# Enterprise Supervision

## SOLUTIONS TO SUPPORT YOUR ENTIRE SUPERVISION LIFECYCLE

# Helping You Achieve Supervision Success

Enterprise Supervision is built on a track record of successful integrated justice implementations and probation case management that span more than a decade. Backed by an array of resources – including a specialized development team, millions in annual R&D investment, dedicated support, and product training – our Enterprise Supervision software solution gives departments the power to control their success. There are 200+ clients across 33 states with more than 5,000 total users currently managing clients and caseloads with Enterprise Supervision.

# Five Reasons Why Enterprise Supervision is the Ideal Solution

## It already has a track record of success

- Tyler has more than a decade of successful implementations for departments across the country

- Our solution is easily scalable to meet the needs of small or large supervision departments

## It is comprehensive and user-friendly

- Enterprise Supervision has intuitive features that cover every step of the supervision process

- It is easy to use and navigate, so staff can start using the system almost immediately

## It enables information sharing across agencies and jurisdictions

- Integration with other Tyler products lets you access and share data to expedite the supervision process

- See all critical case information from dispatch through disposition in one place

## It is secure and compliant the moment it's implemented

- Enterprise Supervision meets CJIS security standards and Amazon GovCloud requirements for data protection

## You can access Enterprise Supervision virtually anywhere

- Access supervision data anywhere with this web-based SaaS solution

- Save money and space due to little or no additional hardware investment

# Do it All in One Complete Supervision Solution.

Efficiently manage your supervision clients with Enterprise Supervision, the reliable, comprehensive case management system that enables your department to coordinate, communicate, record, and track each step of the client supervision process, so nothing or no one slips through the cracks.

Intuitive features, such as automated check-ins, electronic monitoring, and appointment reminders, help streamline client management, while multiple layers of security provide system protection at the data center, application, and user levels that are CJIS compliant and meets Amazon GovCloud requirements.

Enterprise Supervision is a web-based SaaS solution, so no additional hardware investment is required. If you have an internet connection and can launch a web browser, you can use Enterprise Supervision. Benefits of our SaaS supervision solution include:

- Ready out-of-the-box with no additional purchases, installations, or infrastructure investment
- Rapid scalability and faster implementation
- More redundancy and higher availability

# Streamline Your Supervision Processes

Our mobile-ready Case Management System (CMS) provides full case monitoring and reporting for probation, parole, pretrial, and diversion. With integrated juvenile and adult systems, your agency can experience efficiencies that save time and money. Generate all your case documents, including reports, forms, and letters, in a few clicks using data populated from your system. Need to add a paper document? You can easily scan and upload it to a client's case file. You can also send clients, or your entire caseload, texts or emails directly from the system, which are automatically added to the case file's activity log.

## Use One System for Fees, Fines, and Drug Tests

Track fines, fees, and other charges owed by your client and use that data to automatically generate recurring invoices, create a payment plan, receive payments, and more. Enterprise Supervision integrates with other assessments vendors that you may use, so you can complete existing assessments right in the system. You can also manage drug tests by assigning clients to groups and scheduling them for random testing.

## Send Appointment Reminders Automatically

The Appointment Reminder system contacts offenders the day before the appointment or hearing, making them more likely to appear and helping you avoid countless hours of lost time from missed events. Set reminder categories and budgets for your department and send those to an offender and to all involved parties. Each reminder call can be recorded and played back as needed.



Enterprise Supervision CMS provides fast access to case information, financials, hearing dates, and more.

# Actively Track Electronic Monitoring Bracelets

Enterprise Supervision provides unrivaled reliability and ease to track clients' electronic monitoring devices. Our monitoring system combines intuitive software, dependable hardware, and comprehensive support so you can increase compliance, reduce recidivism, and maintain public safety.

Electronic monitoring of GPS tracking devices is integrated with our case management system, so you can view locations and quickly create policies and zones to monitor devices. These devices provide highly accurate location and condition data that is transmitted every minute via GPS and cellular networks, virtually eliminating false alerts.

