tyler technologies

PUBLIC SAFETY
SOLUTIONS

Public Safety Solutions for
Your Community

Discover What's Inside

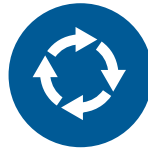Find the public safety solution you're interested in.

Fully integrated solutions for every agency

In mission-critical situations, it's important for command staff, dispatchers, and first responders to respond quickly and save lives. While the need for public safety services is universal, each community is different. What's right for one community might not fit the needs of another. That's where Tyler Technologies comes in.

Built on a common foundation, each of Tyler's public safety solutions are designed to manage the ever-growing workload and constantly evolving needs of modern public safety agencies. Offering multiple solutions for law enforcement, fire, and EMS agencies, Tyler empowers public safety agencies with the right tools to create safer communities.

With an exclusive focus on the public sector, Tyler offers a variety of public safety software solutions to fit the needs of all communities. Metropolitan areas with populations of more than half a million and rural counties that cover thousands of square miles all need public safety services, but not necessarily the same set of tools.

Tyler's multi-jurisdictional and integrated public safety solutions include computer aided dispatch (CAD), law enforcement records management, mobile and field reporting, mobility apps for law enforcement and fire users, data analytics, corrections, eCitations, civil processing, and fire and EMS.

These robust solutions are configurable and scalable, so each agency has the right tools to meet the needs of the community.

New World Enterprise CAD

Tyler's New World Enterprise CAD is a leading, fully integrated, multi-jurisdictional, and comprehensive enterprise system designed by telecommunicators for telecommunicators.

It takes the functionality all call takers and dispatchers need — creating calls for service, obtaining an address, collecting all call details, and routing first responders — then enhances that basic functionality by using data to send an intelligence-based response.

Configurable Workflow by Role

Highly configurable with an intuitive workflow, Enterprise CAD allows users to view screens based on workflow and role. Users can determine what information they want to see — and how they want to see it — by configuring views and layouts that highlight data that is most important to their roles.

Enterprise CAD also has several features for users to work the way they want to work. Whether that means telecommunicators do everything from the command line or using their mouse, the workflow of Enterprise CAD is designed to cater to how individuals want to interact with the product.

With this tool, dispatchers, call takers, and administrators see what they need to see and make data-driven decisions.

INTEGRATED WITH:

- New World Records, Mobile, CrewForce, ShieldForce, Fire Records, Public Safety Insights, and Decision Support

KEY FEATURES AND FUNCTIONALITY

- View warrants, orders of protection, alerts, and mission-critical details in real time

- Direct state and NCIC access

- Next Generation 911 and CJIS compliant

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Improving Safety and Awareness With Robust Data Access and Mapping

Accessing, inputting, and sharing data without delay is easy with New World Enterprise CAD. Real-time information is shared out instantly, so first responders receive alerts while en route or on the scene that could impact safety.

Built-in automatic vehicle location (AVL) functionality helps telecommunicators and first responders see where all units are located in the field. This improves situational awareness and helps dispatchers send the best response to an emergency instantly.

Tyler partners with Esri to deliver the industry-leading GIS capabilities to first responders. With this technology, dispatchers can quickly and easily route units to the scene by going through instant calculations that factor in vehicle size and weight along with pertinent road or bridge factors. This means first responders avoid potential road hazards and call takers provide accurate estimated time of arrival (ETA) data.

