PUBLIC ADMINISTRATION SOLUTIONS

Making Connected Communities a Reality

tyler technologies

Connecting departments to optimize operations

CIVIC SERVICES

ERP/FINANCE

PROPERTY AND RECORDING

Public Works

Accounting & Finance

Treasurer

Code Enforcement & Permits

Procurement

Licensing & Regulations

Human Resources & Payroll

Parks & Rec

Recording

Appraisals

Assessing

Billing & Collection

Citizen Engagement
Cybersecurity
Data & Insights
Document Management
Payments & Cashiering
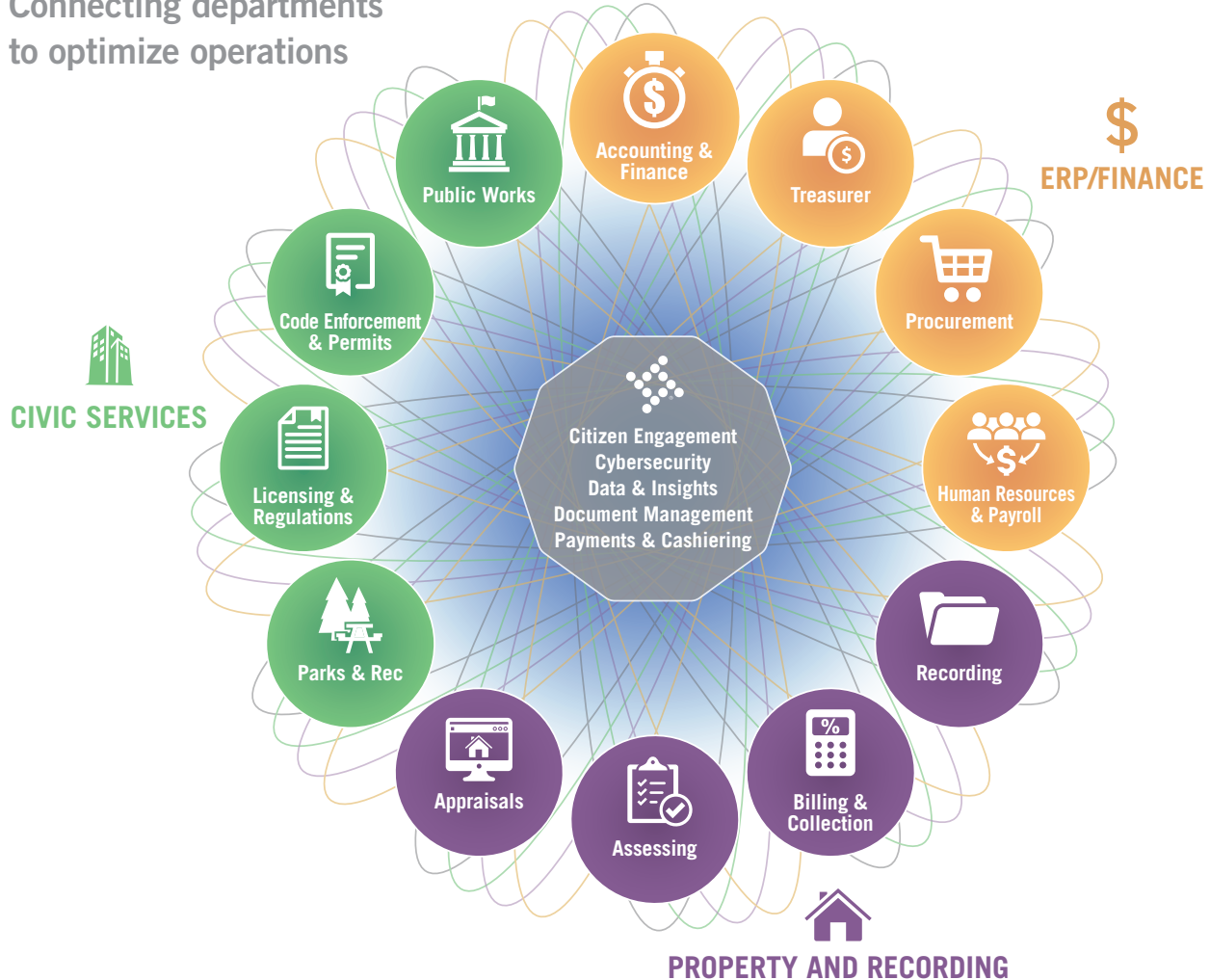
Single-vendor integrations that optimize and empower

Local governments are turning to the value of integrated software systems. In fact, business analytics and business process automation are increasingly becoming priorities for local government, according to an annual e.Republic survey.[1] Breaking down data silos, sharing critical data organizationwide, and automating workflows are just a few of the reasons why local governments are seeking single-vendor, out-of-the-box software integrations.

