



Volume 4 | Issue 4

NOTABLE CONTRACTS AND ANNOUNCEMENTS

Notable Contracts*

- City of Jacksonville, FL - EnerGov
- City of El Cajon, CA - Munis
- Savannah Police Department, GA - Incode public safety
- Catron County, NM - Eagle
- City of Groveland, FL - Incode financials
- Cleveland Municipal Court, OH - Odyssey
- Juneau School District, AK - Infinite Visions



Tyler signs statewide agreement with Nevada for Tyler Supervision. Read [more](#).



State of Alaska goes live with Tyler's Socrata solution. Read [more](#).

Washington

Tyler Clients Demonstrate Resiliency in 2020



It goes without saying that 2020 has been a year unlike any other. The coronavirus pandemic has impacted daily life for us all, including how it has affected the way our local government clients interact with their communities. We wanted to showcase a few highlights from this year and recognize some of our clients for going above and beyond to serve their constituents in new and innovative ways.

- The **city of El Cajon, California**, moved to paperless permitting for more than 50 permit types in just under a month. The project was expected to take a year and was completed during the onset of COVID-19. The city also launched [an app](#) to keep residents updated on new alerts and health guidelines, as well as business reopenings and city services. Read more in this [Route Fifty article](#).
- The **New York State Division of Veterans' Affairs** [deployed Tyler's Entellitrak® solution](#) in under a week so it could continue to approve veterans' claims from their homes, ensuring that veterans in New York will continue to have access to crucial benefits during COVID-19.
- **Pierce County, Washington**, used Tyler's Socrata® open data platform to develop a dashboard to track how the county is allocating its portion of the CARES Act funding. This has allowed the county to make quick decisions on whether or not to reallocate funding to different programs to best serve its community's needs. Read more in this [GCN article](#).
- The **Superior Court of San Luis Obispo, California**, worked with Tyler over a single weekend to customize its Odyssey Guide & File™



state selects case management and supervision solutions from Tyler. Read [more](#).



Indianapolis Public Schools goes live with Tyler's ERP solution. Read [more](#).



Tyler improves computer-aided dispatch process for Port of Long Beach, California. Read [more](#).



Tyler improves citizen access for Iowa City, Iowa. Read [more](#).

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

solution so [domestic violence complaints could be filed online](#) while shelter-in-place orders were in effect.

Looking for more inspiring client stories from this year? Be sure to check out the Tyler Resource Center [here](#).

INVESTOR INSIGHTS

Tyler CFO Brian Miller reflects on the unique circumstances of 2020 and how Tyler has risen to meet our clients' needs.

As we enter the final month of 2020, we reflect on the challenges and successes of the year, as well as what we have learned from them as we turn our focus to 2021. The environment we're in as a result of the coronavirus pandemic is making it abundantly clear, if it wasn't already, that governments need our help with modernizing mission-critical systems now more than ever. The shift to a remote work environment has exposed even more weaknesses in many aging government systems, making it more difficult to provide essential services at a time when the public needs them the most.

Tyler has continued to invest and innovate throughout 2020, bringing solutions to market like [Tyler Virtual Court](#) to help clients deal with new challenges. Our years of prudent management have positioned us to be able to continue to invest at a high level, despite the challenges of 2020. With approximately \$700 million in cash and investments and no debt, we've continued to add staff throughout the year and are moving forward with all of our strategic initiatives, including our accelerated move to the cloud – which is in stark contrast to some of our competitors. Who could have imagined a year in which the effects of a pandemic caused us to lower our revenue guidance by \$91 million, or 7.5%, at the midpoint, but expand margins and only reduce earnings guidance by a little over 2%, all without cutting staff or investments?

Tyler's team of professionals is second to none. Our senior leadership team has been constantly amazed and inspired, but not surprised, by the resilience, creativity, and fortitude that our 5,500 team members have exhibited in facing the challenges of 2020 head on. Forty percent of our employees have previously worked in the public sector, and all of us are singularly focused on enabling the public sector to better serve its constituents, especially as we head into 2021.

MANAGEMENT ROADSHOW

UBS Global TMT
Virtual Conference
December 9

23rd Annual Needham
Virtual Growth Conference
January 11-12

JMP Securities 2021
Virtual Tech Conference
March 1-2

Virtual Tyler Connect 2021
April 27-29
Join us for general sessions
in ERP, Justice, Data &
Insights, and more





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