



**PUBLIC  
ADMINISTRATION  
SOLUTIONS**

Making Connected  
Communities a Reality

## Connecting departments to optimize operations



## Single-vendor integrations that optimize and empower

Local governments are turning to the value of integrated software systems. In fact, business analytics and business process automation are increasingly becoming priorities for local government, according to an annual e.Republic survey.<sup>1</sup> Breaking down data silos, sharing critical organizational data, and automating workflows are just a few of the reasons why local governments are seeking single-vendor, out-of-the-box software integrations.

The benefits of integrations extend beyond workflow optimization. Users of integrated software benefit from shared user experiences, and IT departments are no longer tasked with connecting and customizing disparate systems, both initially and during product upgrades.

In these pages, you will find examples of how Tyler Technologies is connecting organizations. Whether linking public works to HR, permitting to accounting, or assessors to planners, our integrated solutions make valuable connections across your organization and within your community. We are committed to delivering integrations that are making connected communities a reality.

## The value of an optimized organization

Goal	Opportunity	Software optimization to support goal
Improve financial oversight and accountability.	Gain access to current financial data.	<ul style="list-style-type: none"> <li>Promote financial transparency throughout the organization for better planning.</li> <li>Provide real-time data views into the organization's financial health.</li> </ul>
Enhance workforce efficiencies.	Streamline payroll and employee processes.	<ul style="list-style-type: none"> <li>Connect labor costs in the field directly to human resources and payroll.</li> <li>Attach digital documents to employee records during the onboarding process.</li> <li>Access benefits accrual data across departments and reduce dual entry between timekeeping and payroll.</li> </ul>
Improve asset management.	Gain insight into asset value.	<ul style="list-style-type: none"> <li>Combine financial and asset management operational views to provide a more accurate picture of the value of assets.</li> </ul>
Improve revenue management.	Streamline payment and cashiering across operations.	<ul style="list-style-type: none"> <li>Integrate electronic bill payment and presentment (EBPP) and cashiering across operations, combining the advantages of a single-vendor relationship with convenience for constituents.</li> </ul>
Improve operational performance.	Increase data insight and automate operations.	<ul style="list-style-type: none"> <li>Create dashboards that enable monitoring of key processes and execution of routine tasks.</li> <li>Connect departments to enable automated triggers for related tasks and work orders.</li> </ul>
Improve constituent experience and access to government.	Optimize access to information and transactions.	<ul style="list-style-type: none"> <li>Provide mobile apps for on-the-go access.</li> <li>Provide secure online methods for community members, businesses, and employees to access information and complete transactions.</li> </ul>

