

# Benefits of SaaS for Public Safety Agencies



## REDUCE WORKLOAD ON STAFF

Free up staff from managing infrastructure, software upgrades, troubleshooting, and disaster recovery.



## ELIMINATE HARDWARE COSTS AND ACCURATELY FORECAST EXPENSES

Forecast technology expenses with fixed-cost contracts and no expensive server or infrastructure purchases.



## ENHANCE SECURITY AND COMPLIANCE

Keep data safe with CJIS-compliant, industry-grade security protocols.

## WHY CHOOSE SaaS SOLUTIONS?

First responders have enough on their plates without worrying about keeping their technology up and running. Reliable technology is an essential part of emergency response, but there are many factors that can get in the way, including:

- Hardware maintenance and malfunctions
- IT staff limitations and bandwidth
- Large, recurring hardware purchases
- Routine upgrades
- Cybersecurity threats
- Natural disasters

Software as a service (SaaS) allows agencies to save time and resources for their core responsibilities — serving their communities. By managing software solutions in the cloud, first responders can focus on their jobs while their technology provider keeps their systems up and running, manages upgrades, and maintains hardware off-site.

Not only can agencies rest assured knowing their technology is managed by a team of experts, but they also benefit from several additional aspects of the cloud.

## HOW TYLER'S CLOUD TECHNOLOGY BENEFITS AGENCIES

### Cost Benefits

#### Better technology, no additional headcount required

Agencies are navigating staffing shortages while software maintenance and CJIS requirements are getting increasingly more complex. Cloud-based technology shifts the burden of software and hardware management from agency staff to Tyler staff so agencies don't have to hire additional IT personnel, provide specialized training, or use staff resources managing upgrades, troubleshooting, or maintaining servers.

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## Eliminate hardware costs and accurately forecast expenses

Hardware is expensive to install and maintain, requires frequent updates, and is subject to shortages and production delays. Large, upfront software licensing fees can also be prohibitive. SaaS allows agencies to forecast their budgets without the unexpected infrastructure expenses and delays that come with an on-premises system, including the maintenance and replacement of servers and hardware refresh cycles.

## Operational Benefits

### Up-to-date solutions, faster upgrades, less downtime

With Tyler's evergreen philosophy, the newest version of each solution is available to clients at no extra cost, so agencies can always use the latest and greatest technology. Tyler staff are experts in their solutions, so they can manage these upgrades faster with less downtime, keeping agencies' mission-critical software running when they need it.

### Protect against worst-case scenarios

With a Tyler-managed solution, Tyler is responsible for data preservation during any disaster recovery scenario. When a natural disaster or devastating event occurs, data recovery measures in the cloud environment along with Tyler's team of disaster recovery professionals reduce risk, protect against data loss, and ensure software is back up and running as soon as possible.

### Redundant infrastructure means data is always backed up

Tyler's cloud instances run in multiple independent data centers — each with redundant power, network, and connectivity — to ensure agencies' access to software and individual data can be quickly restored in an emergency.

## Security Benefits

### Built with industry-leading security standards

Tyler's cloud technology is powered by Amazon Web Services (AWS) and hosted in AWS GovCloud (US) data centers, which are specially designed for governmental compliance — including CJIS, HIPAA, FIPS, SOC and PCI — to protect against cyberthreats and ensure the safety of client information.



### Monitored for known issues and patched remotely

Tyler staff monitors client systems for known issues and can diagnose and resolve issues — like NCIC outages, backup disruptions, and other service outages — quickly and accurately due to their familiarity with the systems. In the case of a critical issue, security vulnerabilities can be mass-patched quickly, without a Tyler team member even stepping foot on a client site.

### LEARN MORE

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