

Tyler Technologies Improves Citizen Connections in City of Amarillo, Texas

Tyler's civic services solution is latest product to be implemented

PLANO, Texas - [Tyler Technologies, Inc.](#) (NYSE: TYL) announced today that the city of Amarillo, Texas, has successfully gone live with Tyler's EnerGov™ civic services solution. Specifically, the city went live with the EnerGov citizen self-service (CSS) solution, workforce applications, Tyler Content Manager™, Tyler Cashiering™, and electronic plan reviews.

Amarillo desired a new tool that would make information more readily available to citizens and improve connectivity between systems and departments. The city is familiar with Tyler's expertise in public administration solutions. Amarillo is a Tyler client using its Munis® enterprise resource planning (ERP) and Eagle Recorder™ solutions. Ultimately, the city selected Tyler's civic services solution as one that would support a better customer experience for its citizens.

"We're excited to expand our city's use of Tyler's products, now with its comprehensive civic services solution," said Rich Gagnon, CIO for the city of Amarillo. "Tyler's EnerGov solution is already helping to connect our local government offices directly with our citizens through technology, increasing overall transparency."

Tyler's EnerGov CSS solution brings Amarillo's residents into the community development process by providing online access to information. Residents and contractors are now able to search for an address or parcel, apply for a permit, and request an inspection, among other activities. EnerGov CSS' online tools ensure that Amarillo's staff maintains effective communication with residents and contractors while eliminating the need for a citizen to make a phone call or office visit, helping to free up staff resources in the city.

The city is already experiencing initial benefits following its successful, on-time go-live, including:

- Beginning to eliminate silos between departments
- Streamlining the permit application process for citizens
- Reducing the number of applications citizens must search online
- Eliminating manual and paper processes

"The city of Amarillo sees the value in connecting its software solutions using a common technology foundation," said Greg Savard, general manager of Tyler's Civic Services business unit. "We're excited to continue supporting Amarillo's vision for connecting these core functions, including records management, community development, and enterprise resource planning to best serve its community and staff."

The city of Amarillo is the largest city in the Texas Panhandle and the 14th most populous city in Texas. It has a population of roughly 265,000.

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 27,000 successful installations across more than 11,000 sites, with clients in all 50 states, Canada, the Caribbean, Australia, and other international locations. Tyler has been named to Government Technology's GovTech 100 list five times 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.

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