And the benefits of integrations extend beyond workflow optimization. Users of integrated software benefit from shared user experiences, and IT departments are no longer tasked with connecting and customizing disparate systems, both initially and during product upgrades.

In these pages, you will find examples of how Tyler Technologies is connecting organizations. Whether linking public works to HR, permitting to accounting, or assessors to planners, our integrated solutions make valuable connections across your organization and within your community. We are committed to delivering integrations that are making connected communities a reality.

The value of an optimized organization

| Goal	Opportunity	Software optimization to support goal
Improve financial oversight and accountability.	Gain access to current financial data.	• Promote financial transparency throughout the organization for better planning. • Provide real-time data views into the organization's financial health.
Enhance workforce efficiencies.	Streamline payroll and employee processes.	• Connect labor costs in the field directly to human resources and payroll. • Attach digital documents to employee records during the onboarding process. • Access benefits accrual data across departments and reduce dual entry between timekeeping and payroll.
Improve asset management.	Gain insight into asset value.	• Combine financial and asset management operational views to provide a more accurate picture of the value of assets.
Improve revenue management.	Streamline payment and cashiering across operations.	• Integrate electronic bill payment and presentment (EBPP) and cashiering across operations, combining the advantages of a single-vendor relationship with convenience for constituents.
Improve operational performance.	Increase data insight and automate operations.	• Create dashboards that enable monitoring of key processes and execution of routine tasks. • Connect departments to enable automated triggers for related tasks and work orders.
Improve constituent experience and access to government.	Optimize access to information and transactions.	• Provide mobile apps for on-the-go access. • Provide secure online methods for community members, businesses, and employees to access information and complete transactions.

Adapted from Howard and Cannon, 2018, p. 11 [2]

Tyler integrations at work: Choosing a comprehensive solution

"We chose Tyler because we really wanted (our new solution) to be comprehensive. We previously had separate systems, and the longer you are with separate systems, the more difficult it becomes to maintain. We had a bad taste from our legacy system and all the customization. We really wanted a comprehensive system where everything worked together and that we weren't fighting with to make things work together."

— Christine Wadleigh, budget and reporting director, village of Wellington, Florida

Connecting ERP
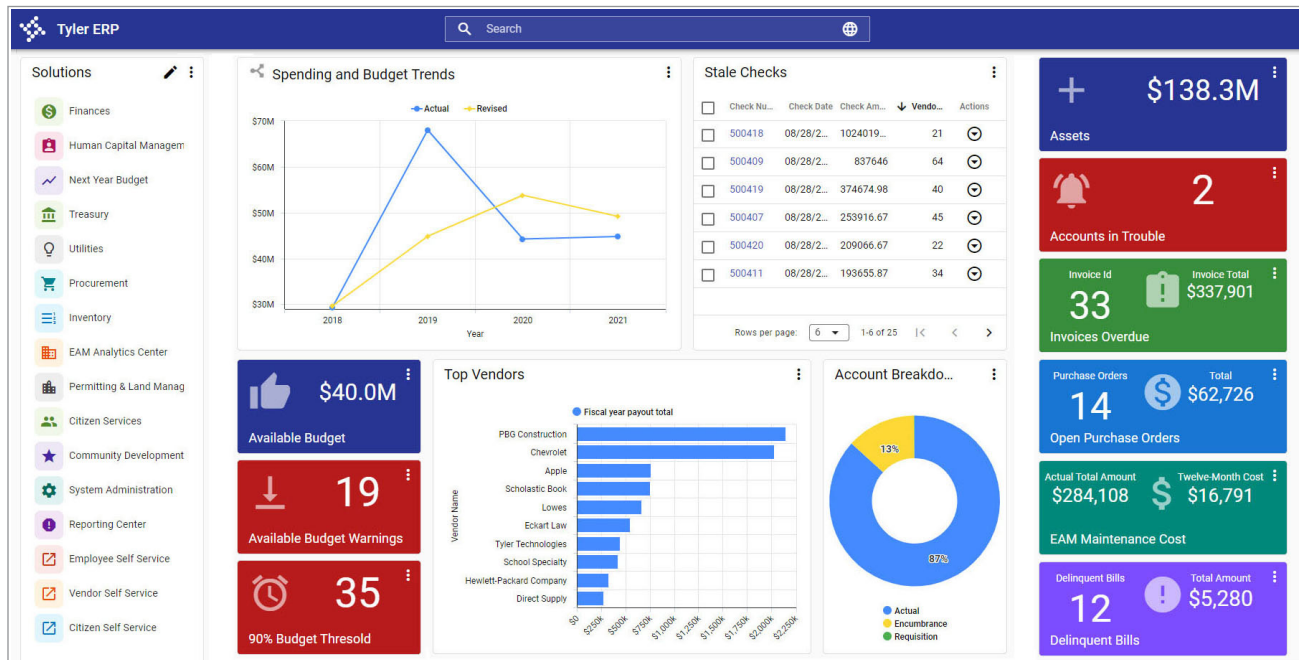
Tyler's integrated ERP solution features a unified dashboard that surfaces actionable data across multiple solutions.