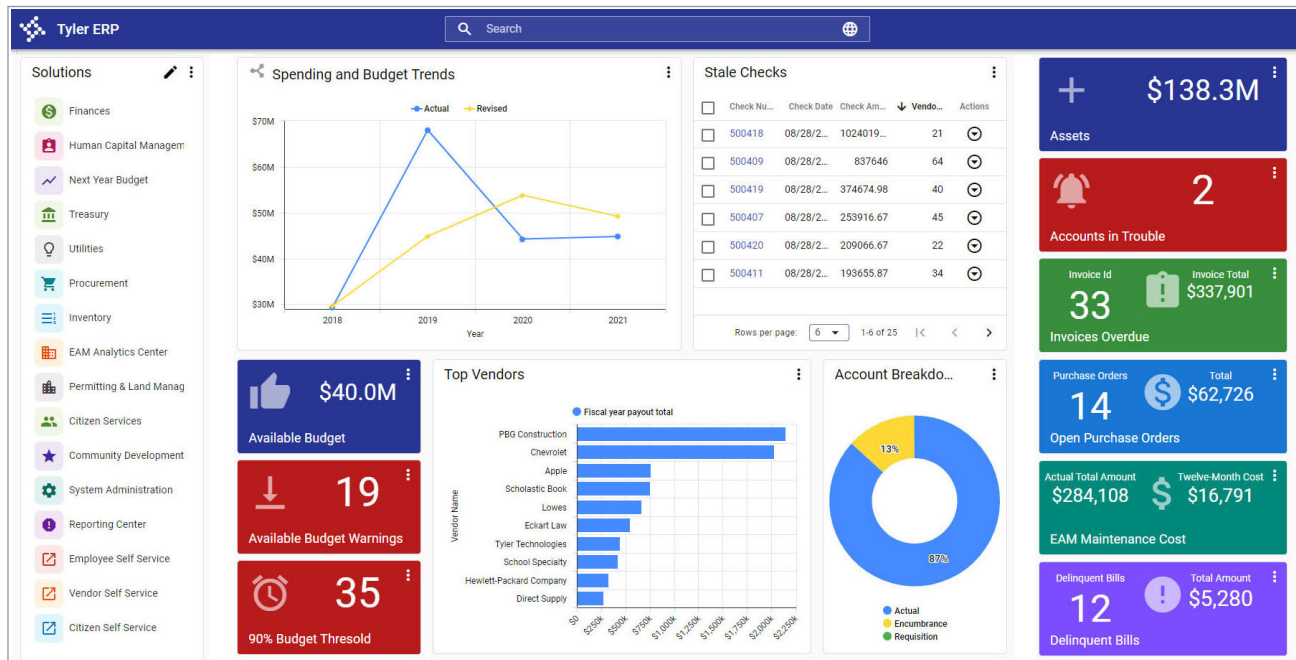
Adapted from Howard and Cannon, 2018, p. 11<sup>2</sup>

### Tyler Connections at Work: Choosing a Comprehensive Solution

*“We chose Tyler because we really wanted (our new solution) to be comprehensive. We previously had separate systems, and the longer you are with separate systems, the more difficult it becomes to maintain. We had a bad taste from our legacy system and all the customization. We really wanted a comprehensive system where everything worked together and that we weren’t fighting with to make things work together.”*

— Christine Wadleigh, Budget and Reporting Director, Village of Wellington, Florida

# Connecting ERP



Tyler’s integrated ERP solution features a unified dashboard that surfaces actionable data across multiple solutions.

## Improve workflows and gain organizational insight

You rely on your ERP solution to provide complete and integrated management of your entire business operation. This means finding an ERP solution developed to meet your unique needs, enabling you to see beyond organizational silos, track workflow across departments, and monitor essential business intelligence.

Maintaining connections between finance and the rest of your organization is critical to maintaining your operations’ visibility and accountability. All departments within your organization, including procurement, payroll, public works, permitting, licensing, utilities, appraisals, tax billing, and revenue collection, should be connected to optimize operations and ensure data is connected throughout your organization. Without this level of access and control, it is difficult to operate efficiently, be responsive, and plan for the future.

Tyler’s comprehensive Enterprise ERP (powered by Munis®) solution is at the heart of a connected system that optimizes operations across departments with Tyler solutions such as Enterprise Asset Management, Enterprise Permitting & Licensing (powered by EnerGov™) Time & Attendance, a unified dashboard (Hub), and more.

### Tyler Connections at Work: The Value of Out-of-the-Box Integration

*“The integration work is out-of-the-box. That’s one of the reasons why we lean on Tyler. The products integrate out-of-the-box without coding and customization.”*

— David Van Pelt, IT Supervisor Business Applications, City of Encinitas, California

## Tyler connections to optimize your operations



### Gain insight into your budget and expenses

Connecting accounting and finance, public works, and permits and code enforcement

Access to financial data across your organization improves accountability with insight into available budget and expenses. Real-time views into the health of your organization drive informed, data-driven decisions.

**HOW?** The integration of Enterprise ERP with Enterprise Asset Management, Enterprise Permitting & Licensing, and Hub lets you share up-to-date financial information across your entire organization. Budgets are maintained in Enterprise ERP and made accessible for available budget visibility and expense tracking for users across your organization, including procurement, payroll, public works, revenue, and more.