With these capabilities, telecommunicators remove manual processes and improve response times.
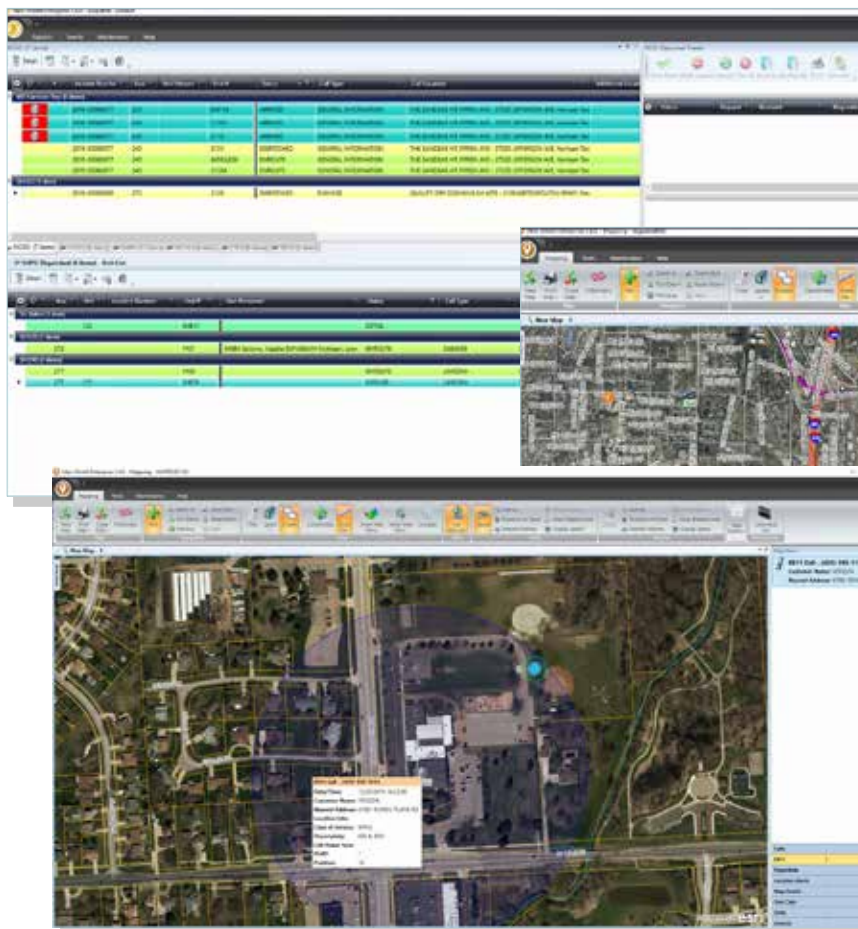
View incident numbers, dispatched units, and NCIC information at a glance.
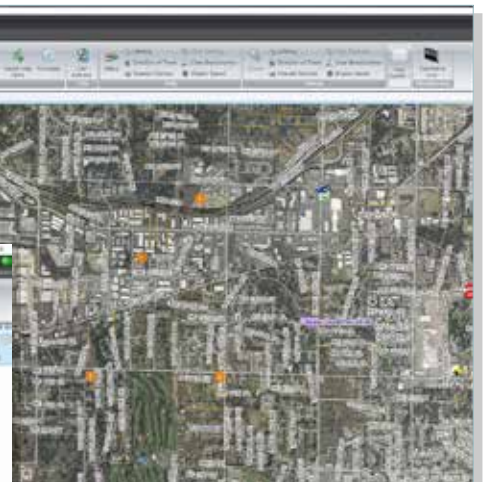
Esri-powered mapping provides powerful situational awareness for dispatchers and first responders.

New World Enterprise Records

New World Enterprise Records is a browser-based, comprehensive, and highly configurable solution designed to work the way agencies need it to work. It was built using three decades of input from records management system users who know what works best in a busy records department.

User-Level Configuration for Better Workflow

Every agency using Enterprise Records can configure the solution to meet their needs. That means down to the user level, records staff can hide or move fields, add user-defined fields to any screen, track specific information pertinent to their role, and build and order search screens to meet their preferences. With this capability, users spend less time searching for and reordering information and more time focusing on their actual roles.

In addition, Enterprise Records has built-in best practices that adhere to state and federal compliance, which means agencies can spend more time configuring the solution to meet their unique needs and are not beholden to pre-set rules or workflows.

INTEGRATED WITH:

- *New World Mobile, CrewForce, ShieldForce, SceneCollect, Fire Records, Corrections, Decision Support, Public Safety Insights, Brazos, and SoftCode*

DO MORE WITH RECORDS

- *Browser-based system for faster searching, sorting, and retrieval*

- *View charts, lists, key performance indicators, problem areas, maps, and more role-based data on self-configured dashboards*

Accessing and Sharing Data, Even in Real Time

Browser-based Enterprise Records was built with powerful search engines that can rapidly filter through all information housed in the system within a fraction of a second. This information is returned in user-defined fields, which makes it easy for sorting and retrieval. With these capabilities, self-sufficiency among staff is improved as they are more equipped to access data without the help of IT.

As soon as data enters Enterprise Records, it becomes accessible by other users, even if the record is not fully approved by a supervisor. This helps expose information going into the system and what's happening in the community, which empowers agencies with improved workflow and self-sufficiency.