Improve workflows and gain organizational insight

You rely on your ERP solution to provide complete and integrated management of your entire business operation. This means finding an ERP solution developed to meet your unique needs, enabling you to see beyond organizational silos, track workflow across departments, and monitor essential business intelligence.

Maintaining connections between finance and the rest of your organization is critical to maintaining your operations' visibility and accountability. All departments within your organization, including procurement, payroll, public works, permitting, licensing, utilities, appraisals, tax billing, and revenue collections, should be connected to optimize operations and ensure data is connected throughout your organization. Without this level of access and control, it is difficult to operate efficiently, be responsive, and plan for the future.

Munis®, Tyler's comprehensive ERP solution, is at the heart of a connected system that optimizes operations across departments with Tyler solutions such as enterprise asset management (Tyler EAM™), permitting and planning (EnerGov™), time and attendance (ExecuTime™), a unified dashboard (Tyler Hub™), and more.

Tyler connections at work: The value of out-of-the-box integration

"The integration work is out-of-the-box. That's one of the reasons why we lean on Tyler. The products integrate out-of-the-box without coding and customization."

— David Van Pelt, IT supervisor business applications, city of Encinitas, California

Tyler connections to optimize your operations

Gain insight into your budget and expenses
Connecting accounting and finance, public works, and permits and code enforcement

Access to financial data across your organization improves accountability with insight into available budget and expenses. Real-time views into the health of your organization drive informed, data-driven decisions.

HOW? The integration of Munis with Tyler EAM, EnerGov, and Tyler Hub lets you share up-to-date financial information across your entire organization. Budgets are maintained in Munis and made accessible for available budget visibility and expense tracking for users across your organization, including procurement, payroll, public works, revenue, and more.

Improve what-if budget forecasting
Connecting accounting and finance with payroll and HR

Having up-to-date payroll and personnel data enables creation of more accurate what-if scenarios when assessing your workforce levels. Access to details about benefit accrual and schedules across your organization provides a deeper understanding of current and future payroll costs and trends.

HOW? Combining Munis financials with human capital management and the ExecuTime™ solution provides streamlined access to current, shared data that helps build more accurate what-if budget scenarios. The integration of data from departments such as public works allows finance to capture payroll expenses when developing budgets and to run a variety of scenarios to determine an optimal workforce budget.

Align accounts payable with permitting receivables
Connecting accounting, permitting, and vendors

Accounts payable can ensure that vendors are current on all invoices before issuing refunds or paying them for services. Vendor self-service streamlines operations, cutting down on vendor questions.

HOW? EnerGov refunds can initiate the accounts payable process in Munis. Before cutting checks in accounts payable, Munis confirms there are no outstanding balances in EnerGov. A self-service portal lets vendors complete tasks and monitor payment processes.