### Improve what-if budget forecasting

Connecting accounting and finance with payroll and HR

Having up-to-date payroll and personnel data enables creation of more accurate what-if scenarios when assessing your workforce levels. Access to details about benefit accrual and schedules across your organization provides a deeper understanding of current and future payroll costs and trends.

**HOW?** Combining Enterprise ERP Financial Management and Human Resources Management with Time & Attendance solutions provides streamlined access to current, shared data that helps build more accurate what-if budget scenarios. The integration of data from departments such as public works allows finance to capture payroll expenses when developing budgets and to run a variety of scenarios to determine an optimal workforce budget.



### Align accounts payable with permitting receivables

Connecting accounting, permitting, and vendors

Accounts payable can ensure that vendors are current on all invoices before issuing refunds or paying them for services. Vendor Access streamlines operations, cutting down on vendor questions.

**HOW?** Enterprise Permitting & Licensing refunds can initiate the accounts payable process in Enterprise ERP. Before cutting checks in accounts payable, Enterprise ERP confirms there are no outstanding balances in Enterprise Permitting & Licensing. A self-service portal lets vendors complete tasks and monitor payment processes.



### Improve asset value measurement

Connecting accounting and finance, procurement, and public works

Combining financial and asset management views provides a more accurate picture of the actual value of assets. This allows up-to-date insight into the impact of the asset's value on your organization overall.

**HOW?** Enterprise ERP finance integrations with Enterprise Asset Management enable complete, current insight into assets, including maintenance costs, replacement value, and more. Accounting and finance have access to multiple aspects of asset value, including depreciation and repair costs.



