



# Alternative Dispute Resolution

## Flexibility for ADR Practitioners Rigid Oversight of ADR Proceedings

To ensure that Alternative Dispute Resolution (ADR) cases are guided towards mutually agreeable outcomes at the lowest possible level, cost, and time investment, organizations need a case management application built to facilitate the complex work of the ADR practitioner.

Tyler's Alternative Dispute Resolution application helps organizations capture the appropriate data while streamlining and managing the resolution of workplace dispute proceedings. It accurately tracks all elements of ADR cases in real-time and historically, which is crucial as agencies strive to meet strict reporting and accountability standards.

### FLEXIBLE CASE PROCESSING WITH RIGID OVERSIGHT

While the ADR process explicitly adopts an informal and flexible attitude toward dispute resolution methods and outcomes, the ADR practitioner is simultaneously required to keep meticulous written records, follow closely-defined procedural timelines, fathom various resolution options and draft legally-binding settlement agreements.

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## CLIENTS

These organizations are among those that have entrusted their ADR programs to Tyler Technologies.



## KEY PRE-CONFIGURED ADR PROCESSES

- Case Intake and ADR Election
- ADR Technique Selection
- ADR Process
- ADR Closure

## APPLICATION PLATFORM MODULES

- Document Management
- Analytics
- Access (external user portal)
- Direct Scan
- Mobile

## PROVIDING IMPLEMENTATION FLEXIBILITY

The Alternative Dispute Resolution application is based on Tyler's Application Platform, powered by Entellitrak®. The platform features open standards, open architecture, and environment independence, offering extensibility, interoperability and portability to organizations of all sizes. In-house developers can fine-tune applications based on the Application Platform to accommodate unique requirements, dramatically reducing both implementation time and cost. In addition, Tyler's Alternative Dispute Resolution application can be used as either a stand-alone system or as a case management component within an existing ADR program.

By using the Alternative Dispute Resolution application, organizations are able to:

- Better manage and monitor complex and often competing priorities
- Reduce the cost and complexity of processing ADR cases
- Foster collaboration and information sharing between multiple ADR practitioners
- Meet federally mandated reporting and accountability standards
- Provide visibility into an entire ADR program via a secure, web-based interface

## REPORTS TAILORED TO ALTERNATIVE DISPUTE RESOLUTION

The Alternative Dispute Resolution application includes specific summary reports that can be run by different users based on defined roles and access permissions.

- Ongoing and Closed EEO, Age Discrimination, and Non-EEO cases
- Types of Dispute
- Number of Pending Disputes
- Disputes on Hand, Filed, and Closed
- ADR Offers and Acceptances
- Total ADR Closed Case Count
- Number and Percent of Successful ADR Efforts
- Time Expended in ADR Efforts
- Results of ADR Efforts and Associated Costs to Date for Each Case
- Event Timelines of Active Cases from ADR Initiation to Current Status
- Status of Cases Initiated in Past FY, Fiscal Quarter, or User-defined Time Epoch
- Settlement Agreement Terms

Additional reports can be easily configured to match an organization's needs.

**Contact us for a presentation and demonstration**

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