

Tyler Technologies to Provide Computer-Aided Dispatch Solution to Monroe County Control Center in Pennsylvania

Tyler's New World public safety solution now leading CAD provider in the state

PLANO, Texas – Jan. 10, 2017 – [Tyler Technologies, Inc.](#) (NYSE: TYL) has announced an agreement with the Monroe County Control Center in Pennsylvania for Tyler's New World™ public safety computer-aided dispatch (CAD) solution. The agreement includes software implementation, training, data file conversion, and emergency 24/7 CAD maintenance.

Monroe County Control Center had been using a different vendor's solution, but recognized that it was not meeting the changing needs of its partners and constituents. The leadership desired an updated solution that, in addition to being technically advanced, came with reliable customer support.

“Our dispatching needs changed for many reasons beyond our control, and we needed to seek out a CAD solution that would meet the ever-changing demands of our public safety partners,” said Gary Hoffman, director of communications for the Monroe County Control Center. “Tyler addressed all of our challenges, and their solution will help make the extremely stressful job of 911 public safety dispatching easier to deal with for our most important asset – our staff.”

Because the Monroe County Control Center also purchased Tyler's New World CAD-to-CAD interface, they will be able to interact with many other existing New World public safety customers. They will also benefit from much better mapping capabilities and will have the ability to expand their system to other agencies as a result of Tyler's scalable solution.

Tyler's New World public safety solution is the leading CAD provider in the Commonwealth of Pennsylvania for public safety access points (PSAPs), serving approximately 30 percent of all PSAPs in Pennsylvania.

“We're thrilled to bring the Monroe County Control Center our advanced solution, which will enable them to perform robust mapping with an advanced interface,” said Greg Sebastian, president of Tyler's Public Safety Division. “With our growing presence in Pennsylvania, Monroe County will also be able to communicate and share best practices with other New World public safety clients.”

The Monroe County Control Center provides 911 public safety emergency dispatch services for all of Monroe County, Pennsylvania, and for Lehman Township in Pike County, Pennsylvania. Monroe County has a population of nearly 200,000 and is located in northeastern Pennsylvania along the New Jersey border. The county also benefits from Tyler's CLT Appraisal Services™ and iasWorld® property appraisal and tax administration software.

[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 their constituents. 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. In 2016, Forbes ranked Tyler on its “Most Innovative Growth Companies” list, and it has also named Tyler one of “America’s Best Small Companies” eight times. 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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