



Creating smarter, safer,
stronger **communities**

Empowering people
who serve the public





People have come to expect convenience, instant service, and innovation in every aspect of their lives — whether at home, work, or play. Expectations about government are no exception.

By harnessing advances in technology, public sector entities can transform the lives of residents and employees today while preparing for the changes of tomorrow. That's where Tyler comes in.

From federal to state-level agencies, and from large metropolitan cities to small rural counties, governments rely on Tyler Technologies. Together, we're shaping the government of tomorrow. Because public sector software isn't just what we do. It's all we do.

Helping people. Unlocking potential.

A parent appears for a virtual court date without having to find childcare.

A county saves 30 minutes for every property tax filing received online instead of by mail.

A fire crew instantly accesses building floor plans en route to better plan their response.

A camper maps out the trip of a lifetime by reserving campsites online.

State agencies share data back and forth to identify and stop fraudulent unemployment insurance claims.

These are just a few of the millions of positive public sector interactions and processes Tyler solutions enable every day. As an S&P 500 company, Tyler is the largest company in the U.S. focused exclusively on providing software solutions to the public sector. We combine our market leadership and financial stability with a proven commitment to innovation to not only adapt to meet our clients' needs but anticipate them.



Tyler by the numbers

13K

Client locations

40K

Product installations

98%

Client retention

88%

Of 25 largest U.S. counties are clients

84%

Of 25 largest U.S. cities are clients

\$113M+

Annual R&D investment

7.2K

Employees

57


Offices in the U.S., Canada, and the Philippines

3yrs

On Forbes "Most Innovative Growth Companies" list

7yrs

On Government Technology's "GovTech 100" list



Centralizing
recreational activity
registrations and
coordinating instructors

Creating connected, vibrant communities

At every stage of their lives, people depend on services provided by federal and state agencies, counties and municipalities, schools, and special districts.

Communities and lives are stronger when supportive government services are connected across jurisdictions to enable resident engagement, two-way communication, and government transparency. Connecting communities through technology is the natural next step for efficient, transparent, engaging, data-driven government.

Tyler is championing a Connected Communities vision that facilitates data-sharing and streamlined workflows across departments, agencies, and jurisdictions while seamlessly connecting residents to their governments. By providing the technology and data that connects communities together, Tyler's solutions allow cities, counties, states, and federal agencies to work as one across bureaucratic and geographical boundaries.

With more than 40,000 installations across nearly 13,000 client locations at every level of government, our solutions are found in all 50 states, Canada, the Caribbean, Australia,



and other countries. No other technology company provides as many back-end software systems for government offices than Tyler.

Our broad geographic footprint forms a powerful network of governmental agencies. These agencies leverage Tyler to 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.

Through Tyler, government agencies can share real-time data and insights to improve collaboration, eliminate manual processes and duplicative data entry, and provide a better experience for leaders, frontline workers, and residents.

TYLER AT WORK



City of Temecula, California


With population, tourism, and business opportunities rising steadily, the city of Temecula recognized the role that community development would play in sustaining its success.

The city uses Tyler's Enterprise Permitting & Licensing solutions to enable all its land management services and processes within a single platform, allowing the city to break down barriers across departments and pave the way for open communication. By eliminating duplicate, siloed processes, the city increased the number of business licenses processed by 52% while reducing its wait time by 1 - 2 days.



Stronger in the cloud

Whether making payments, calling 911, or applying for a permit, today's public relies on government to be open for business 24/7. Government services must be dependable during disasters, secure in the face of cyberthreats, and immune from system failures. Forward-thinking governments are moving services to the cloud to give their employees and residents reliable and convenient access.

A woman with glasses and a blue shirt is walking down a long aisle in a server room, holding a laptop. The aisle is lined with tall server racks on both sides. The floor is made of metal grates. The lighting is bright, and the overall atmosphere is professional and tech-oriented.

11.5K+ Tyler clients
leverage our cloud-
based solutions

Thanks to our cloud-first approach, we significantly accelerate the delivery of innovative solutions so clients achieve more value faster. With Tyler, government is connected, secure, mobile, scalable, and efficient.

More than 11,500 Tyler clients leverage our cloud-based solutions to enhance security, strengthen resilience, and provide citizens 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.

By placing applications and data securely in the cloud, we can help you effectively connect workflows and

processes across departments, agencies, and geographic boundaries. In addition to unlocking the ability to leverage real-time data, our cloud-first approach enables a range of smart mobile solutions that place advanced insights and capabilities into the hands of frontline staff on the beat, in the classroom, behind the wheel, and in the field.

