



PROVEN METHODOLOGY & EXPERTISE

IMPLEMENTATIONS BUILT FOR SUCCESS — NOW AND IN THE FUTURE

Empowering people who serve the public®



tyler
technologies

■ TYLER'S IMPLEMENTATION PROCESS

Building a Partnership

At Tyler, we believe your software should be delivered and successfully implemented on schedule and within budget, meeting clearly defined goals. That's more than an objective for us — it's an expectation.

Our implementation process is based on three foundations:

- **Experience** — we have completed more than 37,000 installations in more than 12,000 client sites
- **In-house expertise** — we don't outsource implementation tasks
- **Leadership** — we adhere to Project Management Institute (PMI) methodology

Tyler uses PMI's globally recognized scientific approach to project management to plan and manage all implementations. These principles are deployed by Tyler's greatest asset — our deeply experienced, in-house experts.

Guided by these principles, we deliver a well-planned implementation that pairs an understanding of your organization's current needs and practices with Tyler's best business processes, role-based business intelligence, and unique user interfaces that increase efficiency and productivity.

From the first meeting to the final sign-off, Tyler is with you every step of the way.

Leveraging your Tyler software to improve overall operations is an investment, but the ultimate return is tied directly to a successful implementation. Our ordered, closely monitored, and controlled implementation maximizes your return with a standardized process designed for success.

Tyler's implementation process demonstrates our long-term commitment to you. We empower you with best practices that allow you to use your products successfully at the time of go-live, while positioning your organization to be prepared to consume the new technology developments that Tyler offers through its philosophy of perpetual releases and upgrades.

With decades of experience and with thousands of successful implementations, Tyler ensures an outcome that exceeds expectations. From the first meeting to the final sign-off, Tyler is with you every step of the way.

Our Six-Stage Implementation Methodology



Our methodology is based on rigorous project planning and verification to ensure implementation meets your goals throughout the process.

■ STAGE 1: INITIATE AND PLAN

Enter the Partnership

The key to any successful project is communication. With Tyler, each person in your implementation process plays a critical role, and we know getting people involved early, and keeping them engaged, produces greater overall success. That's why the implementation team, consisting of the client's executive sponsor, the client's project manager, and Tyler's project manager, work together to establish a plan to meet your specific needs, challenges, and schedule for the entire project.

Tyler's project manager coordinates each implementation with the support and expertise of Tyler's implementation consultants. Clear roles and responsibilities are assigned to key staff on your project team and your assigned Tyler implementation consultants. This ensures the implementation is successful, and all users have the opportunity to sign off on the project's completion. These key project resources work together to help your implementation process progress as planned.

We focus much of our attention on project planning because it is central to the success of implementation. In collaboration with your project manager, your Tyler project manager will customize a detailed project plan to meet your specific needs, challenges, and schedule. This ensures not only that the project is manageable to team members, but also that areas of critical importance are addressed as needed.

Your project management plan will include a project schedule and plans for scope management, quality management, resource management, risk management, and communication management. At Tyler, planning is much more than just creating a list of tasks to accomplish or a calendar of benchmarks to meet. Together, we'll determine the work that needs to be performed for each module, expectations for each project team member, acceptable and agreed-upon testing and quality assurance benchmarks, schedules for system go-live, and an organized flow for all questions, comments, and concerns.

This plan is your guide — for the tasks to be completed, the checklists to follow, and the expectations of the people involved. Once approved, the detailed steps ensure we meet the goals and objectives of the project.

Inherent in the plan are control points — critical stops — that verify commitment to and understanding of the project. The purpose of these control points is to make sure all needs have been met, each team member has accomplished assigned tasks, and the agreed-upon project plan followed.

To ensure effective communication throughout the entire client organization, the Tyler implementation team hosts an official and informative stakeholder meeting. This meeting brings together all participants — from the core implementation team to all end users and the executive sponsor. Employees have a chance to learn about the implementation process, including why a new software system is being implemented. At this time, expectations are discussed. Using Tyler's change management process, each aspect of the project is addressed — facilitating a smooth and efficient process.

STEPS INCLUDE:

- Initiating communications
- Building the project team
- Setting expectations
- Developing a management plan
- Developing the project plan and schedule
- Presenting to stakeholders

STAGE 2: ASSESS AND DEFINE

Define the Future

Once your project plan has been created, approved, and is ready for execution — what's next? While some implementation approaches may dictate that data conversion or user training comes next in the implementation process, Tyler's team of experts perform a current and future state analysis of your business environment before a single decision is made on how to configure your new solution.

