



MICROPACT®

S O F T W A R E
S O L U T I O N



Public Service Commission Oversight

Powered by

STAR PSC

entellitrak

Consistent Processes Open Communication

Consumers rely on public service commissions (PSCs) to ensure safe, reliable, and affordable service from providers of utilities and other essential services. To effectively protect public safety, PSCs need a case management system that facilitates every step of the oversight process.

Balance Consumer and Provider Interests

Beyond convenience, public services such as electricity, natural gas, telecommunications, water/wastewater, and transportation can have enormous economic and environmental impacts, especially when something goes wrong. Regulators shoulder enormous weight ensuring these services are delivered safely and without disruption, both affordably to consumers and under reasonable terms for providers. To perform this balancing act, they need to use consistent, transparent regulatory processes and effectively communicate what they do to all constituents.

Manage the Docket Lifecycle

The PSC solution is a commercial off the shelf (COTS) quasi-judicial case management system that automates every step of the regulatory process for public service commissions and public utilities commissions. From processing e-filings to managing agendas to automating votes to generating orders, it enables regulators to manage the entire docket lifecycle consistently and efficiently.

Streamline Operations

- » Increase efficiency
- » Lower operating costs
- » Improve client service

Key Features

- » Case management
- » Document management
- » Workflow management
- » Central repository
- » Public web portal

For every case coming before the commission, MicroPact's PSC solution provides a central document repository and consistent handling process, including automatic disclosure to all interested parties for every ruling. Commissioners can accept or reject submitting e-filings, then post accepted filings on the portal. The system then creates a case docket and mailing list to keep relevant parties informed of docket events.

From there, the filing is electronically routed for review by the appropriate agency division(s), administrative law judge, and commission staff. The docket is then added to an upcoming hearing agenda, which is published to the web portal and emailed to interested parties. During the hearing, the application captures commissioners' votes and generates the signed commission order, which is published on the public web portal. Throughout the process, the public can search for and view online existing filings and dockets, scheduled hearings and agendas, and commission orders.

For further details, please contact our sales team at **703.709.6110**, or by email at sales@micropact.com.

SOFTWARE THAT THINKS LIKE YOU DO.

MicroPact is a wholly owned subsidiary of Tyler Technologies, the largest company in North America dedicated to providing software for the public sector, including federal, state, and local government. Tyler is a nationally recognized provider of integrated system solutions and professional services and serves clients in more than 21,000 installations across 10,000 state and local government locations in all 50 states, Canada, Puerto Rico, the United Kingdom and Australia, as well as more than 200 U.S. federal agencies. Acquired by Tyler in February 2019, MicroPact has focused for more than four decades on delivering powerful, adaptive, commercial off-the-shelf (COTS) solutions to the public sector. Today, MicroPact products serve 49 U.S. states and 97% of federal agencies with 500 or more employees. Tyler has more than 21,000 successful installations across 10,000 sites, with clients in all 50 states, Canada, the Caribbean, Australia, and other international locations. A financially strong company, Tyler has achieved double-digit revenue growth every quarter since 2012. It was also named to Forbes' "Best Midsize Employers" list in 2018 and recognized twice on its "Most Innovative Growth Companies" list. More information about Tyler Technologies, headquartered in Plano, Texas, can be found at tylertech.com.

