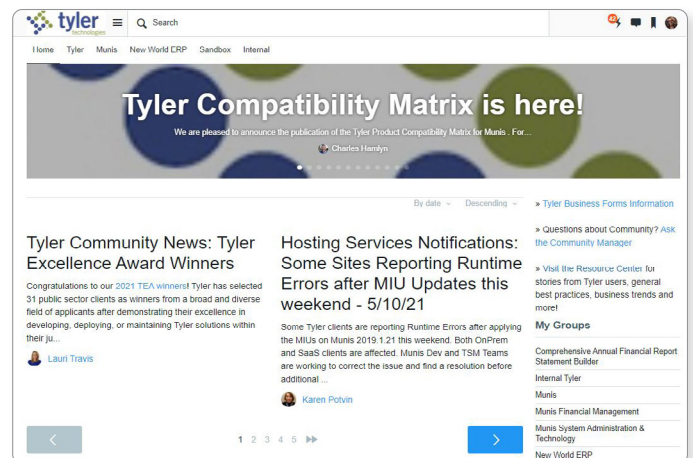
Knowledge Centered Service is a methodology for delivering customer service that focuses on creating, sharing, and reusing knowledge. The core of this program is a knowledge base of articles that provides solution documentation to get clients back into their workflow as quickly as possible. By pairing a support case with real-life context, clients are empowered to find the answer they need easily, without disruption.

Online Support Incident Portal

A consolidated portal for clients to quickly and conveniently submit a support case, discover technical and non-technical resources based on user settings, and explore thousands of articles surrounding common issues.

Tyler Community

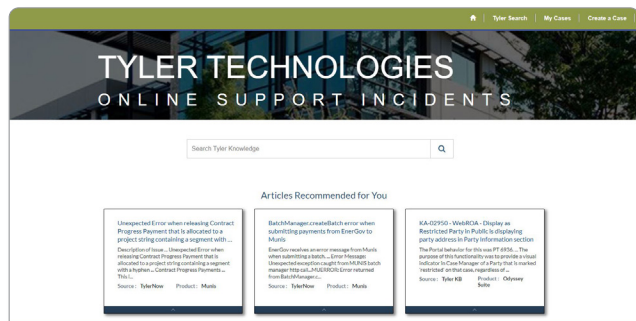
Join Tyler Community to collaborate, connect, and brainstorm with other clients and experts. Find self-service options to resolve issues independently, a library of documentation, and information on new features, fixes, and updates.



Tyler Community homepage

Online Support Incident Portal

A singular location to submit, manage, and track support cases, with additional resources and assistance available based on submission.



Online Support Incident Portal homepage

How it Works:

1. Visit tylertech.microsoftcrmportals.com
2. Log in to the Online Support Incident Portal
3. Select 'Create a Case' for submission
4. Identify case title, priority, related product, and issue description
5. Tyler Support processes and routes request directly to product expert
6. Tyler Support contacts the client to troubleshoot and collaborate
7. Workflow proceeds until the client has determined the issue to be resolved

Unmatched support

Our mission is to deliver superior service by providing you faster issue resolution, offering more channels to interact with product experts, and expanding access and availability to informative resources. Support at Tyler exists throughout each phase of the client journey to provide effective tools and insight that maximize the capabilities of your solutions, and better prepare you for challenges today and in the future.

Our product-specific support teams bring expertise and knowledge that allow for quicker, more accurate responses to particular products and services — helping you take the right steps to reach your goals.

For more information, email info@tylertech.com or call 800.772.2260 and press '3' for support.

Flexible Options for PACE Training Sessions

Tyler's Planned Annual Continuing Education (PACE) program is designed to support Enterprise ERP, powered by Munis®, clients committed to continual work process improvements by adopting new features and technical enhancements made available with each Enterprise ERP release. The PACE program offers ongoing education to train staff on new features and functions as they become available, ensuring your Tyler solution continues to meet the evolving needs of your organization.

PACE combines discounted training, participation in the annual Tyler Connect conference, and periodic utilization assessments to help you maximize your Enterprise ERP investment. PACE is part of Tyler's commitment to EverGuide®, a continuous improvement initiative that includes training and consulting after implementation to ensure you get the most from your investment.

Understanding that clients' needs vary in how they'd like to administer PACE training, Tyler has developed two PACE offerings: PACE Flex and PACE Remote.

PACE Flex

With PACE Flex, clients may choose from two training formats, as needed: remote or on-site. On-site sessions must be scheduled in blocks of three or more days, and all travel fees are billed to the client as incurred. PACE Flex includes three (3) registrations to Connect, Tyler's annual in-person user conference.

PACE Remote

PACE Remote provides an additional discount to those clients who plan to schedule all PACE sessions remotely. PACE Remote includes three (3) registrations to Connect, Tyler's annual in-person user conference.

Cost

PACE Flex and PACE Remote subscriptions are billed annually. Custom packages are available.

PACE Days	PACE Flex	PACE Remote
6	\$8,325	\$7,725
9	\$11,025	\$10,125
12	\$13,725	\$12,525
15	\$16,425	\$14,925

Note: PACE is available to clients who are live on Enterprise ERP with active annual maintenance agreements. PACE plans do not include travel costs. PACE days can only be used on modules that have been fully implemented. PACE days expire and renew every 12 months.

Contact your account representative to learn more about PACE Flex and PACE Remote for Enterprise ERP.

Upgrade Management Assistance

Tyler's Planned Annual Continuing Education (PACE) program is designed to support Enterprise ERP, powered by Munis®, clients committed to continual work process improvements by adopting new features and technical enhancements delivered as part of each Enterprise ERP release. As a PACE program member, clients receive PACE days focused on continuing education. PACE days may also be used to help with activities that are performed on a more routine basis such as year-end close, 1099s and W2s, and budget preparation.