## Get Alerts for Locations, Tampering, and More

A slim, one-piece design that combines RF and GPS technology makes our monitoring devices solid, ultra-reliable, tamper-sensitive devices. If clients try to jam or shield the GPS signal, or travel outside predetermined zones, alerts via text, email, and phone come directly to you. These notifications also provide supervising agents with court-admissible evidence of tampering.
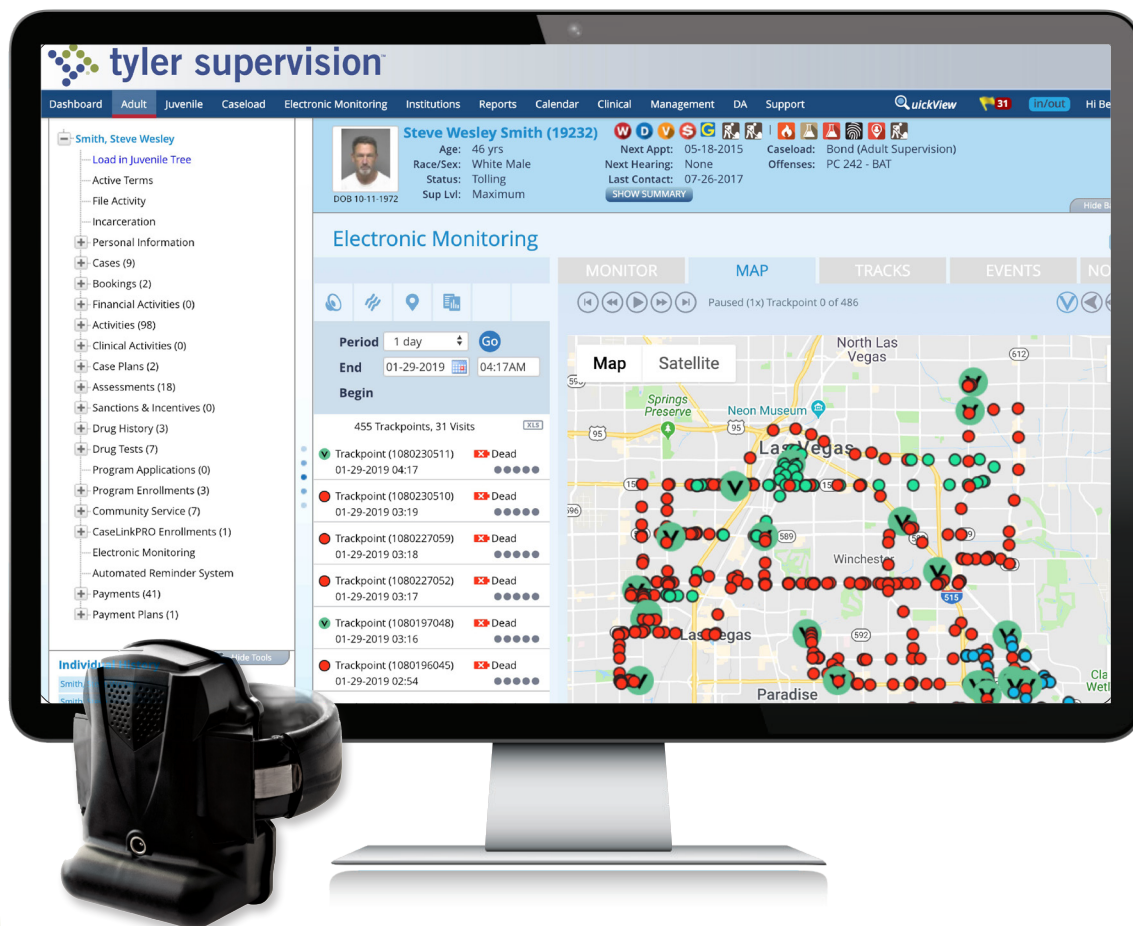


You can track a client's electronic monitoring device and see a history of where they've been on one screen.

# Increase Responses and Decrease Headaches with Automated Check-Ins

Have you had to spend your valuable time tracking down clients who forgot their check-in calls? Enterprise Supervision can help get your time back with our automated check-in system. Using the latest interactive phone technologies, your clients can quickly complete check-ins by phone at specified frequencies established by your department.

