

A PARTNER FOR LIFE

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**TYLER
TECHNOLOGIES
GOES ABOVE AND
BEYOND FOR
PUBLIC SAFETY
AGENCIES**





PUBLIC SAFETY AGENCIES ARE CLIENTS FOR LIFE AT TYLER TECHNOLOGIES

Implementing new technology is the first step in transforming the way an agency operates for the better. Hours of planning and countless conversations go into making the decision to select the correct software vendor. While Tyler Technologies specializes in delivering top-tier solutions, we are also truly dedicated to providing support and resources after the deal is signed. Tyler is committed to our clients and that's why we consider ourselves partners for life.



WHAT DOES A PARTNERSHIP FOR LIFE MEAN FOR AGENCIES?

When it comes to achieving and maintaining success for an agency, it's critical that the quality and range of services provided following an implementation exceed expectations. Tyler's dedicated research and development teams spend countless hours ensuring technology meets not only today's needs for public safety agencies, but the needs of tomorrow, too. However, it's Tyler's client success offerings that ensure agencies are fully trained and prepared to use these tools to their maximum capabilities and stay up to date as technology advances.

Tyler takes a proactive approach to supporting its clients while ensuring that reactive support is there when it's needed. This means that agencies have access to resources that focus on preparing and educating users for using their tools to the best of their ability along with reliable support when questions arise, or troubleshooting is needed.

In this complete client success offerings guide, explore the many ways Tyler is committed to agency partnerships through the following offerings:



Serving public safety agencies for more than 40 years, Tyler continues to invest in clients and ensure they have the tools they need to be successful.

With Tyler, you're not just an average client; you're a client for life.

In this guide, explore the four ways Tyler invests in its partnerships with public safety agencies throughout the United States.



TYLER UNIVERSITY

A BETTER WAY TO TRAIN

A common challenge for the public safety industry has been high turnover rates and staff shortages. Because of this, many agencies are finding themselves with several new hires on hand at one time. Tyler University is a training management tool offered to all clients. It goes above onboarding new hires and provides clients with a 24/7 resource for new training and refresher training as the need arises.

“*You can't train enough — life is made much easier when first responders have access to simple, online courses.*”

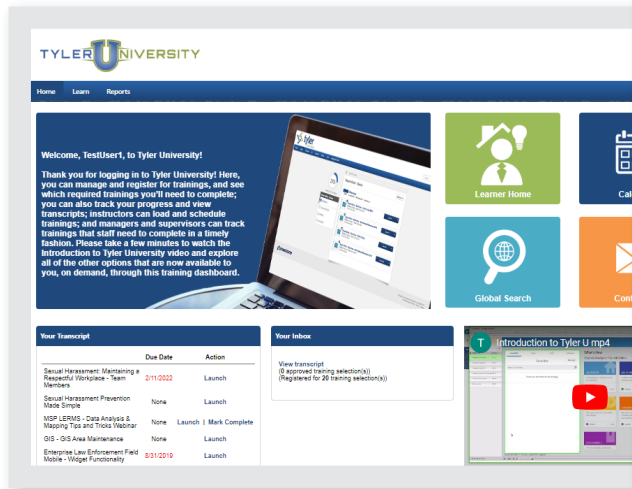
— **Capt. Jennifer Callaway**, Ascension Parish Sheriff's Office

With more than 17,300 registered users, Tyler University focuses on kinesthetic learning, meaning each class is interactive, allowing clients to learn by doing instead of just watching. This interactive method is proven to help information stick with clients. Interactive training is extremely beneficial to those using solutions geared towards public safety because there are no ‘practice rounds’ in this industry. The first time an agency uses its solution, they are using it to providing real life-saving services to their communities.

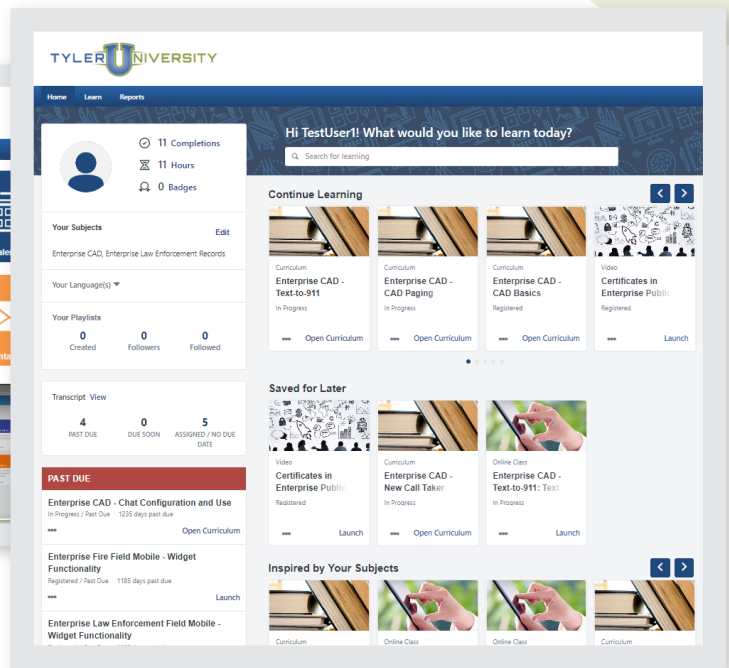
Tyler University offers hundreds of relevant courses, each 15 minutes or less. With a ‘bite-sized learning’ model, each course is designed to be easy to consume. It’s also available 24/7 — anytime, anywhere.

