

# Tyler Trends

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## Tyler Wins Largest Contract in Its History

The State of Tennessee recently chose Tyler Technologies' iasWorld property tax system for use throughout the state for property assessment, appraisal and taxation. This agreement, valued at approximately \$15.1 million, is the largest single software contract in Tyler's history, and includes software licenses, implementation services and support.

Currently, 88 of the 95 counties in Tennessee use state-provided systems for their property assessment, appraisal and taxation needs. This collection of applications was originally developed to satisfy individual county needs—business needs that have grown and expanded over the years through statute requirements and higher levels of services provided by the State. To meet this growing demand for functionality and efficiency, the State sought to implement an integrated system that would consolidate databases and procedures currently performed in multiple systems.

After a thorough evaluation process, the State selected Tyler Technologies to provide its integrated, Web-based solutions, which includes Assessment Administration, Computer Assisted Mass Appraisal (CAMA), Personal Property, Inquiry and Appeals Tracking, and Tax Extension applications, as well as the ability to exchange data with other advanced applications such as GIS and document management systems. Approximately 880 state, county and local government employees in Tennessee will interface in some capacity with the new system.

According to Andrew D. Teed, president of Tyler's CLT Appraisal & Tax Solutions, the new system will allow the State to manage the database and software from one location, and counties to manage their own work using the single installation. "Our partnership with the State will provide centralized technology, a single point of contact for ongoing support, and the ability to extend the life of the software through continued enhancements."

"We are extremely pleased to be awarded this contract," commented Teed. "We look forward to working with the State of Tennessee to enhance its level of service to its counties, and through this, to its citizens."

## NJPA Selects Tyler as Preferred Vendor

Tyler Technologies is pleased to announce that it has been selected by the National Joint Powers Alliance (NJPA) as a preferred software and services vendor for the public sector (IFB #013006). Tyler's Financial Management, Pension Management, and Education Management solutions are now available through NJPA, saving agencies time and money because these Tyler solutions have already satisfied the bid/award process.



The National Joint Powers Alliance is a member-owned cooperative that creates business and service relationships between buyers and suppliers. NJPA is governed by publicly elected officials and serves educational systems and governmental agencies. The selection recognizes Tyler as the industry leader by providing this exclusive partnership and simplified procurement of its software and services, including financial, human resource, pension, and education software.

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## Calendar of Upcoming Events

Here are some of the conferences and trade shows we will be at this month. Please stop by and see us soon!

- Mar 6–7 [Mississippi Judicial College](#) Municipal Court Clerks Spring Statewide Seminar  
Grand Casino, Tunica, MS | [www.olemiss.edu/depts/mjc](http://www.olemiss.edu/depts/mjc)
- Mar 9–12 [Oregon Municipal Finance Officers Association](#) 2008 Annual Conference  
The Valley River Inn Eugene, OR | [www.omfoa.org](http://www.omfoa.org)
- Mar 11–14 [Minnesota Clerks and Finance Officers](#) Annual Conference and Exhibit Show  
Arrowwood Resort & Conference Center, Alexandria, MN | [www.mngts.org](http://www.mngts.org)
- Mar 12–14 [Iowa State Association of Counties](#) ISAC Spring School of Instruction  
Marriott Downtown, Des Moines, IA | [www.iowacounties.org](http://www.iowacounties.org)
- [South Carolina Utility Billing Association](#) SCUBA 2008 Annual Meeting  
Embassy Suites Kingston Plantation, SC | [www.masc.sc](http://www.masc.sc)
- Mar 16–22 [Texas Police Chief Association](#) TPCA Annual Conference 2008  
Renaissance Hotel, Austin, TX | [www.texaspolicechiefs.org](http://www.texaspolicechiefs.org)
- Mar 25–28 [West Texas County Judges' and Commissioners Association](#) Annual Conference  
Fort Worth Hilton Hotel, Fort Worth, TX | [www.vgyi.tamu.edu/judges.cfm?contentid=18](http://www.vgyi.tamu.edu/judges.cfm?contentid=18)
- Mar 30–Apr 1 [Pennsylvania County Commissioners](#) 2008 CCAP Spring Conference  
Hilton, Harrisburg, PA | [www.pacounties.org](http://www.pacounties.org)

## New Mexico Picks Odyssey for Courts

The Administrative Office of the Courts (AOC) for the State of New Mexico chose Tyler's Odyssey courts software solution to manage cases for statewide trial courts. The contract, which includes software licensing and professional services for training and deployment, is valued at approximately \$6 million.