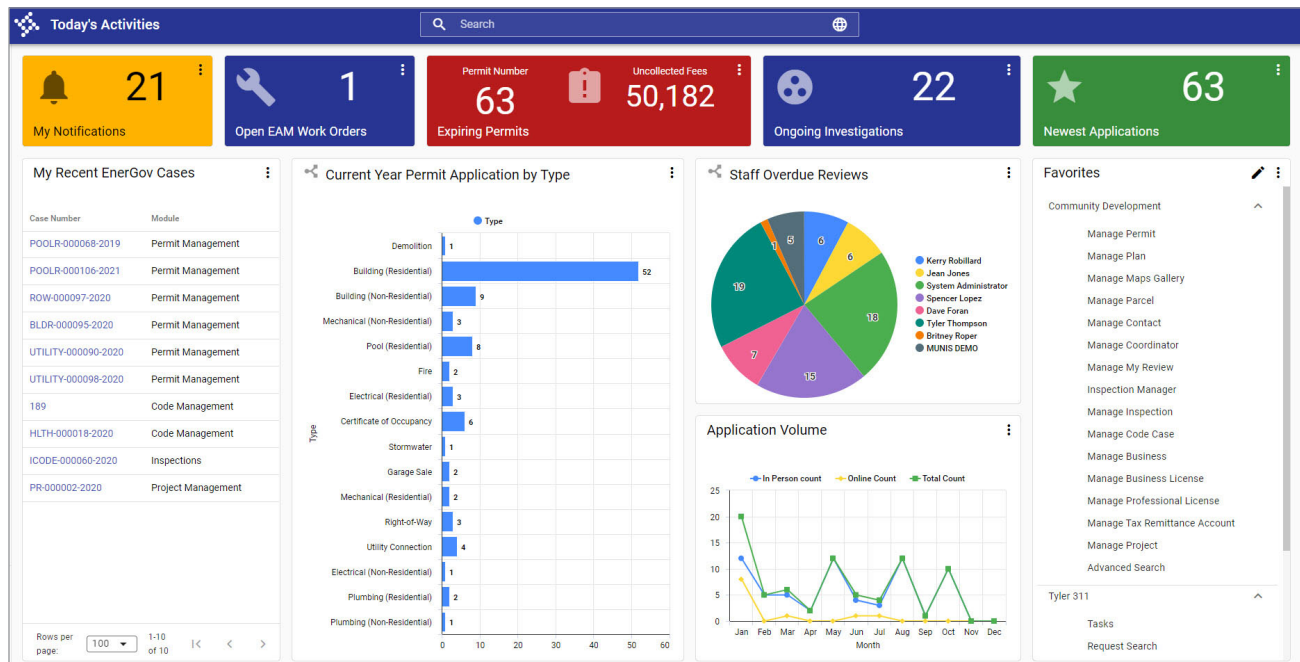
### Streamline revenue management

Connecting accounting and finance, billing and collection, and all payment points

Finance can monitor and manage real-time balances across multiple applications and departments. A single payment solution for all revenue types simplifies operations and PCI compliance.

**HOW?** Payments and Cashiering streamline the collection of receivables generated by solutions such as Enterprise ERP, Enterprise Permitting & Licensing, Enterprise Environmental Health, and Fire Prevention Mobile (powered by MobileEyes®). The integration provides immediate payment visibility for multiple departments and simplifies reconciliation.

## Connecting Civic Services



Tyler's integrations enable cross-department oversight of asset management and permitting/licensing tasks via a unified dashboard.

## Connect workflows for efficiency and improved insights

How can you increase permitting and inspections efficiency, maximize and track asset value, and connect workflows between civic services and your entire organization to benefit your community? The answer is a software solution with out-of-the-box integration points throughout your financial and operational systems.

Integrations remove roadblocks that silo important information within departments responsible for tasks like generating work orders for engineers, carrying out fire prevention and environmental health inspections, or creating invoices for permit fees. Eliminating information roadblocks with an organizationwide integrated system streamlines workflows and delivers an accurate and up-to-date, big-picture view that drives better decisions.

### Tyler Connections at Work: Streamlining Project Reviews

*“Having centralized technology is key to having the cross-departmental synergy that you are looking for, especially in terms of plan review and inspections. In the city of Henderson, there are nine different areas that may review a project that comes in. And it’s important that they all work together and are all timed together so that they see what everyone else is commenting on in the documents. The best way to do that is through centralized technology.”*

— Christopher Barnes, Manager, Development Services Center, City of Henderson, Nevada



## Tyler connections to optimize your operations



### Improve access to current property ownership data

#### Connecting assessor to building officials and permitting

Plan reviewers gain access to the latest ownership information, increasing efficiency and accuracy. This reduces the time it takes to complete planning and permitting tasks.

**HOW?** Enterprise Assessment & Tax (powered by iasWorld®), shares up-to-date property owner names with Enterprise Permitting & Licensing. This allows inspection and permitting to have access to accurate parcel owner data for planning and inspections. Using Enterprise Assessment & Tax ensures current ownership data flows from into Enterprise Permitting & Licensing.



### Track labor costs

#### Connecting public works, inspectors, and finance leadership

The ability to tie labor to projects set up in the general ledger allows for comprehensive project expense tracking in accounting. This is particularly valuable when creating reimbursement reports for outside agencies, such as FEMA.

**HOW?** In Enterprise Asset Management, labor costs associated with public works and permitting workflows are captured in the field. The information is automatically shared with Enterprise ERP Human Resources Management and Time & Attendance. The general ledger is directly updated from Human Resources Management with tasks captured in Asset Management.



### Improve work order operations

#### Connecting city planners, public works, and engineers

The connected workflow eliminates redundant data entry, saving time and building efficiency. Checking task progress via Hub enables insight into project status and the overall impact on infrastructure.

**HOW?** During tasks such as creation of a site plan, permitting, or code enforcement, Enterprise Permitting & Licensing can use workflow to initiate a work order in Enterprise Asset Management. This creates work assignments, including utility infrastructure and communication tasks.