Tyler University is constantly adding new, up-to-date courses to meet growing needs and further users’ education. The tool also plays a pivotal role in the implementation process, as it can educate multiple members of an agency at one time as they navigate how to use their new technology.

Tyler is committed to providing innovative technology and ensuring clients can utilize their tools to maximum capability.



Users can search the online learning tool for hundreds of relevant courses geared toward helping first responders maximize their smart solutions.





TYLER COMMUNITY

STAY CONNECTED WITH
PEOPLE JUST LIKE YOU

Tyler delivers clients a unique way to connect through Tyler Community. Whether agencies are neighboring or thousands of miles apart, Tyler Community is a virtual space where every Tyler client can connect. This Tyler-wide social networking site hosts thousands of users breaking down walls, asking questions, learning from others, and staying current on the latest features.

“ Tyler Community is the hidden gem in the portfolio of Tyler Technologies products! It is great to have the ability to reach hundreds of peers using the same software products as we do locally. By monitoring Tyler Community daily, I learn new things which can be applied to our local software for enhanced operational performance.”

— **Stacey Bollinger**, Technology Systems Specialist, Scott Emergency Communications Center

When accessing Tyler Community via desktop or smartphone, clients can view new announcements and receive important real-time notifications, such as security alerts.

Clients can also connect with other local agencies via regional and state user groups. For example, a client in Texas would have special access to a private Texas-based group within the community where users can discuss state-specific reporting requirements, local policy changes that affect their workflow, or just learn tips and tricks from other local agencies. Clients can ask questions to their peers, sparking conversation and the ability to learn from one another.

Tyler Community offers clients the opportunity to impact the future of the products they use. There are sections within the platform that call for open discussion and feedback on each solution. In this dedicated space, clients can give honest feedback and suggestions to improve the technology. Product specialists routinely pay close attention to this area and use this information to develop further and enhance solutions. This empowers clients to have a voice in improving the technology they use every day.

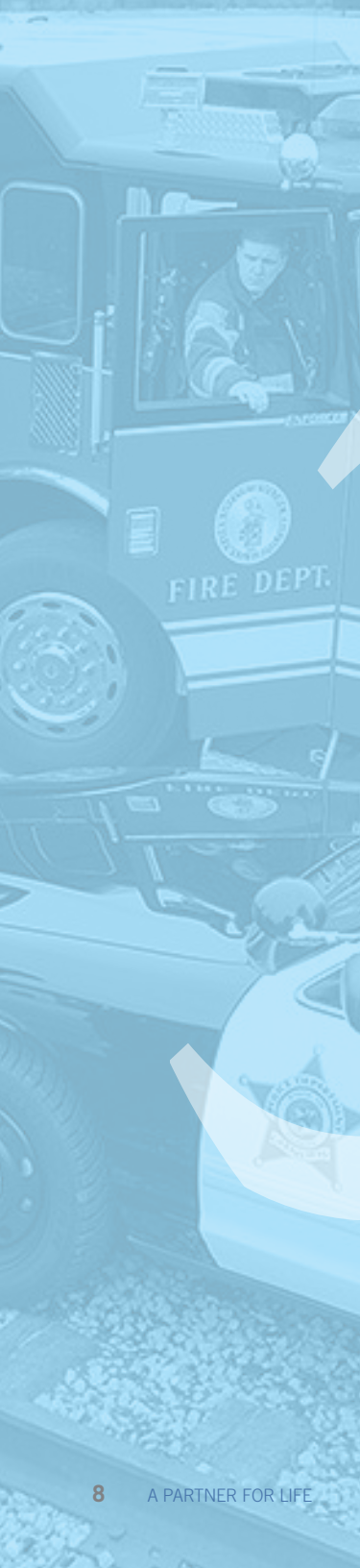
Client input more than just feedback; it's real-life guidance on how our solutions can better meet public safety agencies' needs.

The top screenshot displays the 'Application Documentation' page. The header includes the logo and 'Enterprise Public Safety powered by New World > Documentation'. A sidebar on the left lists various documentation categories like 'Application Reference Documentation', 'General Software Information', and 'Release Information Centers'. The main content area features a large image of a person working on a laptop with icons representing a lightbulb, a camera, a folder, and a fire truck.

The bottom screenshot shows the 'CAD Ideas' page. The header includes the logo and 'Enterprise Public Safety powered by New World > CAD Ideas'. Below the header, there are instructions on 'How to submit ideas' and a list of ideas. One idea is highlighted: 'Rip & Run's Send to a units home station & assigned station when in a Move-Up'.