New Mexico represents Tyler's fourth statewide implementation of its Odyssey software, joining Minnesota, New Hampshire and Indiana. The growing popularity of the software—in use by eight of the nation's largest counties—reflects Tyler's commitment to the courts market.

"Statewide courts, like those represented by the AOC, are finding Tyler's extensive domain expertise in the courts and justice market, industry-leading technology, and client reputation to be powerful and persuasive," commented Tyler's Executive Vice President, Dustin Womble. "We are thrilled that the AOC selected the Odyssey case management solution and Tyler Technologies. We also look forward to building a lasting partnership between Tyler and the State of New Mexico."

The unanimous decision to select Tyler Technologies followed a thorough evaluation by the AOC. The AOC's objectives were clear—replace the Judiciary's aging case management system with a state-of-the-art solution that met their functional needs. These needs included providing accurate and reliable judicial information to judicial officers and staff in a secure and timely manner; allowing for the efficient production of accurate case management reports and printed forms using court data; and helping to bridge the gap between the central state financial system and Judiciary's financial and accounting systems. The AOC also realized that they would need a true partnership with the vendor they chose. In order to reach their goals, the Judiciary needed to be able to count on a product that was well supported and provided for ongoing system improvements as well as new technologies.

Tyler Technologies and the Odyssey solution emerged as the clear choice. "We were very fortunate that after intensively examining many offerings from court case management providers and conducting a comprehensive competitive bidding process we succeeded in partnering with an excellent provider," said Artie Pepin, director of the New Mexico AOC. Magistrate Judge Karen Mitchell, who chaired the evaluation team, agreed. "The Judiciary did a great deal of preparation and homework before issuing the RFP. All that paid off once we got to the actual vendor evaluation phase which resulted in the unanimous selection of an application that most closely matches New Mexico's needs."

Tyler will provide Odyssey software and services for the New Mexico Supreme Court, the Court of Appeals, district courts, magistrate courts and the Bernalillo County (Albuquerque) Metropolitan Court. Implementation will begin in ten pilot courts during 2008. The Web-based system will automate all case management functions, including fees, dockets, calendars, and reports. Once the pilot phase is completed, the conversion of all New Mexico State Courts will begin.

## New Clients & Projects

Tyler Technologies is proud of our growing family of clients and appreciative of the loyalty of our longtime clients and friends. Here's a brief rundown of some new projects.

### Appraisal & Tax

- [Fresno Irrigation District, Fresno, CA](#)  
INCODE Property Tax Management
- [Cape Girardeau County, MO](#)  
CLT iasWorld
- [Roanoke County, VA](#)  
MUNIS Virginia Tax

### Courts & Justice

- [City of Lake Ozark, MO](#)  
INCODE Court Case Management
- [City of D'Iberville, MS](#)  
INCODE Court Case Management
- [City of Jal, NM](#)  
INCODE Court Case Management
- [City of Coopertown, TN](#)  
INCODE Court Case Management
- [City of Glenn Heights, TX](#)  
INCODE Court Case Management
- [City of Lacy-Lakeview, TX](#)  
INCODE Court Case Management
- [City of Charleston, WV](#)  
INCODE Court Case Management

