

City of Boston Chooses Tyler Technologies' Munis® ERP Solution to Replace Legacy Mainframe Tax Billing and Collection System

New England's largest city selects Munis to streamline processes, enhance the taxpayer experience

PLANO, Texas – Nov. 19, 2013 – Tyler Technologies, Inc. (NYSE: TYL) today announced that the city of Boston has chosen Tyler's Munis® [enterprise resource planning](#) (ERP) solution to replace the city's more than 30-year-old tax billing and collection system and its billing, collection and abatement processing components. The new agreement includes software licenses, maintenance and implementation services.

The city was seeking an integrated, commercial off-the-shelf (COTS) software system that could maintain and improve upon the city's 99 percent tax collection rate, while providing better reporting, data analysis, disaster recovery and business continuity capabilities.

Munis will help the city achieve several objectives, most notably, enhancing customer service by making the city's tax billing and collection more efficient. With Munis, the city can eliminate its dependency on its legacy mainframe technology to streamline data processing, ensure greater access to information, and provide easy-to-use, menu-driven screens and reports.

A selection committee that included members of the city's finance, budgeting and IT departments chose Tyler for reasons including its broad experience in offering municipal billing and collection systems; its user-friendly, state-of-the-art Munis solution; and, because of Tyler employees' experience, training, implementation approach and professionalism.

With an annual operating budget of \$2.6 billion, the city of Boston bills and collects taxes for more than 165,000 real estate parcels; personal property for 5,000 businesses; 375,000 motor vehicles; and 3,500 boats annually.

“Boston already has an effective tax, billing and collection process, but by implementing Munis they will gain far greater functionality and can eliminate many of the manual processes that can impact the taxpayer experience,” said Richard E. Peterson Jr., president of Tyler's ERP & School Division. “Boston chose Munis because it enhances their tax billing and collection flexibility through configuration, not customization. We believe that Tyler's ongoing relationship with the city illustrates the growing trend of sophisticated governments applying modern technology to operate more efficiently and cost effectively, while enhancing the services they provide to residents and other constituencies.”

Boston will join 122 other Massachusetts cities and towns currently using Munis Tax Billing and Collections. The city already is a Tyler customer — the Boston Public School District has used Tyler's Versatrans® transportation management system since 2010 to help manage its fleet of more than 700 school buses.

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Nov. 19, 2013

Page 2

About Tyler Technologies, Inc.

Tyler Technologies (NYSE: TYL) is a leading provider of end-to-end information management solutions and services for local governments. Tyler partners with clients to empower the public sector — cities, counties, schools and other government entities — to become more efficient, more accessible and more responsive to the needs of citizens. Tyler's client base includes more than 11,000 local government offices in all 50 states, Canada, the Caribbean, the United Kingdom and other international locations. Forbes has named Tyler one of "America's Best Small Companies" seven times and the company has been included four times on the Barron's 400 Index, a measure of the most promising companies in America. More information about Plano-based Tyler Technologies can be found at www.tylertech.com.

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