

## Tyler Technologies and FairWay Resolution Limited Make Online Dispute Resolution a Reality in New Zealand

*Agreement represents Tyler's first client in New Zealand*

**PLANO, Texas** (May 31, 2018) – [Tyler Technologies, Inc.](#) (NYSE: TYL) announced today that it has signed an exclusive partnership agreement with [FairWay Resolution Limited](#) in New Zealand for Tyler's Modria® online dispute resolution (ODR) software. Under the five-year agreement, FairWay will be Tyler's sole Modria partner in New Zealand.

FairWay is the largest alternative dispute resolution (ADR) provider in New Zealand and delivers services for all aspects of the conflict management cycle. Its stated purpose is leading the prevention and resolution of disputes, and this is achieved by assisting organizations to prevent, manage, resolve, and learn from disputes and conflict.

FairWay's purpose fits well with Tyler's vision to bring greater access to justice to its clients, and online dispute resolution is one example of how that vision can be realized. Tyler's Modria solution will allow FairWay to bring online dispute resolution to its customers, which range from consumers and private organizations to government entities. ODR will also assist FairWay in expanding its customer base into new market segments.

“The addition of Tyler's Modria solution will help us to add value for our existing customers and expand our service offering to a wider range of customers,” said Rhys West, chief executive of FairWay. “Through the Modria platform, we will be able to satisfy the growing need for efficient and fair dispute resolution, recognizing an increasing demand to provide services online. Modria was the obvious choice for us and we look forward to building our relationship further.”

ODR creates opportunity for resolution without having the parties physically come to the court; if parties can't solve their dispute online, they still have the ability to appear before a judge. Tyler's Modria solution offers all the functionality, workflows, and communication tools necessary to build any kind of resolution, from simple debt disputes to complex family and custody cases. Its intuitive user experience and workflow tools are designed to resolve issues in a fast and efficient manner, with a fair and transparent process for all participants.

“We're thrilled to establish Tyler's presence in New Zealand, and to bring the power of online dispute resolution to its people,” said Kyle Snowdon, vice president of international sales for Tyler's Courts & Justice Division. “The partnership with FairWay is a natural fit for both companies, and we're eager to help FairWay grow their business and bring greater access to justice and dispute resolution throughout New Zealand.”

### **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, Australia, and other international locations. In 2017, Forbes

ranked Tyler on its "Most Innovative Growth Companies" list, and Fortune included Tyler on its "100 Fastest-Growing Companies" list. More information about Tyler Technologies, headquartered in Plano, Texas, can be found at [www.tylertech.com](http://www.tylertech.com).

**About FairWay Resolution Limited**

[FairWay Resolution Limited](http://www.fairwayresolution.com) is New Zealand's largest specialist conflict management and dispute resolution organization. FairWay is an independent, employee-owned company and each year they assist more than 14,000 people in conflict to move forward. FairWay offers a range of services, including mediation, adjudication and specialist coaching to help people to prevent and resolve complaints, disputes and disagreements in both the public and private sectors. FairWay has extensive experience in dispute resolution and conflict management across a wide range of sectors from financial services, insurance and telecommunications to education, local government, construction and family.

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