

# • Moving to the Cloud – FAQs •

## What is the cost to my municipality?

While there is an upfront cost associated with switching to the cloud, it is an investment in reduced infrastructure costs, stronger cybersecurity, and easier upgrades in the future.



## How can I access my database/SQL server?

All Enterprise Permitting & Licensing SaaS clients have 24/7/365 access to support, where you can make requests for any database information needed.



## Will my end-users experience any changes?

End-users will experience minimal changes to the software that they use every day. Users may have to update any bookmarks or links to Enterprise Permitting & Licensing to reflect the new SaaS URLs. This is a one-time change.



## How secure is data in the cloud?

Cloud-based Enterprise Permitting & Licensing offers significant cybersecurity improvements, ensuring that your agency is protected by using the latest, most secure version of the software.



## Will outages in the Tyler Data Centers affect my software?

No — they will not affect your software. Enterprise Permitting & Licensing's cloud solution is not hosted by Tyler. It is built on Amazon Web Services (AWS), which protects your software through multiple redundancies. This means that if servers in one location fail, immediate service restoration occurs through different servers in another location.



Tyler works with you every step of the way during your transition to the cloud. Public sector software isn't just something we do — it's all we do. We understand the unique needs of city and county governments and created a permitting & licensing solution that addresses your transparency, integration, and productivity needs while also streamlining municipal processes. **Contact us today to learn more!**

