

Tyler Technologies to Provide Public Safety Solution to the City of Orlando, Florida

Tyler's New World public safety solution to unite Orlando's fire and police departments

PLANO, Texas (Jan. 23, 2018) – [Tyler Technologies, Inc.](#) (NYSE: TYL) announced today it has signed an agreement with the city of Orlando, Florida, for Tyler's New World public safety™ solution. The agreement includes computer-aided dispatch (CAD) and mobile and field-based reporting solutions, which will serve the city's fire and police departments.

The city had been using two legacy CAD applications from two different vendors; Tyler provided the system for police, and another vendor provided one for fire. They were interested in having one enterprise-wide system that could support a high call volume – as many as 1 million calls for service through the 911 dispatch center annually. After a highly competitive solicitation process that involved several top-tier public safety software providers, the city selected Tyler as the proposal that provides the best value to the city taking into consideration system functionality, implementation, and support services.

The city's fire and police departments will benefit from the full suite of New World public safety applications, including CAD, mobile, automatic vehicle location (AVL), and field-based reporting. Having a combined dispatch capability for both departments through the unified Tyler New World public safety Enterprise CAD system will provide targeted, timely, and relevant information to first responders.

“We're pleased to upgrade the applications for the city of Orlando and to connect two important departments through our New World public safety solution,” said Greg Sebastian, president of Tyler's Public Safety Division. “We look forward to extending our partnership with the city for many years to come and help them keep their community safe through our software.”

Orlando's police department has been a Tyler public safety client for more than 30 years. The city operates one of the largest public safety organizations in the state, with more than 1,500 police and fire service personnel. The city of Orlando is located in central Florida and its theme parks attract millions of visitors annually.

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 15,000 local government offices in all 50 states, Canada, the Caribbean, the United Kingdom and other international locations. In 2017, 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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