Through upgrade project management assistance, a client can now utilize PACE days for assistance with upgrade project management. With this service, the PACE project manager will work with the client to create and manage a project plan for a successful upgrade. Any client may take advantage of this offering. While enrollment in the PACE program is not required, it does provide a great opportunity for clients to purchase upgrade training at a discounted rate.

- The PACE project manager will work with the client to understand the needs of the organization and design a plan for the upgrade. There will be a minimum, four-month service engagement (two days per month) for upgrade assistance – three months for testing and one month of post-live assistance.
- Existing PACE clients may utilize days from their current cycle to engage this service at a rate of two days per month. If the client does not have enough days in their current cycle, they may purchase additional days at the then-current discounted PACE rate.
- If the client has not yet migrated to Enterprise Forms, that migration will need to be completed as part of the upgrade project. For most projects, this will involve an additional three months. Upgrade project management assistance can be utilized to help the client with the migration process.

As part of upgrade project management assistance, the project manager will deliver a comprehensive statement of work, a project plan to include a refresh schedule for all associated Tyler products, and bi-weekly status meetings to ensure program success. Upgrade Management Assistance is a stand-alone project management service and does not include any product training or access to an SME. Clients may purchase additional PACE days at the then-current rate to assist with these services should they desire them.

Note: PACE is available to clients who are live on Enterprise ERP with active annual maintenance agreements. PACE plans do not include travel costs. PACE days can only be used on modules that have been fully implemented. PACE days expire and renew every 12 months.

Contact your account representative to learn more about upgrade project management assistance with PACE for Enterprise ERP.

SaaS for Enterprise ERP

With the cloud-based Enterprise ERP, powered by Munis®, software as a service (SaaS) solution, Tyler Technologies hosts and manages Enterprise ERP applications. Tyler provides ongoing support, maintenance, and upgrades of the applications, hardware, and operating system.

Enterprise ERP SaaS clients receive clear and concise documentation, defining all aspects of the relationship, including a contract (commitment to partner) and a service level agreement (measurable expectations of performance).

FEATURES

The Enterprise ERP SaaS model is proven, reliable, available, and secure. There are no code changes to the client or server without proper notification.

- **System Administration:** Tyler performs daily administrative tasks. Tyler handles the installation, upgrade, support, and file maintenance of the Enterprise ERP application and database servers, operating system, and infrastructure.
- **Security Administration:** Tyler provides secure data transmission paths from each client's workstation to the Enterprise ERP applications. User IDs, passwords, and application access rights are administered by Tyler with the client's final approval.
- **Streamlined Account Management:** Tyler offers flexible integration options with both Azure AD and ADFS, streamlining credential management.
- **Hardware Performance Maintenance:** Tyler supplies and maintains all necessary hardware, providing workstation and API access to the Enterprise ERP applications at standard industry performance levels. All repairs, upgrades, and replacements to server hardware are the responsibility of Tyler.
- **Disaster Recovery and Fault Tolerance:** Tyler backs up all system and data files and stores them in a secure off-site location. Tyler has fully redundant systems with no single point of failure.

BENEFITS

- **IT Workload Reductions:** IT resources are freed up to enable work on more strategic initiatives.
- **Eliminates Server Acquisition and Maintenance:** Costly hardware purchases, upgrades, and maintenance are avoided.
- **Easy Budgeting:** The subscription is a set fee, flattening the peaks and valleys associated with the acquisition of software and services. Subscribing dramatically lowers initial costs. Enterprise ERP SaaS provides a consistent cost that can be easily budgeted for the duration of the agreement.
- **No Secondary Operational Fees:** Maintenance and support are included.
- **Expandable:** Additional Enterprise ERP applications are easily added, as needed.
- **24/7/365:** Tyler provides round-the-clock, on-call coverage for critical outages.

Deploy

Tyler's Deploy solution is a self-service deployment and upgrade tool for you to install and upgrade your Tyler products on your schedule, using one common platform. Powered by Octopus Deploy, the intuitive features of Deploy enable you to easily install cumulative updates of software enhancements and corrections with minimal impact on operations. You decide when to deploy and update, rather than scheduling with Tyler Support. You can easily determine version and status information by environment and product in the Environment and Releases section.

WHAT CAN YOU DO WITH DEPLOY?

Properly and securely upgrading your system is a must. Here is how Deploy gives you more control:

- Receive new installations, upgrades, service packs, and cumulative updates.
- Schedule updates for automated installations.
- View a detailed history of your deployments.
- Add/delete users for your organization, and manage their permission to deploy/configure and view.
- View details of all products deployed, including release version, deployment date, and other available updates.
- Review and update configuration values such as URLs and database names.
- Use multifactor authentication for users working with your system.

Product	Prod/Alias	Train	Test	Impl	Demo	Dev	Staging
Cubes Connection Service	2019.3.0.0	2019.3.0.0	2019.3.0.0				
DocOrigin							
ExecuTime	2018.4.6.0						
Munis ERP		2020.1.0.1555	2020.2.0.340	2019.3.12			

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When an update is available for a product, the green status indicator will change to black.

