

Tolland County Mutual Aid Fire Services Announces Successful Go-Live with Tyler Technologies' New World CAD

Connecticut county renews longtime investment in New World for maximum benefits of industry-leading system

PLANO, Texas (March 5, 2019) – [Tyler Technologies Inc.](#) (NYSE: TYL) announced today that Tolland County Mutual Aid Fire Service, Inc. (Tolland County 911) has gone live with its New World Enterprise Computer-Aided Dispatch™ (CAD) solution. Tolland County 911 is a longtime client of Tyler and used its previous CAD product. This upgrade provides the most advanced technology for its service area.

The county's emergency response center dispatches fire and EMS calls for 16 towns and 25 emergency service organizations within Tolland, Windham, and Hartford Counties. The new solution allows dispatchers to automate response plans and update call types and locations, creating a safer community.

“We understood the need to update our current computer-aided dispatch platform, and Tyler's New World system was the obvious choice,” said Doug Racicot, operations director for Tolland County 911. “The success of this implementation is the result of meaningful collaboration and a strong commitment to partnership, both of which we have come to expect from Tyler.”

The significant upgrade consisted of new infrastructure, servers, hardware, consoles and workstations. The newly updated CAD platform, which was installed without disruption to existing services, provides a more robust technology foundation and can be easily updated to incorporate new features and functionality in the future. In addition, New World is integrated with the county's other systems, enabling increased communication between agencies.

“We've worked with Tolland County 911 for more than 15 years, and their team has consistently demonstrated the technology infrastructure and operational discipline needed to partner for an on-time, on-budget implementation,” said Greg Sebastian, president of Tyler's Public Safety Division. “We look forward to continuing our strong relationship with the Tolland County team.”

Tolland County is located approximately 20 minutes east of Hartford, Connecticut, the state's capital. Tyler currently provides its Infinite Visions® financial solution to Tolland Public Schools and provides its Munis® enterprise resource planning suite to the town of Tolland, the community in which Tolland County 911 operates.

About Tyler Technologies, Inc.

Tyler Technologies (NYSE: TYL) is the largest and most established provider of integrated software and technology services focused on the public sector. Tyler's end-to-end solutions empower local, state, and federal government entities to operate more efficiently and connect more transparently with their constituents and with each other. By connecting data and

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processes across disparate systems, Tyler's solutions are transforming how clients gain actionable insights that solve problems in their communities. Tyler has more than 21,000 successful installations across 10,000 sites, with clients in all 50 states, Canada, the Caribbean, Australia, and other international locations. A financially strong company, Tyler has achieved double-digit revenue growth every quarter since 2012. It was also named to Forbes' "Best Midsize Employers" list in 2018 and recognized twice on its "Most Innovative Growth Companies" list. More information about Tyler Technologies, headquartered in Plano, Texas, can be found at tylertech.com.

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Contact: Jennifer Kepler

Tyler Technologies

972-713-3770

Jennifer.Kepler@tylertech.com