Improve asset value measurement
Connecting accounting and finance, procurement, and public works

Combining financial and asset management views provides a more accurate picture of the actual value of assets. This allows up-to-date insight into the impact of the asset's value on your organization overall.

HOW? Munis finance integrations with Tyler EAM enable complete, current insight into assets, including maintenance costs, replacement value, and more. Accounting and finance have access to multiple aspects of asset value, including depreciation and repair costs.

Streamline revenue management
Connecting accounting and finance, billing and collection, and all payment points

Finance can monitor and manage real-time balances across multiple applications and departments. A single payment solution for all revenue types simplifies operations and PCI compliance.

HOW? Tyler Payments™ and Tyler Cashiering™ streamline collections of receivables generated in Munis and EnerGov. The integration provides immediate payment visibility and simplifies reconciliation.

Connecting Civic Services
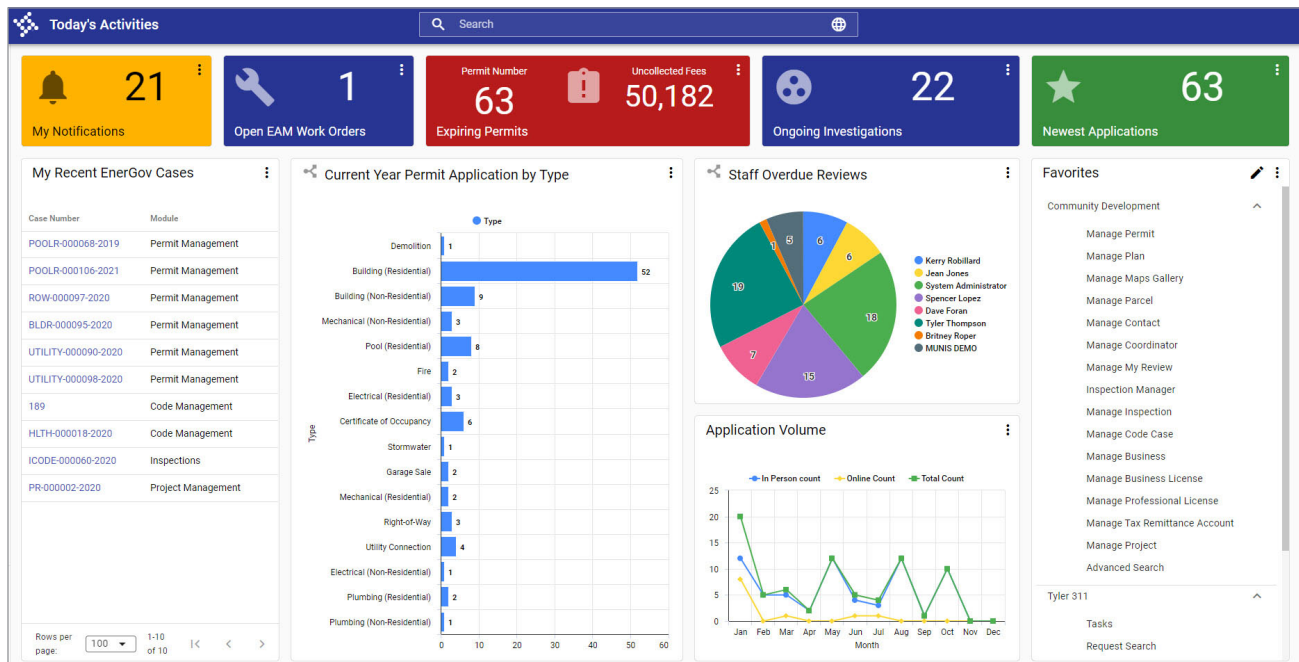
Tyler's integrations enable cross-department oversight of Tyler EAM and EnerGov tasks via a unified dashboard.

Connect workflows for efficiency and improved insights

How can you increase permitting and inspections efficiency, maximize and track asset value, and connect workflows between civic services and your entire organization to benefit your community? The answer is a software solution with out-of-the-box integration points throughout your financial and operational systems.

Integrations remove roadblocks that silo important information within departments responsible for tasks like generating work orders for engineers or creating invoices for permit fees. Eliminating information roadblocks with an organizationwide integrated system streamlines workflows and delivers an accurate and up-to-date big-picture view that drives better decisions.

