

Tyler Technologies Signs Statewide Agreement with North Carolina for eCitation Solution

More than 500 law enforcement agencies and 25,000 active accounts will access the solution

PLANO, Texas (Feb. 11, 2020) – [Tyler Technologies, Inc.](#) (NYSE: TYL) announced it has signed a 10-year software-as-a-service (SaaS) agreement valued at approximately \$14.5 million with the North Carolina Administrative Office of the Courts (NCAOC) and North Carolina Judicial Branch for Tyler’s Brazos™ eCitation solution. This agreement extends the existing relationship between Tyler and the NCAOC, announced in 2019 for a [statewide Odyssey project](#).

The NCAOC identified clear business challenges that need to be addressed, including the need to integrate an improved citation solution with other systems; its current dependence on paper citations and forms-based processes; and the difficulty in changing current business rules that are embedded in customized code.

“In the past twelve months, more than 1.3 million citations were issued in North Carolina,” said Brad Fowler, chief business officer for the NCAOC. “With that kind of volume, we needed a solution that would efficiently process these citations electronically. By selecting Tyler and integrating with our existing court case management tools, we can take it a step further by seamlessly connecting our law enforcement agencies and our courts to better serve our constituents.”

Tyler’s Brazos solution will fully automate the citation process, producing statewide citations in an electronic format and reducing data entry to a single iteration. Using existing wireless connections, eCitation allows officers to create citations and schedule court dates electronically from the patrol car. A portable printer in the officer’s car also produces a copy of the eCitation for the cited person. After issuing the eCitation, the officer transmits the data directly to the NCAOC, where it can be immediately accessed by court users statewide.

“We are pleased to expand our relationship with the NCAOC. Through Tyler Alliance, this solution will help them connect multiple departments and agencies and easily share data,” said Bret Dixon, president of Tyler’s Justice Group. “Not only do we expect the NCAOC to achieve efficiencies with the eCitation process, but we also expect they will be able to easily share information with justice partners across the state, leading to better decision-making.”

The Brazos system will support a variety of North Carolina’s law enforcement agencies statewide (State Highway Patrol, Alcohol Law Enforcement, Wildlife Resources Commission, and Division of Motor Vehicles’ License and Theft Bureau), as well as local and county municipalities like sheriff’s offices and city police departments.

North Carolina is the nation's ninth most populous state with more than 10 million residents. The North Carolina Judicial Branch has nearly 7,000 employees, which includes 545 independently elected judicial officials

[About Tyler Technologies, Inc.](#)

Tyler Technologies (NYSE: TYL) provides integrated software and technology services to 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 processes across disparate systems, Tyler's solutions are transforming how clients gain actionable insights that solve problems in their communities. Tyler has more than 26,000 successful installations across more than 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 2019 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.

###

Contact: Jennifer Kepler
Tyler Technologies
972.713.3770
Jennifer.Kepler@tylertech.com

20-6