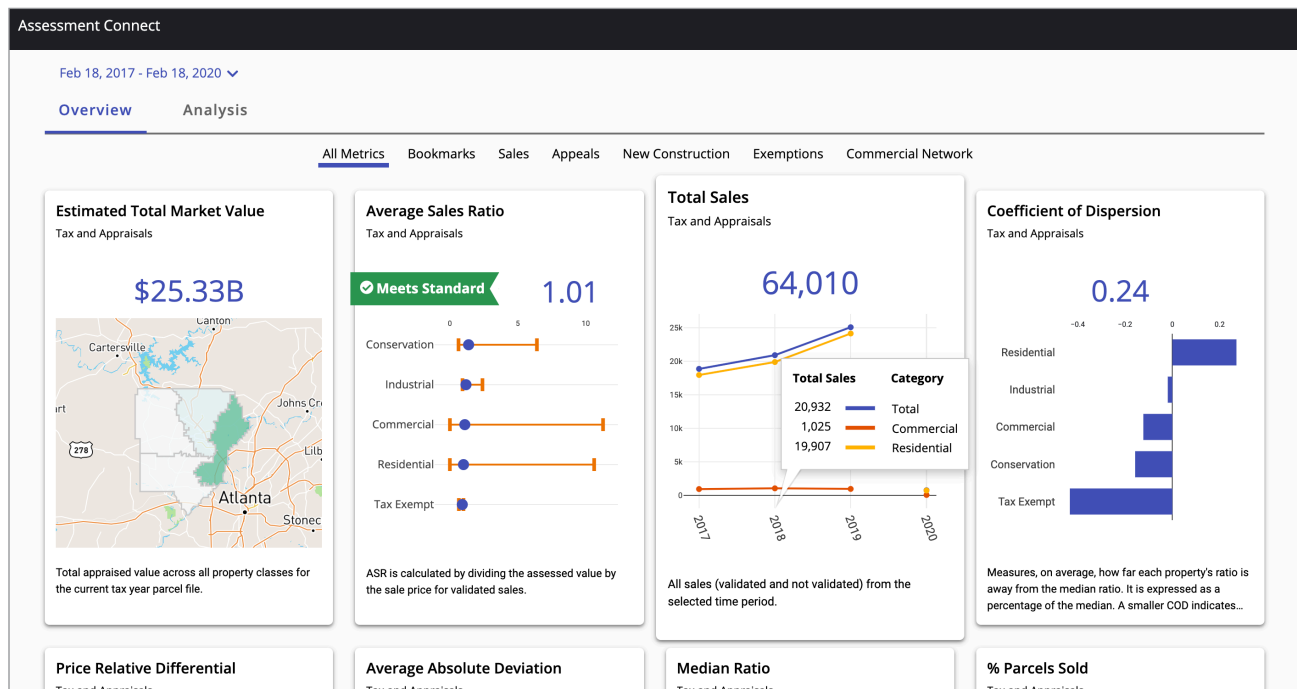
### Optimize billing and collections

#### Connecting treasurers, permitting, fire prevention, and code enforcement

The tight integration of permitting and code enforcement simplifies the client experience. This process offers a more end-to-end invoicing solution for abatement fees and strengthens the relationship between the financial system and civic services software.

**HOW?** Accounts receivable invoices for business licensing, permitting, and code enforcement fees are automatically shared by Enterprise Permitting & Licensing, Enterprise Environmental Health, and Fire Prevention Mobile with Enterprise ERP. The billing and collection of the invoiced fees are handled by Enterprise ERP's billing and collection module. Payment status is sent to the licensing, permitting, and code enforcement software, and records are updated.

# Connecting Property and Recording



Assessment Connect's integration with Enterprise Assessment & Tax or Assessment & Tax Pro provides assessors accurate information to ensure equitable valuations.