Tyler integrations at work: Streamlining project reviews

"Having centralized technology is key to having the cross-departmental synergy that you are looking for, especially in terms of plan review and inspections. In the city of Henderson, there are nine different areas that may review a project that comes in. And it's important that they all work together and are all timed together so that they see what everyone else is commenting on in the documents. The best way to do that is through centralized technology."

— *Christopher Barnes, manager, development services center, city of Henderson, Nevada*

Tyler connections to optimize your operations

Improve access to current property ownership data
Connecting assessor to building officials and permitting

Plan reviewers gain access to the latest ownership information, increasing efficiency and accuracy. This reduces the time it takes to complete planning and permitting tasks.

HOW? iasWorld®, an assessment and tax solution, shares up-to-date property owner names with EnerGov. This allows inspection and permitting to have access to accurate property owner data for planning and inspections. The ability to use iasWorld CAMA ensures that the most up-to-date ownership data flows from iasWorld into EnerGov.

Track labor costs
Connecting public works, inspectors, and finance leadership

The ability to tie labor to projects set up in the general ledger allows for comprehensive project expense tracking in accounting. This is particularly valuable when creating reimbursement reports for outside agencies, such as FEMA.

HOW? In Tyler EAM, labor costs associated with public works and permitting workflows are captured in the field. The information is automatically shared with Munis' human capital management (HCM) and ExecuTime. The shared information that comes directly from Tyler EAM ensures timely and accurate payrolls. The information is automatically shared with Munis general ledger, which is directly updated from Munis HCM with associated tasks captured in Tyler EAM.

Improve work order operations
Connecting city planners, public works, and engineers

Checking task progress via Tyler Hub enables insight into project status and the overall impact on infrastructure. Local government gains valuable insight, and the connected workflow eliminates redundant data entry, saving time and building efficiency.

HOW? During tasks such as creation of a site plan, permitting, or code enforcement, EnerGov can use workflow to initiate a work order in EAM, which creates work assignments, including utility, infrastructure, and communication tasks. Public works employees can carry out work order tasks in the field without having to return to the office. Permits and code enforcement staff can follow task progress in the Tyler Hub unified dashboard with customized data views.

Optimize billing and collections
Connecting treasurers, permitting, and code enforcement

The tight integration of permitting and code enforcement simplifies the client experience. This process offers a more end-to-end invoicing solution for abatement fees and strengthens the relationship between the financial system and civic services software.

HOW? Accounts receivable invoices for permitting and code enforcement fees are automatically shared by EnerGov with Munis. The billing and collection of the invoiced fee generated in EnerGov is handled by Munis' billing and collection module, and the payment status is sent to EnerGov. Records in EnerGov are automatically updated to reflect bill payment.

