

# Tyler's Complete ODR Solution

## FEATURE COMPARISON

Our Online Dispute Resolution (ODR) platform combines law, economics, and psychology with intuitive information and communications technology to help citizens prevent, manage, and resolve their disputes. The scalable, multi-tenant Online Dispute Resolution SaaS platform clears cases and accelerates time-to-disposition through a straight-forward and modular process:



**Diagnose** the issue through a wizard: Set party expectations around timing and process; compile the dispute file through online intake, applying relevant data and policies; enable parties to upload evidence (e.g. PDFs, JPGs, PNG files and Word docs); and deliver an automated resolution, where appropriate.



Enable constructive online **negotiation** between the parties: Asynchronous communication, meaning time-delayed (like email), gives the parties time to more thoughtfully consider their responses and avoid overly emotional comments. Parties can also upload relevant documentation at any time during the negotiation process; parties can make, accept, or reject settlement offers as well as draft and accept agreement terms.



Provide access to a **mediator** if needed: Parties can communicate jointly or privately with a mediator if needed; parties can request mediators from within the platform; mediators can track all disputes from initiation to closure.



Refer the dispute for an **evaluative** outcome: Automatic notifications and dispute timelines keep parties informed while streamlined decision drafting reduces workload and saves time.

## Online Dispute Resolution provides the most sophisticated set of features in the industry, including:



### Discussion

Allow parties to enter into an online discussion, which is focused on resolving an issue. Parties can easily view prior communications to help them post new messages to one another. All messages are always stored for the life of the dispute. Parties and third party neutrals can get up to speed on a dispute when they join by reading what's already occurred, saving time and frustration.



### Online filing

Allows parties to easily initiate any type of dispute — from simple debt to more complex custody disputes — all from within your site experience and to upload evidence such as contracts, digital images, and more.



### Support for mediation and arbitration

An easy way for parties to invite a third party neutral (mediator, arbitrator, or other expert) into the platform to help them resolve the dispute. Neutrals can conduct both group and private conversations — all inside the platform.



### Easy deployment

Use the Online Dispute Resolution Button, a small snippet of Javascript that you can drop onto your website, to add online dispute resolution to your website.



### Seamless integration

Modria has standard API sets that can allow you to seamlessly integrate with your back end technology architecture. If you use Enterprise Case Manager™, Online Dispute Resolution has a dedicated tab and other relevant real time integrations.



### Compatibility and accessibility

Modria can be accessed easily by parties, court staff, and third-party neutrals on major browsers.



### Dispute management

Use our Online Dispute Resolution built-in dispute management so your staff can view the status of disputes and requests for third-party neutrals.



### Role-based data access

Assign and restrict access to data in the platform based on roles and responsibilities within your organization to ensure privacy and create clear boundaries.

## How complete is your ODR solution?

Our ODR	VS	COMPETITORS
✓	Discussion	?
✓	Online filing	?
✓	Support for mediation and arbitration	?
✓	Easy deployment	?
✓	Seamless integration	?
✓	Compatibility and accessibility	?
✓	Dispute management	?
✓	Role-based data access	?

For more information, contact your account executive. [972.713.3700](tel:972.713.3700) | [info@tylertech.com](mailto:info@tylertech.com) | [tylertech.com](http://tylertech.com)

Empowering people who serve the public®