### Financials & Citizen Services

- [City of Hueytown, AL](#)  
INCODE Financials and Customer Relationship Management
- [City of Payson, AZ](#)  
INCODE Financials, Human Resources and Utility CIS
- [Northwest Fire District, Tucson, AZ](#)  
INCODE Financials, Human Resources, Customer Relationship Management and Printing and Reporting
- [Town of Clarkdale, AZ](#)  
INCODE Financials, Human Resources and Utility CIS
- [Carpinteria Valley Water District, Carpinteria, CA](#)  
INCODE Financials, Human Resources and Customer Relationship Management
- [Fresno Irrigation District, Fresno, CA](#)  
INCODE Financials, Personnel System, and Customer Relationship Management
- [Montecito Water District, Montecito, CA](#)  
INCODE Financials, Human Resources and Customer Relationship Management
- [Petaluma City School District, Petaluma, CA](#)  
MUNIS Financial Management (ASP)
- [Twain Harte Community Services District \(CSD\), Twain Harte, CA](#)  
INCODE Financials, Human Resources and Customer Relationship Management
- [Western Heights Water Company, Yucaipa, CA](#)  
INCODE Financials and Customer Relationship Management

- [Town of Suffield, CT](#)  
MUNIS Financial Management
- [City of Hampton, GA](#)  
INCODE Financials, Human Resources and Utility CIS
- [City of Davenport, IA](#)  
MUNIS Financial Management
- [City of Lake Ozark, MO](#)  
INCODE Financials and Customer Relationship Management
- [Municipal Utilities and City Cable, Poplar Bluff, MO](#)  
INCODE Enterprise Resource Planning, Financials, Human Resources and Customer Relationship Management
- [City of D'Iberville, MS](#)  
INCODE Financials and Human Resources
- [Chaves County \(Roswell\), NM](#)  
INCODE Financials and Human Resources
- [City of Lovington, NM](#)  
INCODE Utility CIS
- [City of Santa Rosa, NM](#)  
INCODE Financials, Human Resources and Utility CIS
- [Town of Saugerties, NY](#)  
INCODE Financials and Human Resources
- [Village of Brocton, NY](#)  
INCODE Customer Relationship Management
- [Village of Mineola, NY](#)  
INCODE Utility CIS and Property Tax Management
- [City of Wyoming, OH](#)  
INCODE Financials, Human Resources and Utility Customer Relationship Management
- [City of Glenn Heights, TX](#)  
INCODE Financials and Utility CIS
- [City of Port Neches, TX](#)  
INCODE Financials and Utility CIS
- [Lower Neches Valley Authority, Beaumont, TX](#)  
INCODE Financials
- [Roanoke County, VA](#)  
MUNIS Business and Animal Licenses, Accounts Receivable and General Billing
- [Whatcom County Public Utility Dist. \(PUD\), Ferndale, WA](#)  
INCODE Financials and Customer Relationship Management
- [City of Bridgeport, WV](#)  
INCODE Financials, Human Resources and Utility CIS
- [City of Parkersburg, WV](#)  
INCODE Financials and Human Resources

### Public Safety

- [Cheatham County Sheriff's Office, Ashland City, TN](#)  
Tyler Public Safety

## Tyler Signs Software Contracts with School Districts in California, Texas and Utah

The new school clients include:

### **Panama-Buena Vista Union School District—Bakersfield, CA**

*The Panama-Buena Vista Union School District is located in the rapidly growing southwest portion of Bakersfield, California. The District's student population numbers approximately 16,000, with pupils from kindergarten through eighth grade receiving instruction at 22 schools.*

### **Humble Independent School District—TX**

*The Humble ISD currently serves approximately 33,000 students from pre-Kindergarten through grade 12 in the communities of Humble, Kingwood and Atascocita, and covers 90 square miles in Harris County. The district employs 2,600 teachers and is the 35th largest district in Texas. Student enrollment is expected to reach 40,000 students by 2012. The city of Humble is located just 18 miles northeast of Houston.*

