

More Georgia Counties Choose Tyler's New World Public Safety Suite to Replace Existing Systems

Habersham County buys Tyler's New World CAD system instead of upgrading old system

PLANO, Texas – March 2, 2016 – Tyler Technologies, Inc. (NYSE: TYL) has signed an agreement with Habersham County, Georgia, for Tyler's New World™ public safety solution suite. Habersham County joins several other Georgia counties in choosing to invest in the modern New World solution rather than spending taxpayer dollars to upgrade a legacy computer-aided dispatch (CAD) and records management system that was no longer effectively supported by the vendor.

Habersham County wanted a highly functional solution that could support investigations and officer reporting, and one that would easily interface with state and federal agencies. With Tyler, counties not only receive state-of-the-art technology, but they also partner with a company that is operationally consistent, financially strong, and known for solid service and support.

“Our business is one that can't afford to be down, so you always want a vendor you can depend on. In picking Tyler's New World solution, we looked at everything well beyond the demos, including the longevity of the company, service calls, call-back time, references and how they handle things that go right, wrong or indifferent. My employees and I are very pleased with our choice,” said Habersham County 911/Emergency Management Agency Director Lynn Smith. “We had money budgeted for a system upgrade, but we felt that would leave us with the same challenges we have today and wouldn't take Habersham County into the future like we wanted. You never want to go backwards, you want to progress, and we feel the New World software is a better fit for us.”

Habersham County is unique among Georgia counties for the extension of its dispatch responsibilities. Nestled in the northeast Georgia mountains bordering South Carolina, the county has seven municipalities, and Smith's public safety staff provides dispatch service for all police, fire and sheriff's departments as well as EMS and other public safety resources in those seven municipalities.

Tyler's New World suite allows clients like Habersham County to integrate dispatch, records, investigations and patrol across jurisdictions, meaning more mission-critical data is quickly shared with first responders who can more efficiently handle reporting and other operational processes.

In addition to her role with Habersham County, Smith serves as Georgia APCO board and co-chair of the APCO/NENA Conference known as the GECC (Georgia Emergency Communications Conference), which gives her a unique perspective and the chance to work with her peers across Georgia.

“I'm on several state boards and have the opportunity to talk with lots of public safety people in Georgia and beyond, and they're all looking for a stable system that they can add on to, and a vendor that can grow with them,” Smith said. “In Georgia, I think the counties are all headed the same direction in wanting the right public safety technology so we can do our jobs like the citizens expect us to. Ultimately, the counties could build off what each other is doing and have more of a statewide network.”

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The New World software suite supports public safety by creating operational efficiencies and by making data available across multiple public safety groups. In addition, the system's powerful reporting capabilities and data analytics reveal trends that can be addressed tactically and strategically to effect near real-time policing and emergency services.

"We are pleased to welcome Habersham County to our rapidly growing group of public safety clients in Georgia where we believe New World will strongly position first responders and their supporting staffs to deliver the type of service that Georgia residents expect," said Greg Sebastian, president of Tyler's Public Safety Division. "We believe that Tyler is an excellent partner for public safety officials, not only because Tyler delivers the performance, reliability, service and support our clients expect, but because Tyler also has a long track record of successfully serving the public sector. We continue to invest in the New World public safety suite to ensure it keeps pace with the ever-evolving demands of public safety."

Habersham County joins other Georgia counties in selecting Tyler's New World solution; Barrow, Bartow, Camden, Laurens, Macon-Bibb and Murray counties all chose the New World solution in the past 24 months. The New World public safety solution became part of Tyler's public safety product suite via Tyler's acquisition of New World Systems Corporation in 2015.

Tyler Technologies will be exhibiting and sponsoring the Georgia Emergency Communications Conference (GECC) in Columbus, Georgia, March 7-10 in booth #9. For information about GECC 2016, please visit www.ga911.com.

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 14,000 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 Tyler Technologies, headquartered in Plano, Texas, can be found at www.tylertech.com.

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