TYLER INTEGRATIONS

Products and services you can update with Deploy

- Enterprise Permitting & Licensing
- Time & Attendance
- Enterprise Assessment & Tax
- ERP Pro
- Enterprise ERP
- New World ERP
- Forms
- Data & Insights
- Cashiering
- Content Manager
- Hub
- Identity
- Notify
- Parks & Rec
- SIS K-12
- Enterprise Service Requests
- Tyler Workflow
- API Toolkits and Connectors

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INDEPENDENTLY MAINTAIN YOUR PRODUCTS VIA TENTACLES

Before on-premises solutions can be deployed, a lightweight agent service known as a tentacle must be installed on your server. Tentacles regularly send secure outbound communication to Tyler's Octopus servers to initiate deployments in Deploy.

Using a secure tentacle to Deploy, you can independently maintain your environments and products on your schedule. Deploy gives you deeper control and insight over your system, including deployment and task history.

Of course you still have the option to schedule for Tyler staff to deploy your products, and Tyler staff will always be available to assist you, should you have questions.

History

Deployments

Tasks

Filter on Product

Filter on Environment

Refresh

Product	Environment	Release	Date/Time	Duration	Result	
Munis ERP	Train	2020.1.0.1555	2020-09-17 08:44:42 AM	54 minutes	Success	 
Munis ERP	Train	2020.1.0.1555	2020-09-17 07:35:19 AM	26 minutes	 Failed	 
Munis ERP	Impl	2019.3.12	2020-09-14 04:40:07 PM	46 minutes	Success	 
Munis ERP	Train	2019.1.18	2020-09-14 04:20:07 PM	46 minutes	Success	 

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View deployment history results by product, environment, version, date/time, and duration.

Want more information?

If you are interested in learning more, join the Deploy group in Tyler Community.

info@tylertech.com | [tylertech.com](https://www.tylertech.com)

The Future of Enterprise Forms

It is necessary for you to migrate to the new and improved Enterprise Forms to ensure the supportability and sustainability of your software. This migration must be completed before your site is live on v2018.1 or greater of Enterprise ERP, powered by Munis®.

Cost

There is no cost to migrate to the upgraded Enterprise Forms.

Licensing

Enterprise Forms is now a site license. This allows for the implementation and testing of forms in a test and/or train environment, without impacting production.

Latest Technology

Enterprise Forms provides newly developed designs using the latest technology in the industry. Enterprise Forms now has enhanced 64-bit performance, improving speed and efficiency while remaining just as robust and dependable. You will now be on the same version as newer client implementations.

Content Manager Archiving

Tyler will set up your preexisting Content Manager archiving at no cost during the migration.

Modern Form Designs

Review and choose from new and upgraded color templates at no additional cost.

Managed Internet Update (MIU)

Enterprise Forms and program updates are delivered through the MIU utility. This synchronizes updates for Enterprise Forms with other Enterprise ERP applications, and allows sites to apply updates at the appropriate times.

“The Forms staff made the migration to DocOrigin seamless. All we had to do was verify our proofs and test the new forms. Our forms designer was very patient to answer our questions regarding testing, proofing, and changes in the print process.”

— **Alaina Bundy**, Crow Wing County,
Minnesota

For more information, email docorigin.migrations@tylertech.com

RE: Tyler Forms Migration

As previously communicated, Munis 11.3 is the last version to support Adobe Central. Over the last four years, Tyler Technologies has successfully migrated over 500 clients from Adobe Central to both replacement technologies, DocOrigin® and Tyler's ReadyForms™ application. While your Tyler Forms software may be operational today, it is critical we start the process to migrate to the ReadyForms solution and protect your environment against future technology changes.

Background Summary

The foundational software Tyler used to power the Tyler Forms solution was Adobe Central. Adobe ended support for Adobe Central in 2016. In response, Tyler has provided a no-cost conversion for our Tyler Forms clients from Adobe Central to the new forms engine, ReadyForms.

Munis Version Impact

All clients upgrading versions of Munis beyond 11.3 must migrate to ReadyForms. Munis 11.3 supports both Adobe Central and ReadyForms for the Tyler Forms engine, but more current versions of Munis only support ReadyForms.

Potential Risks

Adobe's lack of support for Adobe Central introduces product instability if a technology change needs to occur and could put critical forms printing, such as payroll checks, at risk. The fix for this is a migration from Tyler Forms powered by Adobe Central to ReadyForms.

Tyler Services for Adobe Central Forms Service Changes

Due to the critical need for migration away from Adobe Central, the following services will be limited or ended according to the following schedule:

- Effective Immediately: **Server Migrations** (installing Adobe Central on a new server) will not be available. Tyler cannot make any changes to the current operating environment or risk a failure of the Adobe Central application.
- Effective Immediately: Creation of **new forms** with Adobe Central will not be available. All new forms will need to be created with the ReadyForms engine.
- June 1, 2021: Modification of **existing forms** built with Adobe Central will not be available. The best way to modify an existing form would be to migrate to ReadyForms. The only exception are signature changes. Tyler will still perform signature changes as long as the client is in the process of migrating to ReadyForms.

Next Steps

To begin the process for migration or to learn more about the steps required, please reach out to our dedicated migration team at: docorigin.migrations@tylertech.com

Sincerely,



Adam Scheuchzer
Senior Director of Technical Services
Tyler Technologies



ReadyForms



FEATURES

Users can create a unique set of configurable forms using this intuitive web-based application.



BENEFITS

Organizations can take control of their forms by making updates easily and quickly.



INTEGRATIONS

Munis, EnerGov, New World ERP

ReadyForms™ was designed with the customer experience in mind. This powerful, easy-to-use tool enables organizations to create and maintain their own forms. Starting from a library of easy-to-use templates, users can build a unique set of configurable forms using an intuitive web-based application. Distribution of the forms is customizable in your integrated ERP system and documents can be printed, emailed, archived to Tyler Content Manager™, or downloaded.