Our focus on intentional product innovation allows us to deliver a constant stream of new functionality and features that meet the rapidly changing needs of our clients. Unlike traditional on-premises software, cloud-based solutions allow our clients to automatically leverage our latest features without having to worry about managing updates or system compatibility — all while benefiting from steady, predictable costs.

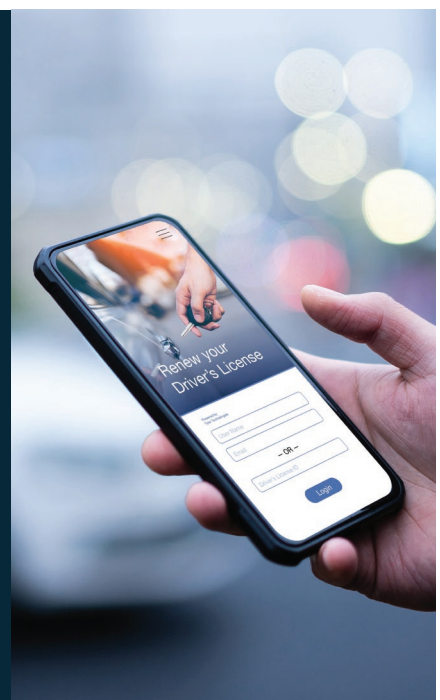
TYLER AT WORK



Idaho Transportation Department

In 2019, the Idaho Transportation Department (ITD) worked with Tyler to launch 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. Since then, ITD 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.



Empowering decisions informed by data

Never before has there been so much data within all levels of government. Organizations that prioritize data discovery, analytics, and sharing empower their employees to transform data into financial, operational, and strategic insights.

Tyler makes it easy to discover insights that will enable you to improve operational efficiency and strengthen decision-making. We provide turnkey data analytics solutions that easily integrate with Tyler applications, including those for Civic Services, ERP, Land & Official Records, Appraisal & Tax, Courts, and Public Safety. Our pre-configured solutions include industry-recognized metrics, with data refreshed automatically so it is always accurate and up to date. No other provider lets you leverage a single source of truth across a wider range of applications.

Tyler can also help agencies collect and share information across multiple departments, agencies, and jurisdictions. Dashboards, maps, and other visualizations facilitate collaboration and swift action, improving operations and helping you avoid crises. Data permissions ensure that data is only shared with the users who need to see it, maximizing access and visibility while maintaining security and control.

Our technology also powers open data applications that allow residents, businesses, developers, and community organizations to leverage up-to-date data for increased transparency and public engagement.





TYLER AT WORK



Pinellas Park, Florida

Public safety officials in Pinellas Park were dealing with many service calls related to the opioid crisis. The public demanded answers about crime in their neighborhood, while police needed data to prioritize resources.

The Pinellas Park Police Department implemented Tyler's Public Safety Analytics solution to provide agencies with real-time data mapping and charts for internal use, actionable insights for resource allocation and tactical deployments, and mapped data sets for residents. By improving access to data, the city was able to reduce opioid overdoses by 57% over six months while giving residents real-time access and opt-in alerts to crime data.



Guided by **public sector expertise**

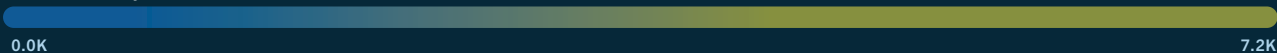
Anyone who has worked in government knows the challenges of improving communities and lives takes dedication, talent, and a deep knowledge of the public sector.

We know what our clients face every day: 45% of Tyler's 7,200 team members have worked in the public sector, giving us an insider's understanding of your most pressing challenges.

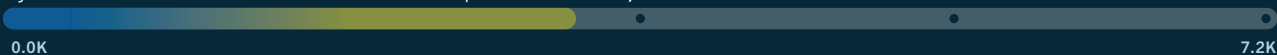
Tyler brings our firsthand experience and expertise in the public sector to everything we do. We design our solutions intentionally with the needs of public sector organizations in mind.

As a result, we've been able to help our clients leverage actionable insights to solve problems, reduce complexity, and provide services throughout their communities. We work side by side with government agencies and departments across every sector and at every level to help them provide the service their residents depend on.

Number of Tyler team members | **7,200**



Tyler team members who have worked in the public sector | **3,240**



Moving forward **together**

The world of today looks very different from just a few years ago, with the definition of essential services now part of the public conversation.

This makes the need for efficient and effective government services more critical than ever before. For most governments, the pace of change has been a wake-up call. Yesterday's vision of digital transformation must now become today's reality.