Connecting Property and Recording
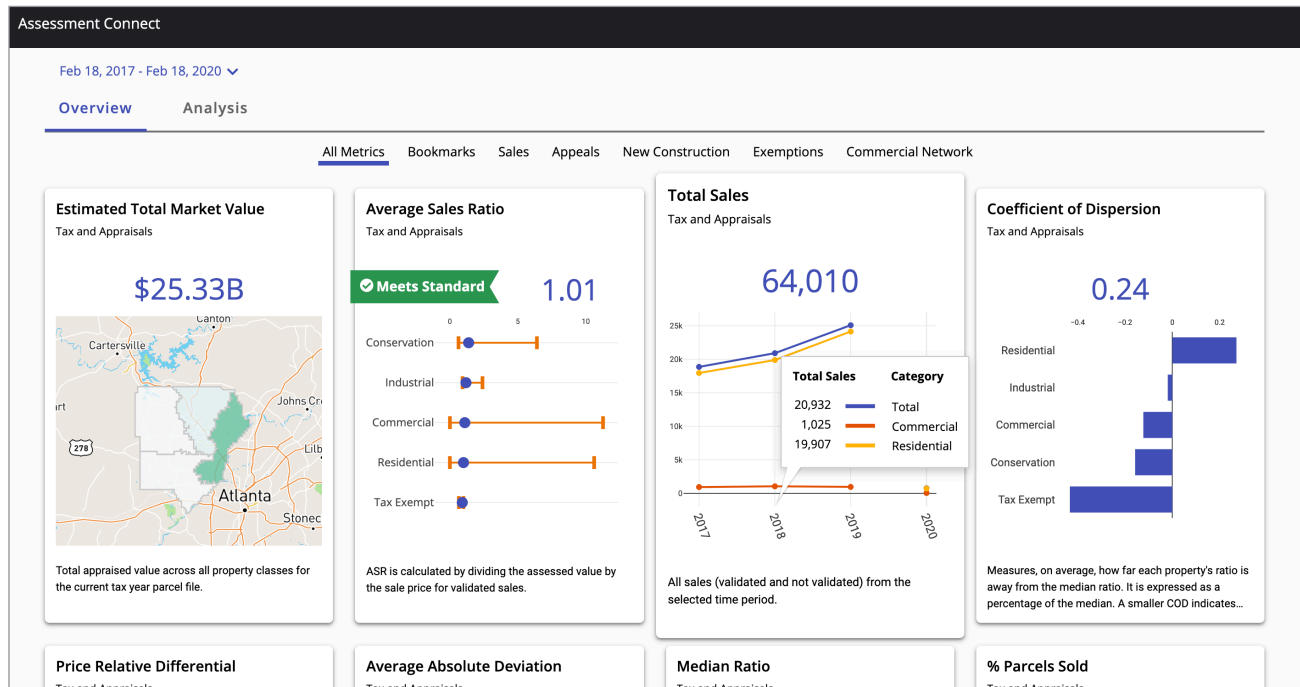
Assessment Connect's integration with iasWorld or Orion provides assessors accurate information to ensure equitable valuations.

Automate workflow efficiency and accuracy of appraisals

Out-of-the-box software that connects departments is invaluable for appraisal and tax professionals tasked with making property value changes and ensuring appraisal accuracy. Integrations provide field workers and recording offices with up-to-date property information, and operations are streamlined through workflow automation.

Whether connecting to permitting for information that impacts valuation, sharing current tax projections with accounting, or adjusting workflow assignments for field staff, integrations enable optimization of operations and the capture and sharing of accurate data. In addition, streamlining workflows alerts assessors sooner of property value increases, meaning earlier reassessment scheduling and revenue collection.

Tyler integrations at work: Streamline deed processing

"Integrating Eagle Recorder and Orion has enabled us to streamline our processing of deeds and related documents. This results in a more efficient and trackable process. It eliminates the passing of hard copy documents (and the risk of lost documents) and reduces unnecessary duplication of data entry in two separate systems."

— Scott Gaines, chief administrative deputy, Lancaster County Assessor/Register of Deeds, Nebraska

Tyler connections to optimize your operations

Improve appraisal accuracy
Connecting assessor to insights and current data

Data access and analysis tools ensure fair and equitable property valuations. Assessment Connect,™ a data intelligence solution for assessment analytics, surfaces critical property assessment data more quickly, improving efficiency and decision making.

HOW? Assessment Connect's integration with iasWorld or Orion™, a property management and tax billing and collections solution, provides real-time data and insight into appraisals, appeals, and property development efforts. This increases confidence in reporting and decision making. Assessment Connect provides assessing offices with data access and analysis tools to ensure fair and equitable property valuations. This solution transforms data into a strategic asset that is easily accessible via a web portal.

Streamline property value revisions
Connecting assessor, treasurer, planners, and inspection services

The integration between iasWorld and EnerGov streamlines property value changes, reducing manual updating and information gathering. Automation improves operational efficiency, enabling earlier reassessment scheduling and revenue collection.

HOW? Activities occurring in EnerGov that affect property value, such as property rezoning, land improvements, or building permit activities, are shared with iasWorld as events. These events can be used by iasWorld to trigger a workflow that allows iasWorld to automatically process information from EnerGov related to new construction and projects. The shared information can identify and trigger workflow starting points for tasks such as property reassessment duties.

Keep property valuations more current
Connecting assessor and inspection services

Access to permitting data keeps assessors apprised of ongoing land and development improvements, helping to improve the timely alignment of property valuations with current property values.

HOW? Activities occurring in EnerGov can impact property value. For example, actions related to property rezoning, land improvements, subdivisions, and permitting of residential additions have tax and appraisal implications. Relevant information related to value captured in EnerGov is sent to iasWorld. This shared information keeps assessors up to date on changes, improving oversight.