ReadyForms enhanced form tools include:

- Configurable templates for a wide spectrum of forms
- Intuitive web-based application for configuring form elements and output
- Print preview functionality
- Integration with Tyler's ERP software
- Interchangeable graphical elements, such as logos, signatures, and color scheme

READYFORMS USER INTERFACE

ReadyForms is comprised of a document generation framework and an intuitive web application.

Features of the ReadyForms web application include:

- Customized templates for a wide spectrum of forms, including payroll checks, purchase orders, invoices, utility bills, and more
- Preview forms within the user interface
- Drag-and-drop functionality for adding logos, addresses, signatures, and more

READYFORMS CONFIGURABLE OPTIONS

Features of the configuration options include:

- Define name and layout of the form
- Output to a PDF file or directly to a printer
- Sort documents by various criteria
- Customize titles, headers, and printed messages
- Include/exclude select data
- Format text block areas (e.g. notices and bills)

Tyler Payments



STREAMLINE PAYMENTS

Simplify the complexity of your payment ecosystem with a single source for your payment needs



IMPROVE USER EXPERIENCE

Handle payment processing check-out, fee handling, shopping cart, and receipts consistently

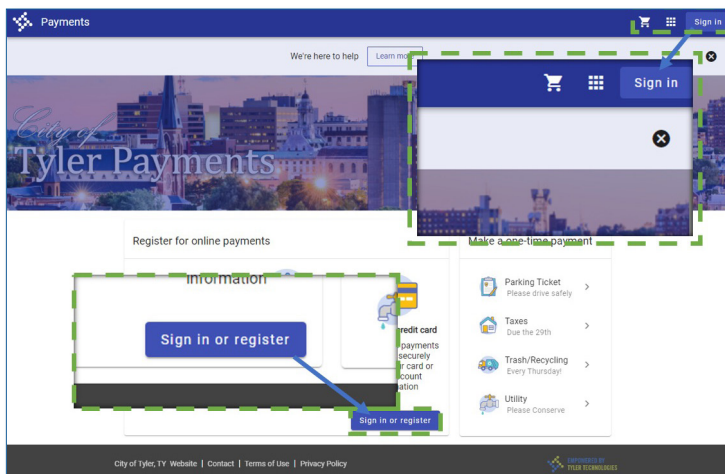


TYLER INTEGRATIONS

Fully integrated with Tyler's product suites, as well as third-party solutions.

Tyler Payments™ makes it easy for public sector agencies to accept online and over-the-counter payments for bills, fees, tickets, and fines. All aspects of payment processing are handled with Tyler Payments, including merchant services onboarding, shopping cart, check-out, fee handling, and receipts.

Fully integrated with Tyler Technologies' product suites, as well as third-party solutions, Tyler Payments offers a public-facing enterprise portal that simplifies the complexity of any payment ecosystem. And with Snaplogic™, you can establish seamless, real-time integrations with non-Tyler billing applications to enable immediate payments for all bills, regardless of your back-office system. Tyler Payments is accessible from any device as a cloud-based product, enabling constituents to make payments from anywhere, any time.



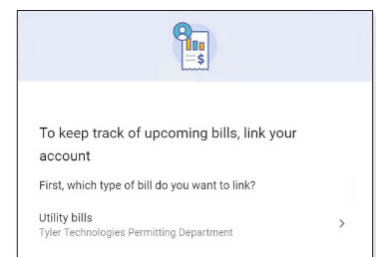
THE PAYER EXPERIENCE

A robust and flexible electronic bill payment and presentment (EBPP) solution, Tyler Payments provides one place for constituents to make payments, review past billing and payment history, and see up-to-date balance information on all open accounts. Advanced search capabilities enable them to find and pay for:

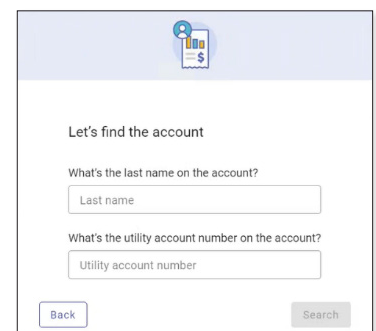
- Utility bills
- Court fees
- Property taxes
- Vital records
- Tax bills
- Parking tickets
- License fees
- Permits

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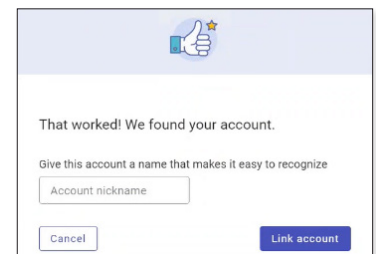
PAYERS CAN LINK ANY NUMBER OF ACCOUNTS TO MAKE ALL PAYMENTS IN ONE PLACE



Quickly link billing accounts with the click of a button



Easily locate each billing account with key information



Assign nicknames for each account for future tracking

For more information visit tylertech.com

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These items can be placed into a payer's shopping cart for immediate payment, or they can schedule payment for a later date. Tyler Payments' consistent payer experience enables constituents to review bill history and payment history for any bill at any time.

Tyler Payments helps to increase electronic payment adoption by offering tools and features such as:

- Ability to make secure payments without creating an online account
- Advanced functionality for those who do create an online account
- Automatic payment scheduling for ongoing bills and fees
- Paperless billing
- Viewable e-receipts for all bills paid through Tyler Payments

Tyler Payments accepts a wide variety of payment methods, including Apple Pay®, credit cards, and e-checks.