### **Lamar Consolidated Independent School District—Rosenberg, TX**

*The Lamar CISD is located approximately 35 miles southwest of Houston in the western part of fast growing Fort Bend County. Lamar CISD's growing student population of almost 22,000 in grades pre-K through twelve is served by 32 campuses.*

### **Spring Branch Independent School District—Houston, TX**

*Located in Houston, Texas, the Spring Branch ISD educates approximately 33,000 pre-Kindergarten through grade 12 students at 46 schools and has more than 4,600 employees. The district has a total annual operating budget of approximately \$250 million.*

### **Park City School District—Park City, UT**

*The Park City School District serves 4,300 students from pre-kindergarten to grade twelve. The District is located in the resort town of Park City, a short drive from Salt Lake City and home to 8,000 residents (32,000 in the greater Summit County area).*

Tyler Technologies has recently expanded its growing education client base by signing agreements with school districts in California, Texas and Utah. The combined value of these agreements is \$5.1 million, including software licenses and professional services.

### **California and Utah School Districts**

The California contracts for Tyler's MUNIS Enterprise Resource Planning (ERP) software system reflect the solution's consistent growth in the school market throughout the United States. The Park City School District in Utah, one of the latest districts to invest in Tyler's solution, will implement software applications from the MUNIS financials product suite, as well as human

**"We were impressed by the high level of enthusiasm from a Tyler client site we visited"**

resources software modules. In doing so, the District expects to improve the efficiency of its business operations.

Patty Murphy, Business Administrator for the Park City School District, explained that the District pursued ERP solutions in use by other Utah school districts. "It was important to the District that we find a financial management software solution already successfully implemented in Utah. During our extensive search process, we visited districts employing the solutions we were considering. We were impressed by the high level of enthusiasm from a Tyler client site we visited, while we found that the other school districts—those not running Tyler's software—reported problems related to ease of use and contract fulfillment. Tyler's MUNIS solution held up well to scrutiny. We look forward to taking full advantage of the leading edge efficiencies we will gain from the system," she stated.

According to Richard Peterson, Jr., president of Tyler's MUNIS Financial Management Solutions, these three deals reinforce Tyler's commitment to serving the school sector. "Tyler's MUNIS financial management software provides comprehensive, feature-rich solutions to school districts. The fact that we've recently earned three new contracts in three different states is a testament to our excellent standing in the national education market. We welcome these new clients and anticipate a long-term partnership with each," he stated.

### **Texas School Districts**

The Spring Branch ISD and the Humble ISD each purchased a comprehensive package of Tyler's MUNIS financial software suite, also selecting the human resource and revenue applications. Both districts will complement these selections with integrated solutions to improve productivity and reporting capabilities—in particular Tyler GASB 34 Reporter and MUNIS Business Objects.

According to Richard Peterson, Jr., president of Tyler's MUNIS Financial Management Solutions, Tyler's continued growth in the Texas school market reflects the company's commitment to the region. "Tyler is dedicated to enabling school districts and other public sector agencies to meet their growing needs with our solutions. The popularity of our products continues to expand based on our reputation for providing superior software and services. Tyler's MUNIS suite is highly scalable and has built-in reporting capabilities, making it a great fit for both the Spring Branch and Humble Independent School Districts," he stated.

"The support offered by Tyler—and reported by its existing clients—combined with the success of other districts who have implemented the MUNIS solution factored significantly into our decision to purchase MUNIS," said the Spring Branch ISD's Associate Superintendent for Finance Karen Wilson. "We appreciate the solution's flexibility and Tyler's implementation approach, which focuses on the needs of each client rather than taking an assembly line rollout approach. Tyler's dedication to continual product enhancement and improvement, which is a high-priority for the Spring Branch ISD, also influenced our choice."

Shelley Vineyard, director of special projects for the Humble ISD, cited several factors as influencing the District's purchase. "Tyler's strong understanding of change management and the role it plays in a successful implementation impacted our selection of its MUNIS solution. We also like that Tyler has a large implementation staff with Project Management Institute training. Specifically, MUNIS has excellent workflow tools, strong employee self-service features and a GASB 34 Reporter Writer application that will enable the District to improve our business operations," she explained.