Each client is verified using voice-print, biometric technology that is 99 percent accurate and can complete interviews created by you to capture the information needed for their case file. The system automatically sends text and email check-in reminders to your clients. Additionally, you can set the system up to automatically generate reports, letters, and forms in PDF, Word, or Excel format. Automated check-in is available as a standalone system, but it also integrates with Enterprise Supervision, so data can seamlessly flow and update across your department's supervision case management system.

Automated check-in is available as a standalone system
or integrated with Enterprise Supervision

# Track and Manage Detainee Custody

From initial intake and booking, through release, into probation and supervision, staff can quickly perform daily duties using Institution Management, a user-friendly, comprehensive solution. Institution Management is scalable and flexible to meet the needs of one or multiple facilities of nearly any size. Each system is customized to the facility and records room assignments, approved visitors and visits, risks and medical alerts, incidents, and more. One-click entries make it easy to keep a log of all your detention data.

## See What's Happening in Your Facility

Institution Management makes tracking, recording, moving, and reporting seamless, which means less time filling out paperwork and more time keeping an eye on your detainees, staff, and facility. Room-to-room movements are time stamped, tracked, and logged for historical purposes. Simple drag-and-drop features make it easy to move inmates in the system. Assign room checks without warnings or preventions, and create incident reports in the system with complete amendment and approval flow between staff and supervisors, capturing images and digital signatures along the way. When your staff's shift is over, shift notes are stored and locked to ensure long-term accessibility by supervisors.

# Keep an Eye on Occupancy with Room Check

Our Room Check system records when room occupancy is verified and sends alerts to ensure room checks are done at desired intervals. Using a rugged, durable touchscreen scanner, you can complete and document room checks quickly. The data syncs in real time over a secured wireless network, so room information remains up to date without extra paperwork or inputting data on a computer. Our room check scanners also include push-to-talk capability, audio reminders, and rechargeable batteries.

