

Michigan's Bay County Department of Water and Sewer Chooses Tyler Technologies' Financial and Utility Billing Solution

Tyler's Incode software suite to provide online access for residents and businesses

PLANO, Texas – July 23, 2015 – Tyler Technologies, Inc. (NYSE: TYL) has signed an agreement with the Bay County Department of Water and Sewer (BCDWS), in Bay County, Michigan, for Tyler's [Incode](#)® solution. The agreement includes software licenses, implementation, project management and data conversion.

Incode is replacing two legacy systems — one from a third-party vendor, and the other an in-house system that served the BCDWS well for more than 25 years and, although a consistent system, has become antiquated and exceeded the end of its normal life cycle.

BCDWS, which also provides billing services for 14 other local government entities in Bay County, needed an integrated financial and utility billing solution to automate internal and external processes. Leadership also wanted a solution with tools such as online access to current and past bills, on-demand bill generation, and bill estimation so residents have more visibility into their utility usage. Incode also provides BCDWS staff with a self-service portal for completing time management and other human resources functions, which saves time and streamlines processes.

The department chose a suite of Incode applications, including financial, personnel, customer relationship and document management, to support efficiency goals and give residents and businesses better access to data. The BCDWS also valued Incode's ability to give auditors their own workspaces within the system so they don't have to take BCDWS staff away from their duties during audits.

Bay County Department of Water and Sewer handles more than 28,000 accounts, and is governed by an elected board of the Bay County Road Commission. Bay County has approximately 107,000 residents.

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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Contact: Tony Katsulos
Jetstream PR for Tyler Technologies
972-788-9456, ext. 301
katsulos@jetstreampr.com