Streamline property transfers
**Connecting recording and assessment offices**

Assessment office staff can process property transfers more efficiently and accurately since less manual research and data entry is required to process each transfer. Additionally, by processing the transfers faster, the most up-to-date property ownership data is always available.

HOW? Index information and images from documents recorded in Eagle™ that affect property ownership, such as a warranty deed or quitclaim deed, are seamlessly shared with iasWorld or Orion as incoming transfers. Assessment office staff can access the property transfer data and documents from an iasWorld or Orion workflow queue and quickly process them using the up-to-date information (including the parcel number, new owner name, sale date, and more) provided by Eagle, a land and official records solution.

Transformative Technologies: Connect, improve, and inform

Integrating seamlessly with Tyler's public administration solutions, Tyler's transformative technologies provide valuable software and services that protect and streamline organizationwide operations. For example, Tyler Identity™ is a single-login tool that optimizes and secures the authentication and login process across Tyler's core products, providing a unified approach to authentication that allows for integration between Tyler products.

Whether it's taking payments, managing documents, surfacing insights, enabling citizen engagement, or adding security, Tyler-wide solutions connect your organization and your community.
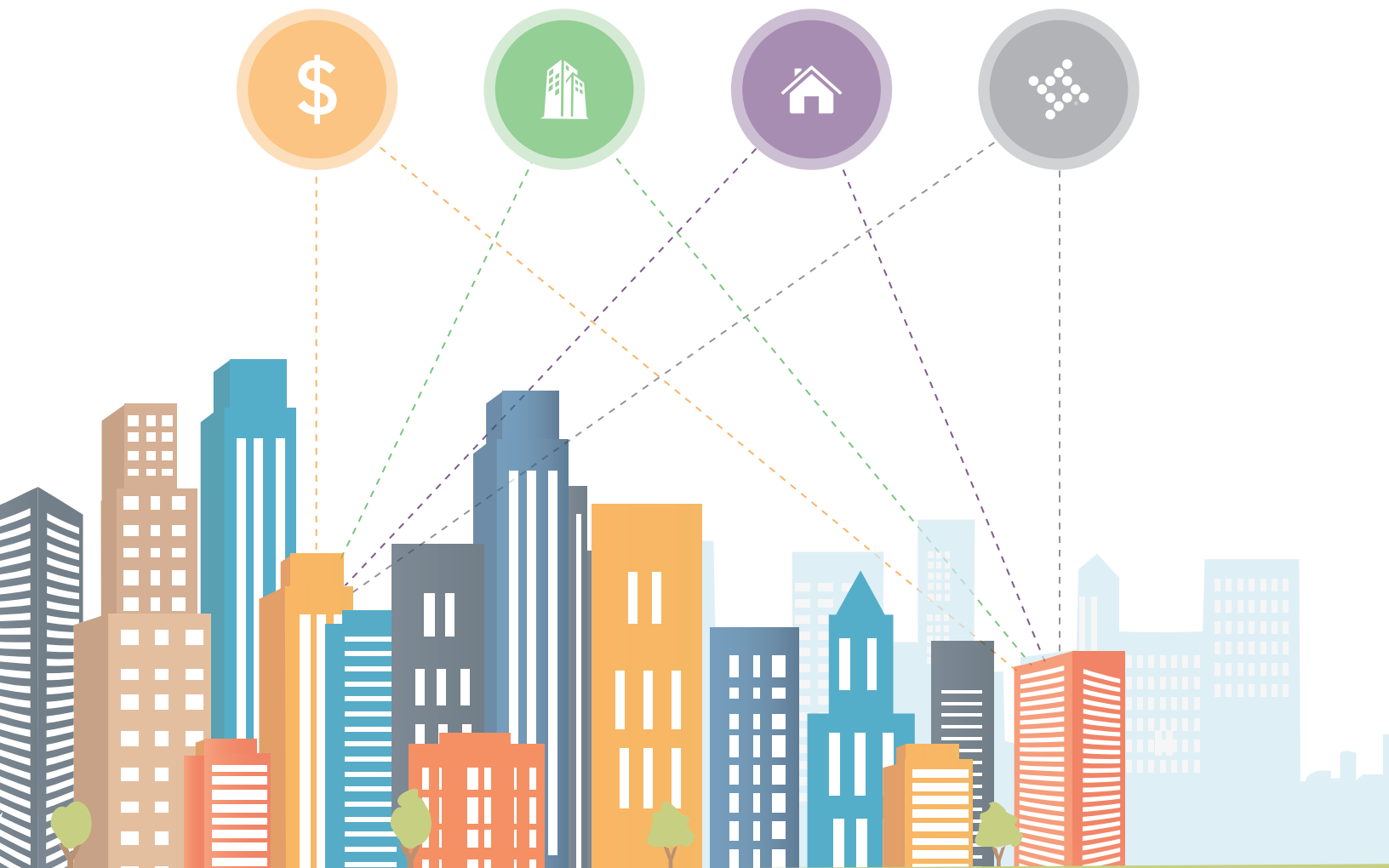
Sources