## Tulsa County Partners with Tyler for Current and Future Operational Needs

Tyler's MUNIS financial management solution was chosen by the Tulsa County, Oklahoma Board of County Commissioners. Valued at approximately \$1.3 million, the contract includes ongoing maintenance and associated professional services.

Three years ago Tulsa County embarked on its extensive procurement process, beginning with training from the Government Finance Officers Association to develop an Enterprise Resource Planning (ERP) request for proposal (RFP). From the eleven vendors who responded to the County's RFP, the pool was narrowed to three finalists following on-site product demonstrations. County officials made reference site visits before performing a final evaluation of each vendor. "In the end, Tyler impressed upon us their commitment to the local government market. Our goal was to find the best overall state-of-the-art solution on the market today—one that would meet our current and future operational needs. I believe we have succeeded," explained Tom D. Trimble, MIS department director for Tulsa County.

According to Trimble, the County looks forward to building and maintaining a successful partnership with Tyler. "Our legacy system has served us well over the last 27 years and we felt strongly that we want to enter into a mutually beneficial partnership that would still be with us in another 27-plus year. Tyler's MUNIS solution offers the functionality and ease of use that is important to us. We also appreciate that Tyler's development team is proactive in the creation of a .net framework release, demonstrating its commitment to its ERP solution, as well as its longevity."

**"Tyler impressed upon us their commitment to the local government market."**

Tulsa County purchased MUNIS core financials, as well as software applications from the revenue and human resource product suites. Additionally, the County will employ several integrated MUNIS solutions—Business Objects, Content Management, and Self Service—to bring greater efficiency to its operations. With Tulsa County's current system, real-time reporting is not an option and custom reports require extensive programming—typically days—to create. This will change with the implementation of Tyler's system, as will redundant data entry, which will decrease due to the full integration.

Tulsa County also recognized the value of Tyler's Disaster Recovery services, choosing to invest in the security option. With Disaster Recovery services, Tyler will transparently retrieve a nightly copy of the County's data, which will be hosted at Tyler's secure facility in Falmouth, Maine. Should the County experience a disaster, these services will enable it to get its critical processes running within hours.

"Tulsa County's extremely thorough search process reflects its commitment to providing citizens with exceptional services and makes it an excellent fit for Tyler's MUNIS solution," said Richard Peterson, Jr., president of Tyler's MUNIS Financial Management Solutions. "This agreement will enable the County to join the ranks of government agencies throughout the U.S. that have implemented Tyler's solutions to improve their business processes and to enhance services to their constituents. We're pleased to have been chosen and are committed to a successful, long-term partnership."

Tulsa County is home to approximately 580,000 residents and extends over 571 square miles. It ranks as the 98th largest county by population in the United States. Tulsa, which has a population of 382,000 and is the 45th largest city in the country and the second largest in the state, serves as the county seat.



**View of Downtown Tulsa, Oklahoma from Central Park**

## Bibb County Chooses Tyler for Appraisal Service Experience

The Bibb County, Georgia Board of Commissioners unanimously approved an \$1.85 million deal with Tyler for its CLT property reappraisal services. As part of the contract, Tyler will determine 2009 property valuations for all taxable properties within Bibb County. The updated appraisals will enable the County to resolve its 2005 and subsequent tax digests.

**“We look forward to leveraging the extensive experience of Tyler in the mass appraisal business to assist the Macon-Bibb County Board of Tax Assessors in establishing 2009 valuations that will meet Georgia State guidelines for value and uniformity.”**

The digests are essential to providing local tax agencies throughout the County with revenue, so correcting the digests through the assignment of accurate values is a top priority for Bibb County. The contract also allocates funds for Tyler professionals to assist the County with handling potential appeals that may result from the revaluation process.