We start by performing a solution orientation of the software, allowing project team members to become familiar with key concepts and processes. This provides a preliminary knowledge transfer of the system. Next, Tyler's consultants take a detailed look at your current business processes and determine your challenges, goals, and objectives to establish an understanding of your available options.

We collaborate on decisions that may result in business process changes to best meet your needs and optimize the use of your Tyler applications. This approach is a unique way of helping you update your policies and procedures while creating the overall system design — before moving forward

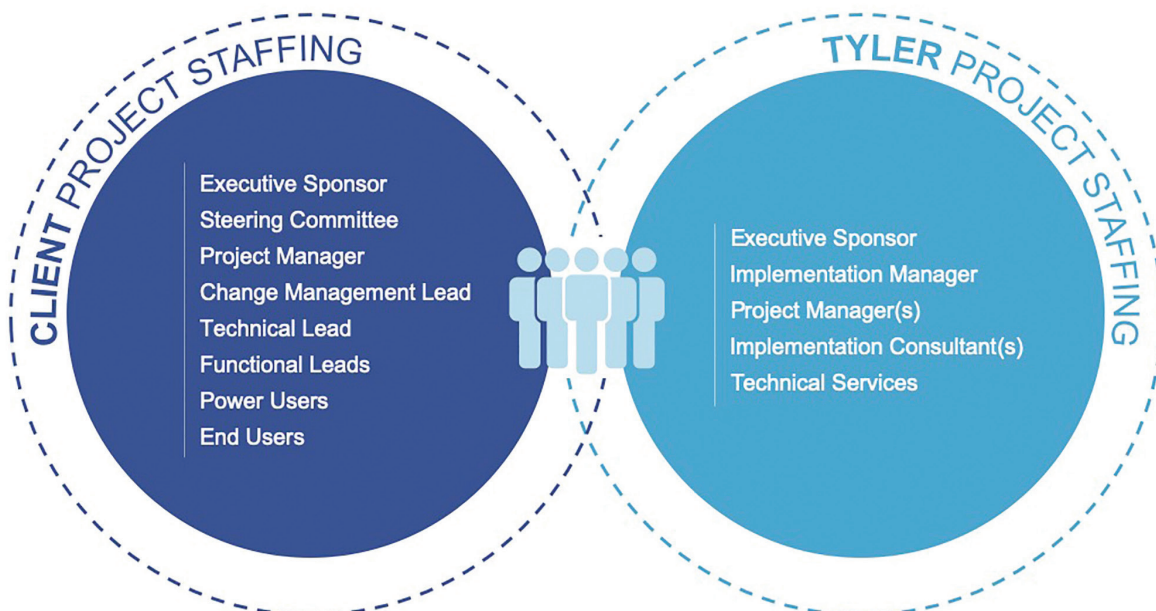
in the implementation process. It ensures we meet your expectations and establish agreed-upon processes upfront.

Once the system design is paired with the project plan, the rest of the process moves forward in a structured and efficient manner. Training and data conversion proceed because careful planning and testing reduces apprehension about go-live or post-live.

STEPS INCLUDE:

- Transferring knowledge to you about the software's key concepts and processes
- Examining business processes, challenges, goals, and objectives
- Discovering the potential options available in Tyler software
- Collaborating and making decisions to optimize new business processes

Our Team Approach To Implementation



■ STAGE 3: PREPARE SOLUTION

Move Forward

Now that the system design and project plan are established, your functional leads are ready for training. Tyler's implementation consultants work with your functional leads to configure your new system, transfer knowledge, and ensure that the agreed-upon business objectives and processes of the system design are met through checkpoints created along the way for validation.

Once the functional leads are trained, validation procedures commence in an iterative fashion for data conversions, third-party data exchanges, employee- and citizen-facing forms, and key stakeholder reports.

On completion of configuration and training, functional leads validate the system design and converted data, third-party data exchanges, forms, and reports to ensure they align with the business processes, goals, and objectives of the project.