BENEFITS FOR THE BILLER

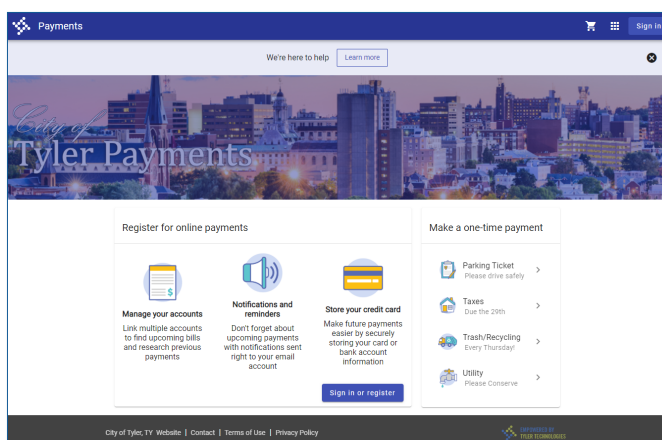
A cloud-based, multi-tenant application, Tyler Payments is positioned for minimal maintenance and maximum availability. It requires very little training or on-site technical support.

Tyler Payments has a flexible fee structure with no subscription or licensing costs, meaning you can provide

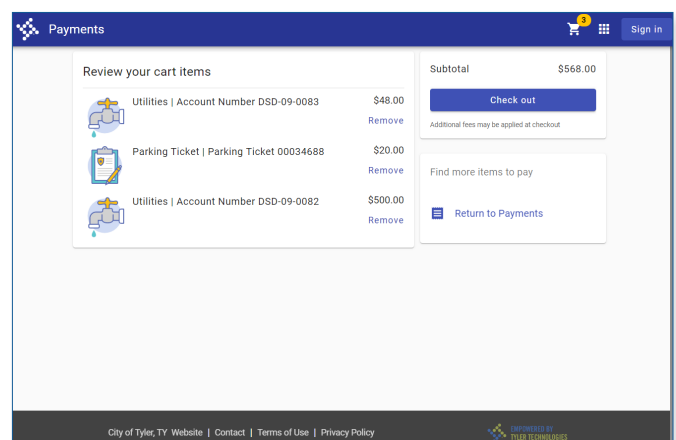
predictable rates for your online payers—whether you pass the fees along or absorb them. As a biller, you can maximize electronic payment adoption by providing a one-stop, easy-to-use location for all payments. Additional features and benefits include:

- Level 1 PCI/PA-DSS compliant
- Review payment details with administrative transaction and reconciliation tools
- Save on mailing costs with paperless bill options
- Update payments in real-time to your Customer Information System (CIS)
- Easily brand your portal with logos, videos, and relevant content and links for your citizens
- Provide custom payer notifications and receipt text
- Email delivery of receipts
- Customer service and troubleshooting by a dedicated team of Tyler e-payment professionals

Tyler Payments offers a single portal for all of your payment processing needs—enabling constituents to pay any bill type in one convenient online location. A modern, secure toolset, it increases online payment adoption in your community and streamlines reconciliation of payment activity across your organization.



Access any type of bill from one dashboard.



Pay all bills with single check-out.

Managed Threat Detection: Tyler Detect



STOP ACTIVE THREATS

Continuous analysis of network traffic and endpoint activity quickly identifies threats



GAIN NETWORK INSIGHT

Visibility into all network activity increases awareness and drives risk mitigation activity



AMPLIFY SECURITY OVERSIGHT

Highly trained experts hunt for threats 24/7 and if found contact you within minutes

PROACTIVELY HUNTING DOWN THREATS TO STOP CYBERATTACKS IN THEIR TRACKS

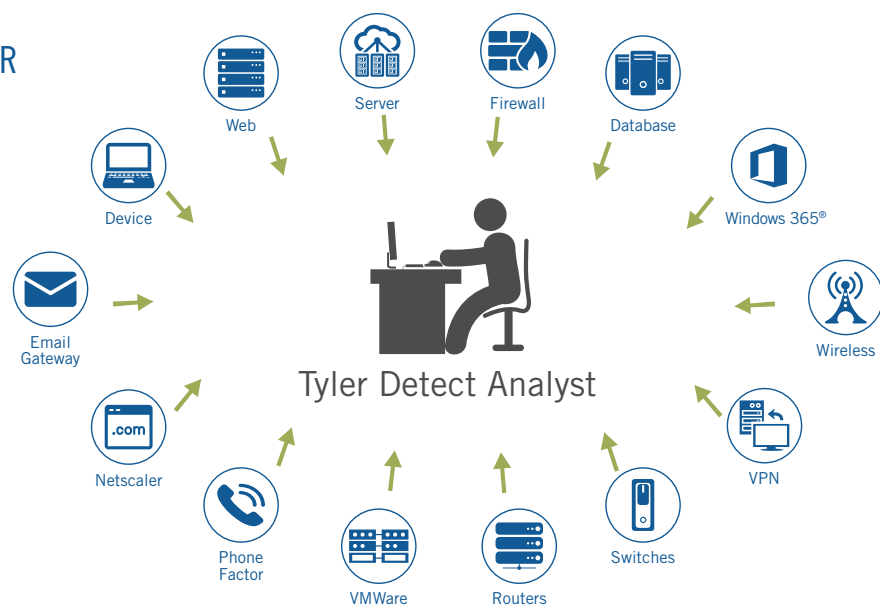
Local governments and school districts continue to fall victim to cyberattacks. Last year, ransomware disrupted almost 650 municipal and educational institutions across the United States, a 60% increase from the previous year. Experts predict continued growth in these targeted attacks.