## Automate workflow efficiency and accuracy of appraisals

Out-of-the-box software that connects departments is invaluable for appraisal and tax professionals tasked with making property value changes and ensuring appraisal accuracy. Integrations provide field workers and recording offices with up-to-date property information, and operations are streamlined through workflow automation.

Whether connecting to permitting for information that impacts valuation, sharing current tax projections with accounting, or adjusting workflow assignments for field staff, integrations enable optimization of operations and the capture and sharing of accurate data. In addition, streamlining workflows alerts assessors sooner of property value increases, meaning earlier reassessment scheduling and revenue collection.

### Tyler Connections at Work: Streamline Deed Processing

*“Records Management and Assessment & Tax Pro has enabled us to streamline our processing of deeds and related documents. This results in a more efficient and trackable process. It eliminates the passing of hard copy documents (and the risk of lost documents) and reduces unnecessary duplication of data entry in two separate systems.”*

— Scott Gaines, Chief Administrative Deputy, Lancaster County Assessor/Register of Deeds, Nebraska





## Tyler connections to optimize your operations



### Improve appraisal accuracy

#### Connecting assessor to insights and current data

Data access and analysis tools ensure fair and equitable property valuations. Critical property assessment data is surfaced more quickly, improving efficiency and decision making.

**HOW?** Assessment Connect's integration with Enterprise Assessment & Tax or Assessment & Tax Pro (powered by Orion™), provides real-time data and insight for appraisals, appeals, and property development efforts. Assessment Connect provides assessing offices with data access and analysis tools.



### Optimize access to current parcel ownership data

#### Connecting assessor and building, planning, & code enforcement

Plan reviewers gain access to the latest parcel ownership information, increasing efficiency and accuracy and reducing the time it takes for planning and permitting tasks. This minimizes inaccurate information becoming official record in recording and streamlines the downstream consumption of accurate data.

**HOW?** Enterprise Assessment & Tax shares up-to-date property owner names with Enterprise Permitting & Licensing. This allows inspection and permitting to have access to accurate parcel owner data for planning and inspections. Using Enterprise Assessment & Tax ensures current ownership data flows from Assessment & Tax into Permitting & Licensing.



### Streamline property value revisions

#### Connecting assessor, treasurer, planners, and inspection services

Integration streamlines property value changes, reducing manual updating and data gathering. Automation enables earlier reassessment scheduling and revenue collection.

**HOW?** Enterprise Permitting & Licensing activities that affect property value, such as rezoning, land improvement, or building permitting, are shared with Enterprise Assessment & Tax as events. These events trigger a workflow that allows Enterprise Assessment & Tax to automatically process information from Permitting & Licensing related to new construction and projects.



### Streamline property transfers

#### Connecting recording and assessment offices

Assessment office staff can process property transfers more efficiently and accurately since less manual research and data entry is required for each transfer.

**HOW?** Index information and images from documents recorded in Records Management that affect property ownership are seamlessly shared with Enterprise Assessment & Tax or Assessment & Tax Pro as incoming transfers. Assessment office staff can access the property transfer data and documents from Assessment & Tax and quickly process them using current data (including parcel number, new owner name, sale date, and more) provided by Records Management.

## Transformative Technologies: Connect, improve, and inform

Integrating out of the box with Tyler's public administration solutions, Tyler's transformative technologies provide valuable software and services that protect and streamline organization operations. For example, Tyler Identity is a single-login tool that optimizes and secures the authentication and login process across Tyler's core products, providing a unified approach to authentication that allows for integration between Tyler products.

Whether it's taking payments, managing documents, surfacing insights, enabling civic engagement, or adding security, Tyler-wide solutions connect your organization and your community.



