

Proven Success with Remote Implementations

With decades of experience and thousands of successful implementations, Tyler Technologies has consistently ensured an outcome that exceeds our clients' expectations. From the first meeting with our team, to the final sign-off, Tyler is with you every step of the way — even if we aren't physically with you.

Delivering implementations and other services remotely is not new to Tyler. In the more than 35 years we've worked with the public sector, we have successfully delivered virtual implementation and training services to many clients, with numerous projects delivered 100% remotely.

Ensuring Effective Communication

What is the key to a successful implementation? At Tyler, we believe it is clear communication with an experienced implementation team. We facilitate this through various online platforms, which offer integrated cameras, desktop sharing, and chat functionality. The experience is just as effective as it has always been in person.

Our training sessions can be recorded, giving you the opportunity to rewatch or share with other members of your team. Tyler also ensures that all materials related to your project are delivered securely. To ensure consistency, we collect all information and documentation in one up-to-date repository.

Benefits of Remote Implementation

Initial installation and configuration can be completed 100% virtually, on time, and on schedule. Benefits include:

- **Travel cost savings:** The average travel costs for a one-week, on-site visit are around \$1,500 — equivalent to a full day of remote training. Save time and money, while receiving more educational opportunities for your budget.
- **Flexible scheduling:** Without the constraints of being on-site, implementation is conducted on your timeline. Tyler staff can work with your team to schedule times that suit you best in half-day increments. Your staff can complete training anywhere — a conference room, training lab, or their home office. Your time is critical and virtual implementation gives you the flexibility to focus on follow-up work for the project or attend to other business needs.
- **Deeper consultant expertise:** Tyler's implementation team has an industry-leading average tenure of 6.6 years. Fewer travel demands enable our team to spend time maximizing their skills — to benefit you.
- **Hands-on curriculum:** After implementation, Tyler ensures that our ongoing support services and materials are easily accessible to clients every day.

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EXPERIENCE

- Tyler averages more than **25,000 remote implementation hours** per month*
* since March 2020
- More than **100 remote ERP Pro implementations** are completed every year.



COST-SAVINGS

- Clients **save between \$200 and \$300 per day** with remote vs. onsite trainings
- For every week Tyler doesn't travel, clients **gain the equivalent of one fully remote training day**



ENVIRONMENTAL IMPACT

- Remote implementation **eliminates 15,000 airline flights per year** to client sites
- Less travel **reduces the overall carbon footprint by 22,275 metric tons** per year

“Remote implementation was an extremely positive experience that allowed us to share information and ideas despite not having implementation specialists on site. I was very pleased and we are looking forward to the training and go-live process as we fully transition to ERP Pro and all it has to offer. I strongly recommend Tyler remote implementation for anyone considering this option.” — **Joan E. Baxter**, City of Washington, IL

“I didn’t get behind on my other work since I didn’t have to entertain a visitor. Because of the flexible scheduling, my staff could also continue to get their work done. When we were ready, we could call the consultant. It was pretty fantastic. During our go-live days, our sales rep did a great job keeping an online meeting and chat going and they were available anytime. If we needed help, we were able to jump on and ask them questions.” — **Kent Reeves**, Erath County, TX

Ongoing Support Services

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. We are committed to providing you with comprehensive virtual 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**

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

For more information, contact info@tylertech.com.