As the number of successful cyberattacks continues to soar, you can't sit back and wait for an automated alert to let you know you've been breached. Continuous analysis of your network traffic is essential to quickly detect and contain threats.

But being able to stay a step ahead of cyber criminals requires specialized skills, manpower, and lots of time — commodities that are oftentimes lacking in local government. Tyler Detect™ is a log-monitoring and threat-hunting solution that takes the task of defending your network off your shoulders and puts it in the hands of our cybersecurity experts.

With Tyler Detect, your network — including endpoints — is under surveillance 24/7. Incidents are found and confirmed by our highly trained analysts, and you are alerted within minutes of a threat.

STOP CYBERCRIMINALS IN THEIR TRACKS WITH TYLER DETECT.



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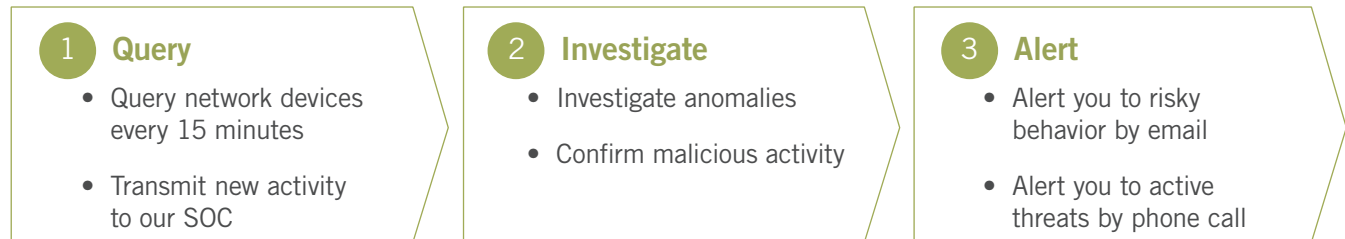
For more information visit tylertech.com

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TYLER DETECT SERVICE OVERVIEW

Every transaction on a network creates a log file that records the who, what, when, where, and how for each. Good, innocuous, and bad actions are all captured. These log files are the building blocks of the Tyler Detect methodology. We're not doing anything you can't do, but we bring a mature methodology that has been built over a decade of experience, plus a team of dedicated cybersecurity experts.

OUR PROCESS



WHAT YOU GET

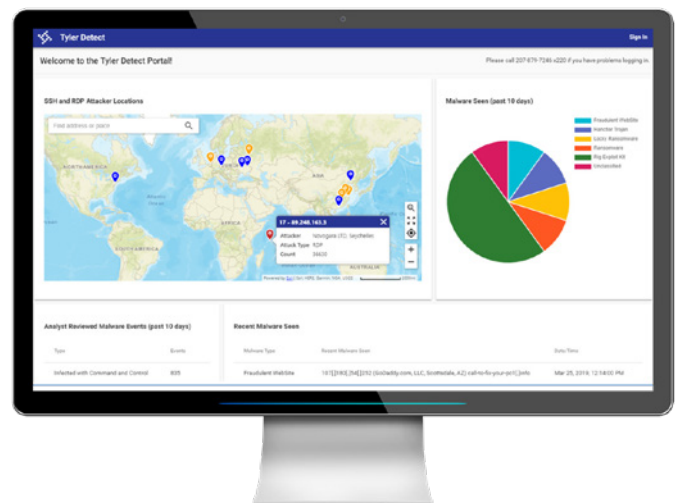
Real-time Alerts: If we find you are actively at risk — whether from a web server being compromised or a piece of malware installed on the system — we call you immediately and explain what we've found, including the details or scope of the incident, and provide recommended remediation steps.

Daily Report: Our analysts prepare daily summary reports of critical log data that provide you with a consolidated view of activity and documented audit trail for compliance.

Online Portal: Your Tyler Detect portal gives you access to dashboards with data summaries and system health statistics, as well as up-to-date threat intelligence. You can also search and filter your report data. Additionally, it is a secure communication portal between you and your Tyler Detect analysts, so you can discuss findings.

"There is absolutely no way for a CIO or technology director to be aware of what is going on in their environment without a tool like Tyler Detect. Knowing that I have security experts monitoring my traffic 24/7 for any deviant behavior gives me and the County management team peace of mind."

— Aaron Kostyu, Director of Technology for Lowndes County, GA



ExecuTime Time & Attendance



INCREASE EFFICIENCY

Automates the most labor-intensive tasks associated with timekeeping and gives that time back to your staff.



ELIMINATE COSTLY ERRORS

Reduces errors and oversights by eliminating several manual tasks associated with collecting and entering time and data into the payroll system.



INTEGRATIONS

Munis, Incode, Infinite Visions, New World

ExecuTime Time & Attendance™ provides small and large organizations with incredible cost savings and increased efficiency. In most local government entities, payroll processing, time tracking, and benefits accrual tracking place an unnecessary strain on staff efficiency and limited budgets. ExecuTime™ fixes those issues while providing the highest ROI on the market. How do we do that?

- Easily handle complex time tracking rules and pay codes
- Seamless, automated integration and synchronization with your IT environment and payroll software
- Powerful and user-friendly, web-based interface for supervisors and staff
- Solid integration with numerous time collecting interfaces (web browsers, time clocks, phone, text messaging, IVR, proximity readers, biometrics, and more)
- Dedicated technical and training support

ExecuTime Time & Attendance makes it easy for managers and staff of every department to enter and track time types, manage time-off requests, and apply job costing, all while handling multiple pay periods and FLSA guidelines.

REDUCE COSTLY ERRORS

ExecuTime Time & Attendance drastically reduces errors by eliminating several of the manual tasks associated with collecting and entering time and data into the payroll system.

