

California Water District Goes Live with Tyler Technologies' Incode Solution

West Valley Water District streamlines purchasing and approval process to improve financial accountability

PLANO, Texas - [Tyler Technologies, Inc.](#) (NYSE: TYL) today announced that the West Valley Water District (WVWD) in Rialto, California, has successfully implemented Tyler's [Incode®](#) and [Tyler Content Manager™](#) solutions, which will help provide for better human resources and financial management for the agency.

Prior to Tyler Incode, WVWD used an antiquated mainframe-based enterprise resource planning (ERP) solution that had been in place since 2003. WVWD's system did not meet the evolving needs of the district, including the inability to integrate with other systems and delays in confirmation of customer payments that required personnel to manually update systems daily. To improve systems, WVWD released a public request for proposals (RFP) to find and assess innovative solutions. In an effort to conserve paper and reduce delays, the RFP asked the new systems to be more digitally driven and utilize paperless processes. After seeing Incode in action at nearby local agencies and viewing a demonstration of the product, WVWD selected Incode to improve the district's core business processes.

"Our priority at West Valley Water District is to provide constantly improving services for our ratepayers by securing quality advanced programs," stated WVWD Chief Financial Officer Shamindra "Rickey" Manbahal. "In the short time since beginning implementation, our management team has already experienced vast benefits from the program, including fully paperless processes, increased financial accountability, and a streamlined purchasing process."

By changing its system to Tyler's, WVWD is projecting approximately \$200,000 in savings for annual maintenance costs over the next 10 years. The Tyler Incode technology works seamlessly with WVWD services, allowing the agency to connect to West Valley ratepayers more efficiently and effectively. In short, the technology allows for:

- Quicker processing of information through mobile service orders for personnel in the field
- Streamlined purchasing processes as a result of electronic approval workflow for requisition
- Improved user experience of looking up customer records and documents when customer inquiries are submitted since hard copies are no longer needed
- Improved reporting and data extraction capabilities to utilize for communication with ratepayers
- Stronger internal control approvals for purchase requisitions, purchase orders, time reporting and accounting processes to ensure accountability for our ratepayers

"We're pleased to help improve core business processes for the West Valley Water District," said Dane Womble, president of Tyler's Local Government Division. "We appreciate the opportunity to work alongside the district to collaborate on ideas for how best to optimize workflows, and we are confident that the district will continue to see tremendous value through these improvements."

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. Tyler was named to Forbes' "Best Midsize Employers" list in 2019 and has been recognized three times on Forbes' "Most Innovative Growth Companies" list. More information about Tyler Technologies, an S&P 500 company headquartered in Plano, Texas, can be found at tylertech.com.

View source version on businesswire.com: <https://www.businesswire.com/news/home/20200811005045/en/>

Jennifer Kepler

Tyler Technologies

972.713.3770

Jennifer.Kepler@tylertech.com

8/11/2020 9:17:00 AM