Thanks to our singular focus, subject-matter expertise, and best-in-class products, Tyler Technologies helps the public sector connect

agencies, jurisdictions, and residents to create the digital foundation required to make a real, positive impact in the lives of the people they serve. Our solutions facilitate the connections that address the operational and aspirational needs of the entire government ecosystem, enabling agencies and jurisdictions at all levels to deliver safer, stronger, and more effective communities.



Directing traffic safely
and efficiently

Delivering comprehensive solutions

Every Tyler solution is designed to provide best-in-class capabilities for the unique needs of a specific public sector function, be it administration, courts, public safety, schools, or health, across municipal, county, state, and federal levels.

The depth of our technology enables seamless data sharing, out-of-the-box interoperability between applications, a consistent user experience, increased civic engagement, advanced information security, low-code application development, and unparalleled cloud-based functionality.

Unlike other providers that only offer point solutions or applications designed for the private sector, Tyler delivers an entire ecosystem that is purpose-built for the needs of the public sector. This means that we can solve your specific data and technology challenges today, while at the same time positioning your organization to easily integrate with other departments and agencies across your city, county, and state to unlock the collective potential of your community, now and in the future.



LEVELS OF GOVERNMENT

Federal

State

County

Municipal

Districts

OUR SOLUTIONS

The Tyler Difference



**Transformative
Technology**

Civic Experience
Cybersecurity
Data & Insights
Digital Solutions
Payments
Platform Technologies



**Public
Administration**

Appraisal & Tax
Civic Services
ERP
Land & Official Records
Outdoor Recreation
Regulatory



**Health & Human
Services**

Disability & Benefits
Environmental Health



K-12 Education

School ERP
Student Transportation



**Courts & Public
Safety**

Corrections
Courts & Justice
Public Safety

Creating a foundation for innovation

Today's rapidly evolving technology landscape is revolutionizing the public sector across every sector and at every level. By integrating transformative technologies across our ecosystem of solutions, we ensure that every product we provide is built with the future in mind.

These technologies act as a digital infrastructure that operates seamlessly in the background of our solutions, enhancing your ability to connect with citizens, conduct business, safeguard systems,

and leverage data to its fullest. Many of these solutions are already integrated into our products, while others can be leveraged as an add-on solution to help you achieve more value.



TYLER 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 Tyler 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 Tyler-powered 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.

Our Transformative Technology solutions include:

+ CIVIC EXPERIENCE

This comprehensive citizen-facing app lets you easily connect your citizens to all the services, resources, and information your organization provides so they can stay more engaged with their community.

+ CYBERSECURITY

Our expansive cybersecurity solutions help augment your team with access to advanced expertise for program design, 24/7 threat detection and response, customized employee training, vulnerability testing, and more.

+ DATA & INSIGHTS

Our data platforms allow you to transform data into insights about financial, operational, and strategic outcomes by making it easier to surface meaningful, easy-to-understand data for informing government decisions and citizens.

+ DIGITAL SOLUTIONS

Our digital solutions designed for state and federal agencies provide a seamless cross-department experience so that agencies can deliver a unified citizen experience and achieve better outcomes while helping workers and policymakers share, communicate, and leverage data more effectively.