According to David J. Johnson, president of Tyler's Appraisal Services Solution, this agreement enables the county to meet state requirements for its tax digests in a timely and efficient manner. “Bibb County is committed to the resolution of its property valuations. Tyler has the property reappraisal experience to help it meet this challenge by providing the county with the benefit of our trained and experienced staff. We are pleased to have been selected and look forward to a successful partnership with Bibb County,” he stated.

Bill Vaughn, Macon-Bibb County Board of Tax Assessors Chairman, commented on the agreement, “We look forward to leveraging the extensive experience of Tyler in the mass appraisal business to assist the Macon-Bibb County Board of Tax Assessors in establishing 2009 valuations that will meet Georgia State guidelines for value and uniformity.”

Located in central Georgia, Bibb County covers an area of 255 square miles. It has a population of approximately 155,000, making it the ninth largest county in the state. Macon is the county seat.

## Onslow County Upgrades with Tyler

Onslow County, North Carolina selected Tyler's MUNIS financial management software and iasWorld assessment software. The contract, which is valued at approximately \$1.3 million, followed an extensive procurement process by the County.

**“Tyler proved to be the provider that can do it all for us.”**

Onslow County has contracted for several of Tyler's MUNIS revenue applications, including North Carolina Tax and Motor Vehicle Billing. Additionally, it has selected the Web-based Citizen Self Service application, which provides citizens with the ability to pay tax bills online. For assessment software, the County has chosen Tyler's iasWorld solution, a fully integrated system that includes CAMA (Computer Aided Mass Appraisal), Assessment Administration, Inquiry & Appeals Tracking and Personal Property.

“It is crucial for Onslow County to upgrade its technology by replacing its outdated legacy system,” stated Harry G. Smith, Onslow County Tax Administrator. “We sought solutions that feature fully functional, seamless integration from assessment to collections. Tyler proved to be the provider that can do it all for us. Its solutions will enable the County to leverage the power of the Internet using Web-based collection solutions and operate more efficiently with the CAMA application for field appraisers. With Tyler's software solutions, we expect to increase efficiency and productivity through the automation of processes.”

“Tyler has a long-standing history of providing its financial management and appraisal solutions throughout North Carolina. As a result, these Tyler software solutions are the perfect combination to meet Onslow County's specific tax collection and assessment needs. The fact that Tyler is able to meet the County's requirements as a single-source provider is confirmation of our reputation for providing comprehensive solutions to the public sector market,” said John S. Marr, Jr., president and CEO of Tyler Technologies.

Onslow County has a population of over 152,000 residents, making it the 10th largest county in the state of North Carolina. Founded in 1734, the county covers an area of 767 square miles. Jacksonville serves as the county seat.

## California City Goes With Tyler's Feature-Rich ERP Solution

City of Alhambra, California recently agreed to purchase Tyler's EDEN financial management solution. According to the contract, Tyler will provide software and related professional services, as well as ongoing maintenance and support.

Alhambra will implement several applications from the EDEN Enterprise Resource Planning (ERP) financial product suite, including General Ledger, Accounts Payable, Purchasing, Inventory, Fixed Assets and Accounts Receivable. The City will also employ the EDEN Applicant Tracking, Employee Training, Human Resources and Payroll modules to improve the management of its human resource data. In addition, it will use EDEN GASB Reporter and Crystal Reports to enhance its reporting capabilities.

Jeff Green, president of Tyler's EDEN Financial Management Solutions, views the contract as a reflection of the EDEN product's strong presence in the state of California. "Tyler's EDEN system, which has a broad client base in California, has earned a reputation for being a feature-rich ERP solution. The City of Alhambra will benefit from the automation of processes and reporting capabilities in our public sector-specific product. We're pleased to have been selected and look forward to a successful partnership with the City," he stated.