## Easy to Set Up. Easy to Manage.

Room Check is easy to set up and configure for your facility so you can establish time intervals and system users based on your specific needs. Overdue and missed room check alerts can be time stamped, and delivered through your reporting hierarchy to allow for escalation, if issues are not resolved. All room check activity and alerts can be monitored from any computer or tablet with an internet connection. You can also run extensive reporting for each room, unit, and facility that includes date/time, staff information, and room logs, which you can export to Excel, PDF, or Word formats.
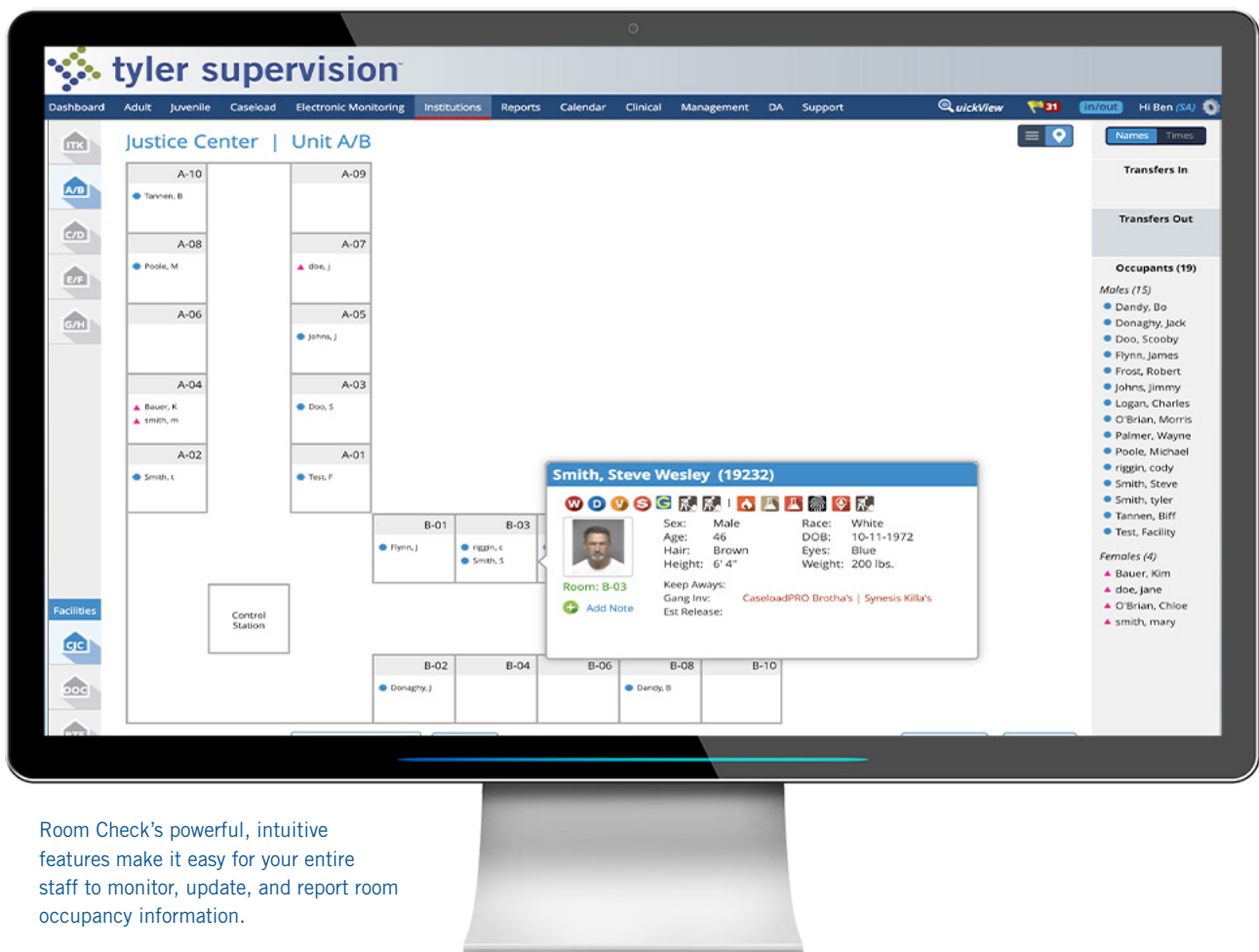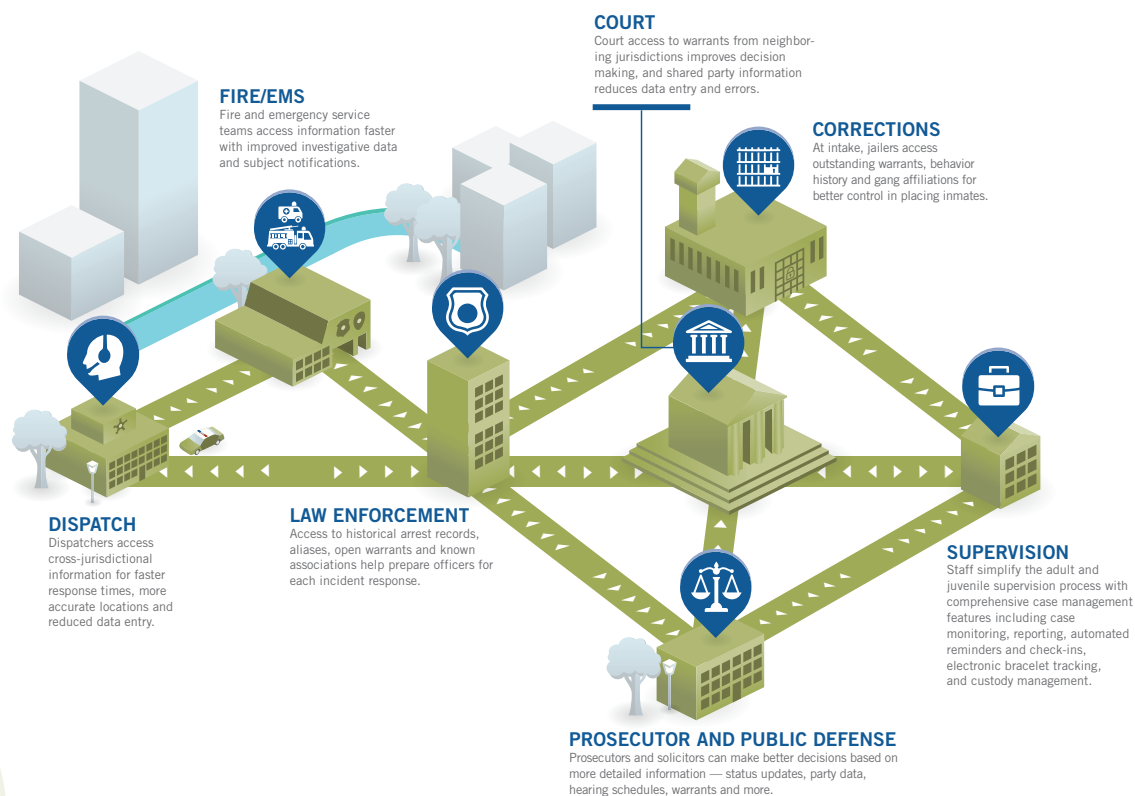