STEPS INCLUDE:

- System configuration by functional leads and Tyler implementation consultants
- Continuation of knowledge transfer
- Validation that system design meets objectives
- Iterative validation of data conversions, data exchanges, forms, and reports

■ STAGE 4: PRODUCTION READINESS

Initiate Go-Live

After your functional leads are trained and have approved the system design, you are ready to begin go-live planning and transfer knowledge to your end users to start using your live system. Together with the Tyler project manager and implementation consultants, we will develop a go-live plan — the critical items that need to be completed, such as final trainings, interface testing and validation, conversion cutover schedule, solution validation, and the training schedule to roll out the system.

Before end-user training, your users will follow detailed test scripts through a solution validation process to ensure proper validation of the system is performed. This ensures all data and configuration needs have been met and to verify software readiness for day-to-day business processing.

Tyler understands how important it is that you have the buy-in from users of all levels, so we'll work with you to create a customized training plan that sets you up for success and ensures your end users learn how to use your Tyler applications.

STEPS INCLUDE:

- Planning the cutover to Tyler software
- Performing additional testing to ensure system quality
- Training end users
- Validating user preparedness

■ STAGE 5: PRODUCTION

Ensure Your Satisfaction

Your employees are prepared. A plan has been established and executed, data conversion is complete, and your users are trained. This is the point we've been working toward. It's now time to benefit from your new Tyler applications as they begin day-to-day use in a live setting.

Tyler's implementation staff will be onsite or there remotely to assist during go-live to answer questions, ensure your users are using the system as designed, and provide post-live training sessions outlined in the training plan.

Once your go-live is complete, we don't just disappear. Your project team is formally introduced to Tyler's Client Services to review the industry-leading procedures,

tools, and resources available to you. You'll also gain valuable information about Tyler's comprehensive support departments and how best to resolve issues before they reach a critical point.

STEPS INCLUDE:

- Start of day-to-day processing
- Go-live assistance from Tyler
- Meeting the Tyler support team
- Learning how best to resolve issues and questions
- Post-live training (if applicable)

■ STAGE 6: CLOSE

Prepare for the Future

It's now time to close the implementation process. This final stage verifies every control point has been signed off on, and every planned move has been made — ensuring the team's expectations of the process and outcome have been met.

Our mission is not simply to provide you with a superior product. Our mission is to provide you with a complete package of software and services designed and implemented specifically for your needs and supported by experts in the public sector.

STEPS INCLUDE:

- End of implementation activities
- Confirmation that project goals and objectives are met
- Continued validation of new process adoption



We appreciate Tyler staff's wonderful performance, professional acumen, and technical and functional knowledge. The tumultuous hours of Tyler's hard work and skill in the software practice have helped us in achieving success in this implementation project." — **Fredrick Wilson**, IT deputy director, City of Jackson, Miss.

■ BEYOND IMPLEMENTATION

Building a Partnership for Life

When you choose Tyler, you choose a partner for life. We understand how important communication is — that's why we're committed to providing you with ongoing comprehensive support services whenever you need us, with several contact options:

- Submit an issue online through our comprehensive support website
- Email non-critical items to support staff
- Call one of our experts on our toll-free support line
- Resolve issues with industry-leading, remote support solutions
- Engage with Tyler clients and staff through our Tyler Community web portal

Every support issue is logged, identified, and prioritized. Our trained staff then works with you to resolve your issue to your satisfaction. You'll experience complete transparency through our customer relationship management system, which tracks the details and history of each incident, support feedback, and issue resolution.

When you view an implementation as the beginning of a continuing, supportive relationship, you can breathe easier

knowing you won't be left dangling after go-live. Tyler is committed to helping you make the most of your Tyler software. That's why we've developed EverGuide®, our continuous improvement initiative. It includes the training and resources you need to ensure that you get the most from your investment.

EverGuide is the natural next step to Tyler's evergreen philosophy, which means that you have up-to-date technology for the life of your product. EverGuide helps you make the most of that technology, providing a knowledgeable partner and a family of benefits to support you.

But we don't stop there. Our website offers informational data libraries, tutorials and how-to documentation, release notes, incident tracking, downloadable software, and more. We believe the more information available to you through ongoing client education and staff contact, the easier your experience will be.

For you, that means better productivity and overall cost savings — and that means greater success meeting the needs of your community.



“Implementation is the first step in our partnership with clients. We are committed to being a dedicated partner our clients can always count on for ongoing support and innovation.” — **Chris Hepburn**, president of the Enterprise Group, Tyler Technologies

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.

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