“From the first discussion through training, implementation, and the transition to support, the ExecuTime team offered excellent customer service and software support.”

— Ashley Hickman
Director of Human Resources
City of Claremore, Oklahoma

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Electronic capture of employee time offers a more accurate account of actual time worked and automates the process of collecting, calculating, and entering employee hours each pay period. You generate precise timesheets for both hourly and salaried personnel and have access to historical data through audit trails and reports to ensure secure and effective management.

AUTOMATED ATTENDANCE CALCULATION

- Improves accuracy
- Improves timeliness of information
- Configurable overtime policies
- Configurable clock in/out policies
- Manual time-editing ability
- Accounts for shift differentials and 24/7 operations
- Complete audit log and reporting on changes, additions, and edits to employee time

KEY FEATURES

- Electronic clock in/out
- Time tracking and exception reporting
- Work order, project, and job number tracking
- Employee benefit time request and management
- Time-off scheduling calendar
- Electronic timesheet approvals
- Integration with payroll software on any platform

INTUITIVE INTERFACE

- ExecuTime web-based interface
- “Who is here” inquiry screen
- Benefit hours inquiry and management
- Integrates with Interactive Voice Response (IVR) technology
- Supports a range of collection devices: electronic time clocks, biometric, web browser, text messaging, and more
- Full integration with your payroll application

ADDITIONAL BENEFITS

- Multiple pay period support
- Graphical calendar for time-off scheduling
- User-specific security levels
- Time-zone sensitive time and date stamp records all transactions for auditing purposes
- Eliminates antiquated time clock hardware and handwritten time sheets

THE EXECUTIME DIFFERENCE

- Integration with any payroll/HR app on any platform
- Unlimited supervisors
- Unlimited workstations and PCs
- Unlimited technical support
- Configurable notifications and alerts
- Absolute lowest cost of ownership
- Browser, tablet, and smart phone supported

ExecuTime Advanced Scheduling



MANAGE COMPLEX COSTS

Incorporate union agreements, overtime, and premium pay into your workforce management strategy.



INCREASE PRODUCTIVITY

Allows staff and supervisors to securely access customized and insightful data to eliminate unnecessary confusion and scheduling errors.



SEAMLESS INTEGRATIONS

ExecuTime Time & Attendance, Munis, Infinite Visions, Incode, New World ERP, New World Public Safety

ExecuTime Advanced Scheduling™ automates, simplifies, and streamlines your staff scheduling process while minimizing labor costs and overtime expenses. The Advanced Scheduling solution makes sure you have the right people working the right job at the right time through a fully-integrated, easy-to-use solution that easily scales to suit the needs of small, medium, and large organizations.

REDUCE LABOR COSTS

ExecuTime Advanced Scheduling allows you to cut labor costs while drastically reducing human error and manual processes, and can be configured to easily handle the complex scheduling of public safety, public works, and parks and recreation departments. With ExecuTime, you'll effectively manage complex costs while incorporating union agreements, overtime, and premium pay into your workforce management strategy.

INCREASE WORKFORCE PRODUCTIVITY

ExecuTime Advanced Scheduling allows your staff and supervisors to securely access customized and insightful data to eliminate unnecessary confusion and scheduling errors while enhancing employee accountability. Self-service tools allow your staff to request schedule changes and shift swaps, leave requests, bid for days off, vacation requests, and more, allowing for 24/7/365, real-time scheduling and management across departments, teams, and locations.

EASY TO USE AND IMPLEMENT

If you can use a web browser, then you can learn to use ExecuTime Advanced Scheduling. This solution is entirely web-based and requires no software to install or maintain on workstations. The interface is user friendly to make adoption easy even for users with little or no experience with computers.

“ExecuTime is a great investment. Our department heads especially enjoy [the software] because they can be on vacation and approve timesheets remotely — allowing transparency from anywhere.”

— **Nicole Stevens**, Asst. Finance
Director, Town of Fuquay-Varina,
North Carolina

The Value of a Cohesive Content Management Application

Content Manager Core is directly integrated with your Tyler applications to store, manage, protect, and retrieve a wide range of content. Content Manager Core is a turnkey document management solution with a library of hundreds of pre-defined document types to optimize business processes associated with your Tyler solutions.

- Features a simple, intuitive, and powerful indexing and search system allowing you to quickly retrieve documents.
- Automates the capture and storage of data associated with each Tyler record and links to the content, enabling advanced search and seamless visibility into related documents.
- Creates an audit history of images and document related data. Integrated document retention schedules help you manage document inventory while meeting local mandates.
- Control security in alignment with your Tyler applications, maintaining control over access to critical documents.

"We can retrieve documents much more easily. Users can go in and easily index and complete document searches, whereas before, it was like 'OK, what cabinet are they in?'"

— City of Hartford, Connecticut

The image shows a computer monitor displaying a web application interface. The interface is divided into several sections:

- Documents:** A table with columns: Date, Document Number, Type, DocType. It shows one entry: 01/01/2022, CLK-2002-10, Application, CLK_AdvisoryA...
- Related Documents:** A table with columns: Date, Key1, Key2, DocType. It shows multiple entries related to Urban Redevelopment, Urban Development, and Letters of Reference.
- Application Form:** A form titled "Application for City of Tyler Advisory Committee". It includes fields for: Committee Applying for (Urban Advisory Committee), Name (Oliver Johnson), Resident Address (12345 Main St. Tyler, CO 82465), Mailing Address (P.O. Box 82465), Home Phone (970-555-5554), Cell Phone (970-552-4525), Email Address (oliver.johnson@outlook.com), and checkboxes for "Are you 18 or older?" and "Are you full time resident?". It also has a section for "Why do you want to serve on this committee?".
- Document Information:** A panel on the right showing details for the selected document: Applicant Number (CLK-2002-10), Committee (Urban Redevelopment Committee), Name (Oliver Johnson), Year (2022), Submit Date (01/01/2022), Email Address, Address (12345 Main St. Tyler, CO 82465), Resume Attached (Yes), Letters of Reference (2), Type (Application), Attachment Filename (Application for Advisory Committee Oliver.tif), and Document Number (CLK-2002-10).