The Tyler-wide social networking site is a great way to stay in touch with other law enforcement agencies nationwide, share ideas, and learn new tips regarding Tyler solutions.





“ *Our Maturity Model sessions uncovered some valuable growth areas for our agencies and helped demonstrate Tyler’s willingness to engage directly with their end users. Providing a quality product is one thing; encouraging familiarity, partnership, and product education is another.”*

— **Todd Keel**, IS Manager,
Red River Regional Dispatch Center

THE EVERGREEN AND EVERGUIDE PROMISE

Make the Most out of your Technology Investment

As an agency grows, so does its need for innovative technology. Tyler’s evergreen philosophy allows clients to upgrade without paying additional license fees. This perpetual licensing ensures agencies always have access to the latest and greatest technology.

Under the Everguide promise, clients are encouraged to utilize maturity models, which serve as a long-term roadmap for success and ensure that agencies get the most out of their technology investment by using all the capabilities of their solutions. Approximately two years following the implementation process, an agency’s Tyler representative will complete a site visit to evaluate the software adoption and provide a score. This score helps Tyler create a specially tailored plan to help the agency improve on the adoption and usage of their solution.

With the maturity model, clients increasingly use their software more effectively, make the most of their investments, and maximize their abilities to serve their communities.



**24/7 DEDICATED
SUPPORT**
LEAN ON YOUR DEDICATED
SUCCESS TEAM

When an agency begins its journey with Tyler, our team ensures they're not alone. Every client has access to dedicated, personalized support around the clock, indefinitely through a dedicated success team.

Support Anytime, Anywhere

In the world of public safety, every second counts. Time on the job is extremely critical and can mean the difference between life and death, which is why it is imperative that your software works when it's needed the most. Tyler is committed to providing reliable technology backed by a team of experts — many with public safety backgrounds — available to provide technology support when needed.

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Some of these services include:

Phone Support
8 a.m. to 9 p.m. (EST), Monday through Friday
Calls are answered by an actual person working in the support team — not an automated message. Each call is separated by product, so clients get expert assistance in the specific area where help is needed.
After Hours Support
9 p.m. to 8 a.m. (EST), daily
When the call center is unavailable, clients can utilize after hours support and receive assistance from a product expert.
Non-Emergency Requests
24/7
Agencies can enter assistance requests into the online portal on tylertech.com anytime.

Ways Tyler is Constantly Improving Support

Tyler experts use several methods to measure how well an agency is doing with its solutions, four of which are the Net Promoter Score (NPS), Client Effort Score, Support Satisfaction Score, and proactive support.

- **Net Promoter Score:** Following a support ticket call, clients receive a feedback survey. Based on the feedback, Tyler will adjust the services provided if needed to serve future clients better. Tyler consistently has top marks in this category.
- **Knowledge-Based Software:** Following a support ticket call, the support staff involved write a knowledge-based article detailing the steps they took to solve the issue. These articles can be accessed by all clients and other experts looking for help with a similar issue. Clients can take comfort in knowing their problems will be solved efficiently, each support call is tracked, and each call prompts a knowledge-based article that will continue to help other agencies.
- **Proactive Support:** Tyler is dedicated to following all major anticipated natural disasters and things of that nature to offer proactive support when clients need it most. On the heels of a significant event like a hurricane, Tyler knows that agencies are working around the clock to prepare for what's to come. Tyler support staff are committed to touching base with clients and performing necessary system checks to ensure the agency's solutions are in top shape before anticipated major events.



THE BEGINNING OF YOUR PARTNERSHIP WITH TYLER

Choosing a solution and a software vendor is a major decision, but it doesn't have to be complicated. In addition to cutting-edge, integrated technology, Tyler offers something else — true partnership.

At Tyler, we value our relationships with our clients and pride ourselves on providing education, support, and guidance every step of the way. We're not just interested in getting agencies on board; we're interested in partnering together to shape the future of public safety technology, all the while making communities safer, together.

....and that's how Tyler invests in partnerships.

For More Information on Tyler's Public Safety Solutions:

Visit: www.tylertech.com/publicsafety

Email: PublicSafetyInfo@tylertech.com

TYLER TECHNOLOGIES, INC.

Tyler Technologies (NYSE: TYL) provides integrated software and technology services to the public sector. Tyler's end-to-end solutions empower local, state, and federal government entities to operate more efficiently and connect more transparently with their constituents and with each other.

By connecting data and processes across disparate systems, Tyler's solutions are transforming how clients gain actionable insights that solve problems in their communities. Tyler has more than 37,000 successful installations across more than 12,000 locations, with clients in all 50 states, Canada, the Caribbean, Australia, and other international locations.

Tyler was named to Government Technology's GovTech 100 list five times and has been recognized three times on Forbes' "Most Innovative Growth Companies" list. More information about Tyler Technologies, an S&P 500 company headquartered in Plano, Texas, can be found at tylertech.com.

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