### Sources

<sup>1</sup> e.Republic. (December, 2020). First Look: 2021 Local Government Tech Priorities & Budget Outlook Webinar. [www.govtech.com/webinars/First-Look-2021-Local-Government-Tech-Priorities-Budget-Outlook-133041.html](http://www.govtech.com/webinars/First-Look-2021-Local-Government-Tech-Priorities-Budget-Outlook-133041.html)

<sup>2</sup> Howard, Rick and Cannon, Nevil. (December, 2019). Government CIOs Must Resist Transformation Hype and Focus on Digital Optimization. Gartner. [www.gartner.com/en/doc/government-cios-must-resist-transformation-hype-and-focus-on-digital-optimization](http://www.gartner.com/en/doc/government-cios-must-resist-transformation-hype-and-focus-on-digital-optimization)



## Tyler-wide solutions to optimize your operations

### Civic Engagement

Tyler engagement tools develop critical connections with constituents. Mobile apps like My Civic provide 24/7 access to key information and services, including 311 and service request reporting, community notifications, and utility bill payment. Geofencing ensures community reports are within the proper jurisdiction. Self-service access portals for such tasks as bill paying, permitting, and updating employment records provide convenience for citizens, businesses, and staff, streamlining workflows by reducing redundant data entry.

### Cybersecurity

Cybersecurity services can help you build and sustain a cybersecurity strategy that allows efficient and cost-effective protection across your organization. Cybersecurity provides advanced threat detection, remediation advice, and compliance. Risk Assessment services can audit security measures and conduct tests that meet your business needs and inform your security strategy. Education and training can help your workforce understand the fundamentals of cybersecurity.

### Insights & Transparency

Data & Insights (powered by Socrata™) facilitates secure sharing of data with central governance for access and visibility. Executive Insights provides a highly configurable data analysis application that allows management to easily see metrics, filter and drill down into data, and monitor data points. Open Finance features an interactive finance data dashboard to provide transparency and data access for internal and external stakeholders.

Hub brings permissions-based data to a central screen and enables you to visualize standard sets of data for various job functions, improving efficiency across Tyler applications. By connecting powerful and diverse data sources, Hub lets you monitor key processes, quickly execute routine tasks, and eliminate time-consuming data searches.

### Document Management

Tyler's Content Manager solution allows state and local governments and school districts to capture, deliver, manage, and archive electronic information. Content Manager is an integrated system that streamlines data uploads, provides powerful search and retrieval tools, and improves efficiency across an organization by reducing paper usage, file storage, and time spent on locating documents.

### Payments

Tyler's Payments solution makes it easy for public sector agencies to accept online and over-the-counter payment for bills, fees, tickets, and fines. All aspects of payment processing are handled by Payments, including onboarding, shopping cart, check-out, fee handling, and receipts. Fully integrated with Tyler's product suites and collecting on third-party bills, Payments offers a public-facing enterprise portal that simplifies the complexity of any payment ecosystem.

### Cashiering

Tyler's Cashiering solution is a point-of-sale solution that collects on all Tyler and non-Tyler revenues. This enterprise-level cashiering solution manages revenue collection from multiple locations and collection points, centralizing your cashiering process. Cashiering can be used on its own or as part of Tyler's integrated billing and payment solutions. Cashiering supports the entire payment process as an integral part of Tyler's end-to-end enterprise revenue management solution.

### Cloud Solutions

Tyler's cloud-based, software as a service (SaaS) solutions provide the functionality, connectivity, scalability, and security that local governments now expect. Cloud-based solutions enhance remote and mobile functionality for improved worker and community connections. These solutions eliminate the need for clients to install, run, and maintain applications on individual servers, freeing up IT resources that can be redirected to deliver better services and solve community issues.

## 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 efficiently and transparently with residents and each other. By connecting data and processes across disparate systems, Tyler's solutions transform how clients turn actionable insights into opportunities and solutions for their communities. Tyler has more than 40,000 successful installations across nearly 13,000 locations, with clients in all 50 states, Canada, the Caribbean, Australia, and other international locations. Tyler has been recognized numerous times for growth and innovation, including Government Technology's GovTech 100 list. More information about Tyler Technologies, an S&P 500 company headquartered in Plano, Texas, can be found at [tylertech.com](https://tylertech.com).

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