Room Check's powerful, intuitive features make it easy for your entire staff to monitor, update, and report room occupancy information.

# Tyler Alliance Integrates Criminal Justice and Public Safety Systems

Tyler Alliance™ is a multi-agency, distributed platform, anchored by a common technical foundation, that helps organizations break down barriers and share information easily and securely across departments, agencies, and jurisdictions. From dispatch operators, police officers, fire departments, and emergency services to corrections staff, probation officers, court clerks, trial judges, and prosecutors, Tyler products seamlessly connect to enable improved information sharing, which enhances decision making, increases safety, automates processes, saves time, and reduces errors.

As part of Tyler Alliance, Enterprise Supervision integrates with Enterprise Case Manager and Municipal Justice to give your department a more complete picture of a client's case file. This includes sharing and tracking court case information, such as party demographics, charges, hearings, and financials, that flows between the supervision department, courts, jail, and attorney's office in real time.

Tyler Alliance makes information sharing easy across justice partners.



**FIRE/EMS**
Fire and emergency service teams access information faster with improved investigative data and subject notifications.

**COURT**
Court access to warrants from neighboring jurisdictions improves decision making, and shared party information reduces data entry and errors.

**CORRECTIONS**
At intake, jailers access outstanding warrants, behavior history and gang affiliations for better control in placing inmates.

**DISPATCH**
Dispatchers access cross-jurisdictional information for faster response times, more accurate locations and reduced data entry.

**LAW ENFORCEMENT**
Access to historical arrest records, aliases, open warrants and known associations help prepare officers for each incident response.

**SUPERVISION**
Staff simplify the adult and juvenile supervision process with comprehensive case management features including case monitoring, reporting, automated reminders and check-ins, electronic bracelet tracking, and custody management.

**PROSECUTOR AND PUBLIC DEFENSE**
Prosecutors and solicitors can make better decisions based on more detailed information — status updates, party data, hearing schedules, warrants and more.

# The Benefits of Integrated Justice

Sharing data and workflows across agencies improves processes for all involved. Information like party details, charges, file updates, check-ins, device tracking and fees are organized, managed, and protected. Access to information can be controlled with the system's powerful rights and roles capability. Tyler clients can take advantage of fully integrated criminal justice thanks to our unparalleled network of existing public safety and justice clients and a broad solution portfolio. Here's how integrated justice benefits the supervision process:

**Case Updates –** When a defendant is sentenced to probation, case data is automatically shared with Enterprise Supervision, improving data entry speed and reducing manual errors when creating new cases.

**Information Accuracy –** Enterprise Supervision saves time by giving the probation officer an accurate, immediate view of the court's register of actions and case information such as financials or hearing dates.

**Filing Motions –** When a probation officer needs to file a motion to revoke probation, workflows enable a streamlined business process between the probation officer and the court clerk.

**Pre-sentence Investigation –** Pre-sentence investigations initated by the court automatically appear in Enterprise Supervision, so a judge can review sentencing recommendations before ordering a sentence. When complete, Enterprise Supervision provides investigation report details for the judge's review before sentencing.

## 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 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**.

info@tylertech.com I tylertech.com

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