



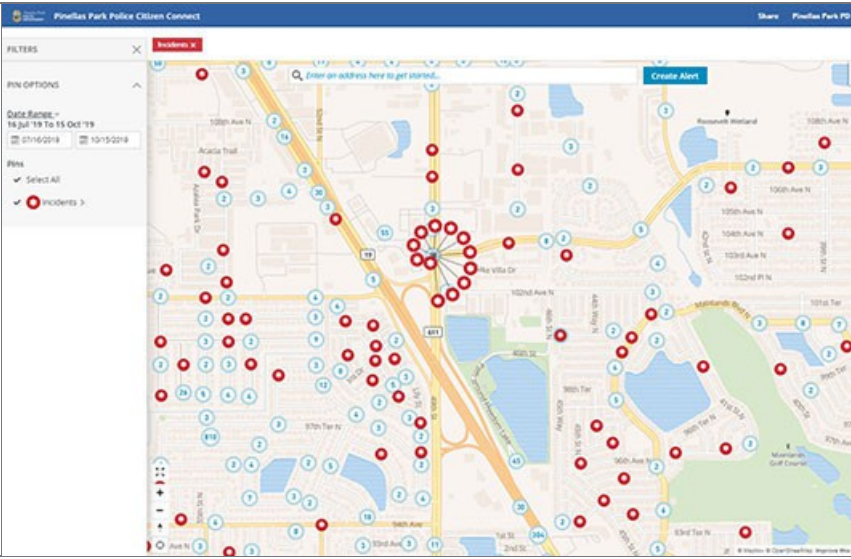
Volume 3 | Issue 5

NOTABLE CONTRACTS AND ANNOUNCEMENTS

Notable Contracts*

- City of Oxnard, CA – Munis
- METCAD 911, IL – New World public safety
- Rockland County, NY – EnerGov
- City of Bend, OR – Incode court
- Salt Lake County, UT – Eagle
- Lehigh County, PA – SoftCode

New Technology Improves Response Times for First Responders



Citizen Connect provides the community with a web portal that offers real-time access to crime information, empowering citizens to stay informed about the community they live in.

For more information about Citizen Connect, [check out this video](#).



Tyler announces its Q3 2019 earnings. Read [more](#).



Tyler acquires Courthouse Technologies. Read [more](#).



Tyler and Amazon Web Services announce collaboration agreement. Read [more](#).

District of Columbia

It's been an exciting Q3 for Tyler's Public Safety team. In October, Tyler launched its Socrata-based cloud application, [Law Enforcement Analytics](#), a new data-rich product for public safety command staff. The solution gives staff a comprehensive view into crime statistics in their community and allows law enforcement agencies to create specific plans or tactics in a certain region, for a specific crime type, or over a given timeframe.

A week later, Tyler launched its New World ShieldForce mobile application for first responders, command staff, and patrol officers through the Android platform. The tool makes real-time and mission-critical data available instantly for dispatchers, command staff, and first responders in public safety agencies available instantly, ultimately improving situational awareness and overall safety. You can read more about New World ShieldForce in these articles on [Authority.com](#) and [Yahoo! Finance](#).

Tyler's computer-aided dispatch (CAD) product was also in the news when the Orlando Fire and Orlando Police Departments went live with the solution. According to the [Orlando Sentinel](#), "The city traded in the[ir] old tech this year, which the agencies say will help improve response times and first responder safety by allowing better communication." Orlando's Chief Information Office Rosa Akhtarkhvari said the project was the biggest the city has ever taken



Superior Court selects Tyler's Odyssey solution. Read [more](#).



To view recent press releases for wholly owned subsidiary MicroPact, click [here](#).

□ Tyler President & CEO Lynn Moore was named a [Most Admired CEO](#) and Tyler CFO Brian Miller was named a [CFO of the Year](#) by the Dallas Business Journal.

*The above list shows a selection, not a comprehensive list, of Tyler's recent contract signings to demonstrate the variety of Tyler's solutions.

on. Orlando's first responders are looking forward to the efficiencies Tyler's CAD product will bring to their community to make the city safer and the staff more responsive to residents.

INVESTOR INSIGHTS

Tyler CFO Brian Miller comments on Tyler's strategic collaboration agreement with Amazon Web Services.

Tyler's recently announced strategic collaboration agreement with Amazon Web Services (AWS) deepens the existing relationship between Tyler and AWS, laying the groundwork for the future of cloud services for the public sector. The multi-faceted agreement

- Provides the framework for development, training, and collaboration
- Will assist Tyler in accelerating innovation and the development of strategic cloud initiatives
- Will bring the most advanced cloud-native services to Tyler clients
- Will provide a better cloud experience for state, local, and federal governments

Tyler has historically described our approach as "cloud agnostic," as we generally provide clients with a choice of software that is deployed on premises or through the cloud (generally, hosted in the Tyler private cloud) and have not had a strong preference as to which model clients choose. As technology and our markets continue to change, the benefits of the cloud for both clients and Tyler are increasingly clear – including enhanced business continuity and the continuous delivery of technology that is always up to date.

The agreement with AWS is not exclusive, and we will continue to support our clients in other cloud environments, including Tyler-hosted, Microsoft Azure, or others. However, AWS will be our primary cloud hosting relationship. Both Tyler and AWS are putting resources in place to achieve the goals laid out in our partnership. We look forward to providing additional information on our long-term "cloud first" evolution as it continues to take shape over the coming years.

MANAGEMENT ROADSHOW

RBC Capital Markets
TMT Conference
New York, NY
November 20

Wells Fargo
TMT Summit
Las Vegas, NV
December 3

UBS Global
TMT Conference
New York, NY
December 10

Barclays Global
TMT Conference
San Francisco, CA
December 12





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