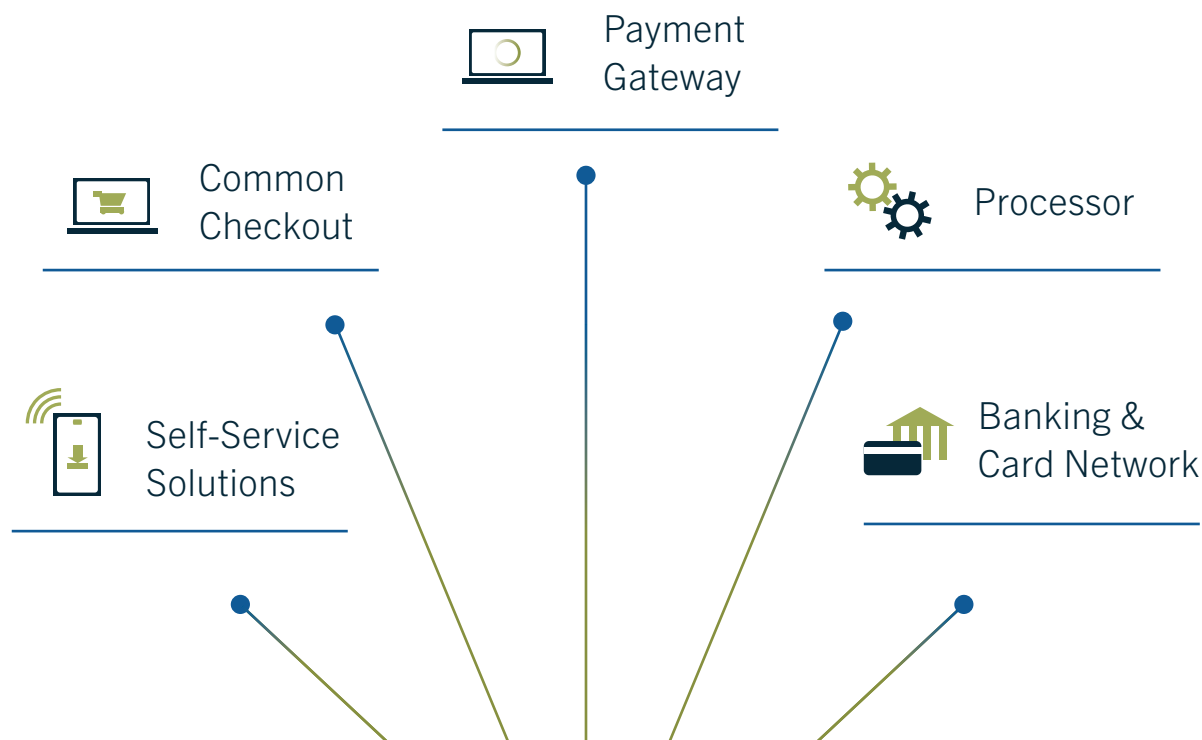
+ PAYMENTS

Our comprehensive digital payments solution is the leading platform for public sector payments. It processes nearly half a billion transactions annually across more than 7,100 state, local, and federal agencies, covering the entire payments life cycle, including billing, presentment, merchant onboarding, collections, reconciliation, and disbursements.

+ PLATFORM TECHNOLOGIES

Our low-code application development platform is purpose-built for the public sector, enabling you to quickly build solutions and applications that suit your needs and incorporate your unique insights.

5 COMPONENTS OF A COMPREHENSIVE PAYMENTS SOLUTION



Building strong connections & stronger communities

Our cross-department solutions connect the dots between departments, agencies, municipalities, and states to deliver the core business functions of the public sector.

By making workflows and data transparent and efficient, the public sector can work as one to optimize service and responsiveness. For example, consider a resident reporting a pothole: using Tyler-powered solutions, they would be able to report a request through a civic engagement app, which then automatically generates a work order. The work order then triggers field work by allocating and scheduling the staff, vehicles, and materials required to complete the job. Costs are deducted from the budget in real time

so managers know where they stand. And community members can monitor progress via the app.

By making it easier to manage the business side of the public sector, agencies can focus on delivering the resources and services required to make their community a place where people want to live.

Managing home
inspections made simpler
through technology



Our Public Administration solutions include:

+ APPRAISAL & TAX

Our solutions manage all aspects of the property tax life cycle, including appraisal services, valuation, tax billing and collections, and assessment administration.

+ CIVIC SERVICES

Our business management and community development solutions make it simple to manage permitting, enforcement, health and safety inspections, compliance, maintenance and work orders, 311 requests, and more.

+ ERP

Our ERP solutions integrate core financial applications with human resources, revenue management, tax billing, utilities, asset management, and payment processing to ensure fiscal responsibility.

+ LAND & OFFICIAL RECORDS

Instantly access the tools needed to tackle the most complex recording challenges in a single, secure, and unified system. Easily manage records, including deeds, birth, death, and marriage certificates, mortgages, tax liens, and more.

+ OUTDOOR RECREATION

Discover the only recreation platform designed specifically for local, state, and federal agencies. Our technology encompasses campsite reservations, activity registrations, licensing sales and renewals, and real-time data for conservation and park management.

+ REGULATORY

Our regulatory solutions help local, state, and federal government agencies and departments of any size simplify every aspect of regulatory compliance.



TYLER AT WORK



City of Rancho Mirage, California

The city of Rancho Mirage implemented Tyler's Enterprise ERP in 2017 after city decision-makers made several site visits to existing Tyler clients to see the application in action.

Since implementing Enterprise ERP, the city's finance, human resources, payroll, and IT departments have all experienced operational improvements, reducing processes, such as purchase order management by two weeks. The city has also provided employee self-service functionality for timesheets, making the entire time and attendance process digital, faster, and less prone to error.

Helping people live their best lives possible

Our integrated solutions enable health and human services agencies to leverage data and optimize operations, strengthening the well-being of communities.

By making data more available across programs, agencies can deliver better care while being smarter about how they manage the limited budgets and resources they have at their disposal.

