

Site disruptions and security incidents already interrupt your operation; when you then find yourself in a situation where your data backups are incomplete or inaccessible, it can feel as though each day lost to system downtime is a new crisis. Get your applications running and historical data restored as quickly and effectively as possible with Tyler Technologies' On-Premise Application Recovery Assist.

SUPPORTING SITE RECOVERY

When you engage this service, Tyler team members work alongside your own to help recover your Tyler application data, restore your servers, and increase your future data integrity. We will provide a single point of contact for streamlined communication as our team leverages available backup data and system records, and works to rebuild site content, user access allowances, and code.

This service is provided at a flat rate which includes, per incident:

- Up to 24 business hours of technical assistance with data restoration and Tyler related system configuration
- Up to 8 business hours of application support assistance with data reconciliation
- Up to 8 business hours of development assistance with data correction

If additional services are needed, options for ongoing support will be reviewed at that time.

PREVENT FUTURE DOWNTIME

As part of your return to normal operation, the team at Tyler will walk you through required next steps to either move your Tyler applications to a secure, managed cloud hosting environment, or to engage Tyler's Disaster Recovery services for on-premises solutions. As your trusted partner, we will work side-by-side with you to help ensure that you are never left without reliable data backups for your Tyler applications again.

To learn more about our On-Premise Application Recovery Assist for ERP Pro, visit us at tylertech.com/products/erp-pro, or contact us at erpproinsidesales@tylertech.com or 800.646.2633

To learn more about our On-Premise Application Recovery Assist for School ERP Pro, visit us at tylertech.com/products/school-erp-pro, or contact us at schoolerpproinsidesales@tylertech.com or 888.654.3293

Application Restoration

Minimize downtime after an incident with application recovery and reinstallation.

Dedicated Support

Receive personalized, ongoing assistance from a single point of contact.

Protect Your Future

Work towards a long-term solution for data integrity via cloud hosting or disaster recovery services.