

Tyler Technologies Successfully Implemented Odyssey at More Than 30 Jurisdictions in the Past 18 Months

Tyler's Odyssey professional services teams achieve success while meeting growing demand

PLANO, Texas – July 7, 2015 – Tyler Technologies, Inc. (NYSE: TYL) has implemented its Odyssey® courts and justice solution at more than 30 client sites in the past 18 months, installing [Odyssey](#) Case Manager or e-filing systems across California, Florida, Michigan, Texas, Illinois, Maryland, Oregon, Rhode Island and Georgia.

With more than 550 full-time employees dedicated to courts and justice solutions, Tyler has the capacity to manage dozens of Odyssey client implementations concurrently. In 2014, Tyler staff converted 33 million cases, 64 million parties and almost \$4 billion in payments for clients moving to Odyssey from other systems.

These implementations included large county jurisdictions such as Miami-Dade, Florida, and California's Fresno and Kern counties, as well as statewide systems in Rhode Island, Oregon and Maryland, and midsize counties in several states. One such client was Washtenaw County, Michigan, home to Ann Arbor. The county selected Odyssey to replace the trial court's existing case management system that had not been updated since 2005. Washtenaw County, a 2015 Tyler Public Sector Excellence Award winner, implemented Odyssey for all case types within one year of signing its Odyssey contract.

“Working with the Tyler team in preparation for go-live made us feel supported and well prepared. We knew Tyler was there for us through every step in the process,” said Megan Dooley, deputy trial court administrator for Information & Technology Services at Washtenaw County Trial Court. “There was always an open line of communication and a sense that we would be ready. Since day one, there was a partnership between our court and Tyler. The ongoing customer service we receive encourages us to continue to make improvements and to challenge ourselves to become more efficient which, in turn, better serves our staff and the public.”

Tyler's professional services teams use a proven method to effectively transform court systems through technology. Key components include:

- A robust governance and change management process that incorporates multiple levels of an organization.
- A focus on the achievement of business objectives rather than simply the installation of a system.
- Proprietary conversion and integration tools built from decades of experience that greatly enhance both speed and quality.
- Through Tyler's EverGuide™ initiative, clients benefit by adding incremental functionality beyond the initial go-live. This allows a client the ability to pace its transformation with the organization's ability to absorb change, thereby greatly reducing project risks.

The Texas Office of Court Administration (OCA) is another Odyssey client that found success with Tyler. The Texas OCA worked with Tyler to go live with a statewide e-filing platform, eFileTexas™ in 2014, little more than a year after signing a contract. The system now has 105,000 users and processes more than 500,000 case filings per month. Since implementation last year, more than six million filings have been processed using eFileTexas.

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“Odyssey is the most widely selected justice solution in the U.S. and that is due in part to our success at implementing our solutions on time and on budget,” said Bruce Graham, president of Tyler’s Courts & Justice Division. “Tyler has the capacity to deliver on new court projects because we’ve built a highly scalable organization. The successful partnerships we have with our Odyssey clients is an important measure of our success.”

In total, Odyssey serves more than 100 million residents, a third of the U.S. population, in more than 600 counties across 21 states. Odyssey has been successfully deployed statewide in Indiana, Minnesota, New Hampshire, New Mexico, North Dakota and South Dakota; statewide implementations in Idaho, Maryland, Oregon, Rhode Island and Washington are currently underway.

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 13,000 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” eight times and the company has been included six 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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