**"We were not only impressed with the number of clients using Tyler's EDEN solution in our area, but also with the fact that they have been using the software for years."**

"We were not only impressed with the number of clients using Tyler's EDEN solution in our area, but also with the fact that they have been using the software for years," commented Alhambra's Information Services Manager, Glenn Paik. "EDEN screens are clearly laid out and the system features workflows that parallel our current processing procedures. The flexibility and options available in the Budgeting module also contributed to our decision to choose Tyler's EDEN software."

Located in the San Gabriel Valley area of Los Angeles County, Alhambra is just 5 miles from downtown Los Angeles. The City has a population of approximately 89,000 and is recognized as a retail center.

## Mesa County Picks User-Friendly, Comprehensive Solutions from Tyler

Mesa County, Colorado chose Tyler's Eagle assessment and collections solution in a contract that includes support and related professional services in addition to software licenses.

**"Tyler has the assessment, billing and collection experience to provide Mesa County with the comprehensive solution it requires."**

Tyler will provide Mesa County—a user of its EDEN financial management solution since 2004—with a variety of applications, including Eagle Assessor, Eagle Appraiser, Eagle Treasurer and Web solutions. The GIS-centric solution will seamlessly link the County's GIS (Geographical Information System) to parcels in the Eagle appraisal system. The implementation of these software solutions will enable the County to more effectively manage assessment administration, as well as tax billing and collection. Moreover, with its purchase of Eagle Web, data and images will be accessible to the public over the Internet.

Steve Nieman, president of Tyler's Eagle Solutions, believes Tyler's Eagle system is a perfect fit for the County. "Tyler has the assessment, billing and collection experience to provide Mesa County with the comprehensive solution it requires. Our integrated Eagle system has the flexibility and functionality to enable the County to take operations to the next level when it comes to efficiency and service to its constituents," he stated.

According to Mesa County Assessor Barbara Brewer, the County performed an extensive analysis of its software needs and sought a vendor that best met its criteria. "Mesa County was in search of a fully integrated administrative and appraisal software package—one that would fulfill state guidelines. Tyler's GIS-based solution will enhance our appraisal process, while enabling us to comply with Colorado statute. Visits to neighboring counties already using Tyler's Eagle products demonstrated that it was a strong match to our software needs. Above all else, the user-friendly applications contributed to our decision to choose Tyler," she explained.

Mesa County is the most heavily populated county in western Colorado, containing more than 86,000 parcels of land. It is home to 134,000 residents and covers a land area of 3,309 square miles. Grand Junction serves as the county seat.

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“During the initial stage of the invitation for bid process, we needed to award an industry-leading ERP software development company to serve our government and education customers. This was the critical scoring point that led to the award of Tyler Technologies, Inc. Their response as an ERP solutions provider was second to none, and Tyler is highly respected in the industry,” said Mike Hajek, director of business development & marketing at NJPA.

The City of Newport News, Virginia, recently purchased Tyler financial and human resource applications through NJPA. According to Newport News City Manager, Randy Hildebrandt, “Our committee quickly determined that while our existing systems were integrated and performing adequately, they were not providing the functionality available with modern software such as Tyler’s...the significant improvements we gain from Tyler—data availability, reporting, query, functionality, and reliability—will be well worth the effort.”



Each day, more than 7000 clients nationwide rely on software and services from Tyler Technologies.

Because *tyler* works.

*Tyler Technologies, Inc. has included in this publication “forward-looking statements” within the meaning of the Private Securities Litigation Reform Act of 1995 concerning its business and operations. Tyler Technologies expressly disclaims any obligation to release publicly any updates or revisions to these forward-looking statements to reflect any change in its expectations. These expectations and the related statements are inherently subject to risks and uncertainties that could cause actual results to differ materially from those set forth in, contemplated by, or underlying the forward-looking statements. The risks and uncertainties which forward-looking statements are subject to include, but are not limited to, changes in competition, changes in general economic conditions, changes in the budgets and regulatory environments of the Company’s customers, risks associated with the development of new products and the enhancement of existing products, the ability to attract and retain qualified personnel, and other risks detailed from time to time in the Company’s filings with the Securities and Exchange Commission.*

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