Content Manager Enterprise

Content Manager Enterprise expands your content management footprint beyond the standard document type library. Your staff will be empowered with the flexibility of custom document templates and security groups to provide management of content throughout your entire organization.

Leverage Content Manager Enterprise outside of your Tyler solution to save time and money, streamline maintenance, and provide transparency by consolidating multiple content management repositories, network drives, email storage, and file rooms into one platform.

And avoid the headache of sifting through several document versions stored on hard-to-find drives, inboxes or various applications using the enterprise-wide search functionality across your organization.

- **Scalable and Affordable:** Content Manager Enterprise is your key to creating unlimited document templates expanding access throughout your city, school, or county. Take advantage of competitive pricing by purchasing only one site license because Content Manager is the only solution that grows with you.
- **Single Source of Truth:** Save time and resources with a single search over your entire enterprise. With one source across your offices, departments, and agencies, you can avoid searching for documents in multiple applications and over multiple solutions.
- **Customizable by You:** Create custom document templates, custom look ups, and search fields to meet your unique needs.
- **Flexible Integrations:** Use APIs to integrate third-party applications with Content Manager in real time.

You can securely store content types from your existing Tyler integrations and expand content management to various offices and departments, such as the following, when you are supported by Content Manager Enterprise.

- School Records
- City Communications
- City Attorney & Legal Correspondence
- Health & Human Services
- Vehicle Records
- Building Maintenance Records
- Jail Records
- Cemetery Records
- Police Records
- Fire Records
- Waste Management
- Library Records
- Historical Records
- and many more...

Content Manager is the only solution that securely meets the content management needs of any agency and department to ensure documents are surfaced to the right users at the right time.

Search and Access

- **Easy and Complex Searches:** Easily search the entire repository — image and electronic documents — for a specific word or phrase, including Boolean type searches. Advanced search capabilities also enhance productivity by seamlessly connecting documents from multiple sites.
- **Secure Public Access:** Provide a secure gateway to specific content through an online interface.
- **Audit and Records Request:** Efficiently meet audit and record requests with the document extract utility. Mass export selected documents and document data, with or without redactions, to a designated location.
- **Link Documents:** Quickly access documents by linking them based on user-defined relationships.

Records Management and Library Services

- **Content Life Cycle:** Define purge and retention criteria for disposition of documents based on characteristics and criteria.
- **Legal Holds:** Freeze records from disposition when holds are placed on specific documents.
- **Version Control:** Know who changed or viewed audit data and documents, with the option to revert to previous versions.
- **Lock Documents:** Users can access read-only versions of a documents while it is still being edited; user can also request to be notified when the document is no longer in use.

Forms, Routing, and Signatures

- **Custom Forms:** Manage your content and the audit history of your content effectively with complete transparency. You can access information regarding when a document was created, when and who modified it, and when and who viewed the document. If a change was erroneously made to the document an admin has the ability to revert to previous versions.

- **Form Routing:** Shorten approval cycle times by routing fillable forms for completion and approval or rejection via email.
- **Signatures:** Manage routing and review of documents with the ability to capture electronic signatures throughout the entire business process.

Capture, Automate, and Manipulate Images

- **Capture:** Effortlessly add content to your repository through various Tyler integrations; mass capture and automatic import utility; classify your documents using bar code recognition or Optical Character Recognition (OCR) technology.
- **Automate:** Optimize processes such as employee onboarding (contact us for more details), payable invoice routing, or acknowledgment of personnel documents.
- **Annotate:** Automatically apply customized date/time stamps, highlights, sticky notes, and image stamps at various points of the document life cycle. Manually or automatically apply redactions to sensitive information.

Security

Leverage security settings on individual documents, providing a high amount of control over the accessibility of documents and images with the ability to manually redact images.

- **Roles and Permissions:** Manage responsibilities and control who has viewership, editing, and deletion rights.
- **Permission Inheritance:** Security configuration is simplified as permissions are inherited from integrated applications.

CONTACT US TODAY TO DISCUSS WHICH VERSION IS BEST FOR YOUR NEEDS AT [INFO@TYLERTECH.COM](mailto:info@tylertech.com) OR VISIT TYLERTECH.COM.

Why Move to the Cloud?



Cut Hardware and Maintenance Costs

The cloud makes budget planning more predictable and saves money in the long run by eliminating expensive equipment purchases and maintenance.



Reduce the Burden on Your IT Staff

Eliminating the management of on-premises servers frees up IT resources that can be redirected to deliver better services and meet other challenges.



Improve Security

The cloud is a more reliable environment because of increased security, automated backups, and server redundancy.

Take Advantage of Scalability

The scalability of cloud solutions increases functionality and eliminates the need for expensive hardware purchases that will be outdated in a few years.



Access the Latest Tech

A cloud solution keeps software up-to-date, ensuring access to the latest functionality.



Improve Connectivity

A cloud solution enhances remote and mobile functionality for improved worker and community connections.



It's Time to Consider the Cloud | To learn more about the cloud, contact us at info@tylertech.com.