[1] e.Republic. (December, 2020). First Look: 2021 Local Government Tech Priorities & Budget Outlook Webinar. www.govtech.com/webinars/First-Look-2021-Local-Government-Tech-Priorities-Budget-Outlook-133041.html

[2] Howard, Rick and Cannon, Nevil. (December, 2019). Government CIOs Must Resist Transformation Hype and Focus on Digital Optimization. Gartner. www.gartner.com/en/doc/government-cios-must-resist-transformation-hype-and-focus-on-digital-optimization

Tyler-wide tools to optimize your operations

Civic Engagement

Tyler offers engagement tools to develop and strengthen critical connections with constituents and streamline workflows. Mobile apps provide 24/7 access to vital information and services, including 311 reporting, notifications, and utility bill payment. And 311 geofencing ensures citizen reports are within the proper jurisdiction. Tyler self-service portals for such tasks as bill paying, permitting, and updating employment records provide convenience for citizens, businesses, and staff, streamlining workflows by reducing redundant data entry.

Cybersecurity

Tyler cybersecurity services can help you build and sustain a cybersecurity strategy that allows efficient and cost-effective protection across your organization. Tyler Detect™ provides advanced threat detection, remediation advice, and compliance. Cyber assessment services can audit security measures and conduct tests that meet your business needs and inform your security strategy. Education and training can help your workforce understand the fundamentals of cybersecurity.

Data and Insights

Tyler has solutions that help you turn data into insights by facilitating secure sharing of data with central governance for access, visibility, and controls. With out-of-the-box capabilities for ERP, Socrata Connected Government Cloud makes valuable data connections across your organization, enabling you to share analysis and performance measurements.

Tyler Hub brings permissions-based data to a central screen and enables you to visualize standard sets of data for various job functions, improving efficiency across Tyler applications. By connecting powerful and diverse data sources, Hub lets you monitor key processes, quickly execute routine tasks, and eliminate time-consuming data searches. You can use Hub for a specific process such as hiring, or you can reach across integrated solutions to access utility billing, accounts receivable, and general ledger data, and more.

Document Management

Tyler Content Manager™ allows state and local governments and school districts to capture, deliver, manage, and archive electronic information. Tyler Content Manager is an integrated system that streamlines data uploads, provides powerful search and retrieval tools, and improves efficiency across an organization by reducing paper usage, file storage, and time spent on locating documents.

Electronic Bill Payment

Tyler Payments makes it easy for public sector agencies to accept online and over-the-counter payment for bills, fees, tickets, and fines. All aspects of payment processing are handled by Tyler Payments, including onboarding, shopping cart, check-out, fee handling, and receipts. Fully integrated with Tyler's product suites and collecting on third-party bills, Tyler Payments offers a public-facing enterprise portal that simplifies the complexity of any payment ecosystem.

Cashiering

Tyler Cashiering is a point-of-sale solution that collects on all Tyler and non-Tyler revenues. This enterprise-level cashiering solution manages revenue collection from multiple locations and collection points, centralizing your cashiering process. Tyler Cashiering can be used on its own or as part of Tyler's integrated billing and payment solutions. Tyler Cashiering supports the entire payment process as an integral part of Tyler's end-to-end enterprise revenue management solution.

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 27,000 successful installations across more than 11,000 sites, 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 | 1.800.772.2260 | tylertech.com

Empowering people who serve the public®