Our Health & Human Services solutions include:

+ DISABILITY & BENEFITS

Our solutions help programs and agencies quickly get benefits into the hands of those who need it most, while making it easier to manage the complexity of services like medical cannabis regulation, veterans' benefits, vocational rehabilitation, workers' compensation, and more.

+ ENVIRONMENTAL HEALTH

Streamline the process of issuing permits, performing health inspections, running reports, and investigating complaints.

TYLER AT WORK



Buncombe County, North Carolina

Home to the Charles George Veterans Administration Medical Center, Buncombe County attracts veterans from all parts of the country. Because veterans are overrepresented among the homeless in the United States, the county created a Homeless Veterans Initiative to provide a full range of interventions and services that prevent and alleviate homelessness.

The Homeless Veterans Initiative uses Tyler's Veterans' Benefits case management application to track their progress and generate reports for county commissioners. Case files are flagged when an individual requires intervention in order to maintain stable housing. Each case is then tracked throughout the referral process until housing is secured to ensure no vet falls through the cracks.



Creating a **connected** school experience

Our integrated school solutions enable districts to operate as a single system across campuses and functions.

By bringing data together and making it accessible as needed to administrators, teachers, students, bus drivers, and parents, we improve everyone's ability to achieve educational success.

Our K-12 Education solutions include:

+ SCHOOL ERP

Enhance your school's most essential business functions by integrating vital financial, budgeting, and procurement data. In addition, our suite of human resource management tools helps schools efficiently manage payroll and employee information, and hire and retain qualified teachers, staff, and substitutes.

+ STUDENT TRANSPORTATION

Manage every aspect of your transportation operations with integrated software and telematic hardware solutions to ensure operational efficiency and cost-effectiveness. Integrated on-board technology supports driver training, student ridership, and vehicle safety.



TYLER AT WORK



Dubuque Community School District, Iowa

A longtime user of Tyler's legacy route-planning solution, the Dubuque Community School District migrated to Tyler's cloud-based Student Transportation solution to unlock new capabilities and reduce costs.

Drivers and route managers can now pull up and adjust routing plans on the fly, allowing them to adapt quickly to real-world conditions. Meanwhile, the solution makes it simple to manage fleet maintenance, activity trips, and parent communications in one dashboard, enabling users to consolidate more of their operations into one application.

Leveraging data to deliver justice

Our integrated courts and public safety solutions are used at the municipal, county, state, and federal levels to help courts, prosecutors, defenders, jails, sheriff's offices, police departments, and probation officers keep their communities safe.

By sharing data, users throughout the criminal justice system minimize errors, eliminate redundancies, and provide residents with greater access to justice. Self-service portals, video hearings, and online dispute resolution make services more accessible for the public, including those with financial, geographic, childcare, or other constraints.

Our solutions also improve the employee experience and safety of those on the front lines. For example, an officer can submit a warrant request electronically from the field that a judge can approve using an app, allowing the officer to get approval for situations when every minute matters. First responders can access aerial and street-front imagery, building floor plans, and business ownership data from their mobile device before they arrive on scene to improve their situational awareness.



Our Courts & Public Safety solutions include:

+ CORRECTIONS

Seamlessly connect courts, public safety, and supervision agencies to ensure safer and more efficient operations for correctional facilities.

+ COURTS & JUSTICE

Share case management data with all your justice partners by connecting courts, prosecutors, public defenders, and the filing community.

+ PUBLIC SAFETY

Our integrated public safety solutions comply with state and federal reporting mandates, provide real-time information and instant data sharing across jurisdictions, and promote intelligence-led responses so that help arrives faster and more prepared.

TYLER AT WORK



Dallas County, Texas

As electronic case filings continued to grow in the civil courts of Dallas County, Texas, staff members needed a way to increase their efficiency.

By integrating Tyler's eFile Analytics into the county's existing Enterprise Case Management and eFile & Serve solutions, court staff can identify where to focus their process improvements while coming one step closer to reaching their long-term goal of full integration across the county's justice system. Clerks can now automatically gather eFiling data and use the insights it provides to discover common rejection types, along with identifying the reviewers having the most issues, so court staff can deploy training resources where they're needed most.



Empowering government for today and tomorrow

Today the public sector faces a once-in-a-generation opportunity to create a more efficient, transparent, engaging, and data-driven government.

At Tyler, we imagine a world where all city, county, and regional government services are connected within a healthy digital infrastructure.

By seamlessly connecting data, people, and processes across departments and geographic boundaries, the public sector can tackle society's unprecedented challenges while increasing resident engagement with government. Only Tyler delivers the exclusive public sector focus, depth and breadth of solutions, industry experience, and intentional innovation that will drive the public sector forward.



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