This real-time data access also helps improve officer safety and communicates information to the public faster.
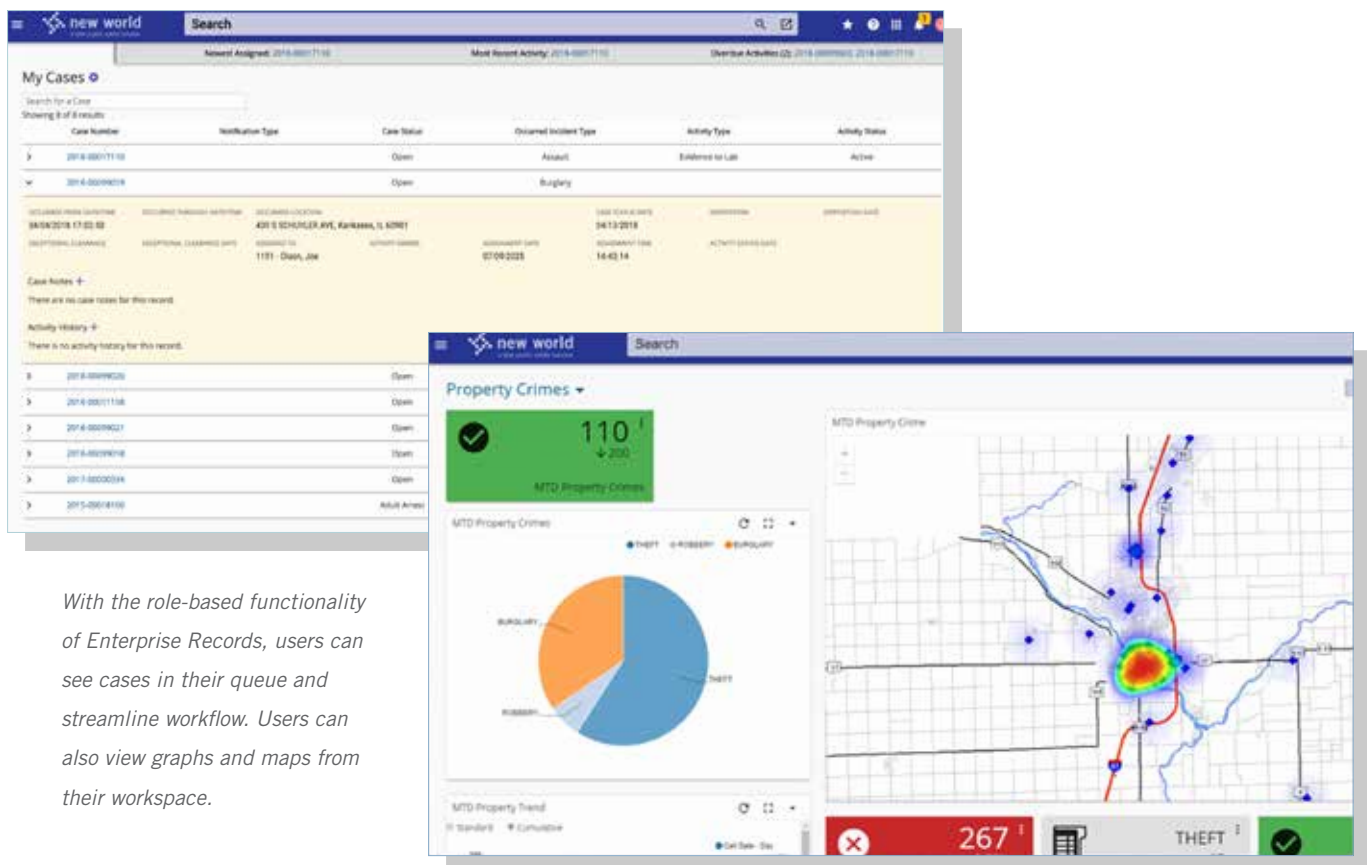
With the role-based functionality of Enterprise Records, users can see cases in their queue and streamline workflow. Users can also view graphs and maps from their workspace.

New World Mobile

Easy access to real-time CAD data in the field is something first responders not only require but expect. With New World Mobile, this expectation is taken to the next level for first responders, dispatchers, and civilian staff.

Real-time Access to Critical Information

New World Mobile was designed for a mobile workflow. As field reports are created, before they are even officially submitted, they are synced and available in an agency's records management system. This workflow helps:

- Officers stay ahead of information when interacting with an individual in any situation with alerts from New World Mobile – even if the individual is involved in a pending report.

  ◎ Information is available no matter how the system is queried, ensuring vital data is easily accessible.

- Records' staff see information entered from the field as it happens and keep better track of evidence.

  ◎ Even before the evidence is checked in with the station and stored, property room staff can begin a chain of custody and keep track of evidence throughout its lifecycle.

INTEGRATED WITH:

- *New World Enterprise CAD, Records, Fire, eCitations, and Corrections*

MOBILE FEATURES

- *Seamless integration with NCIC*

- *Instant data sharing between New World CAD, Records, eCitations, and Corrections.*

- *Embedded Esri functionality*

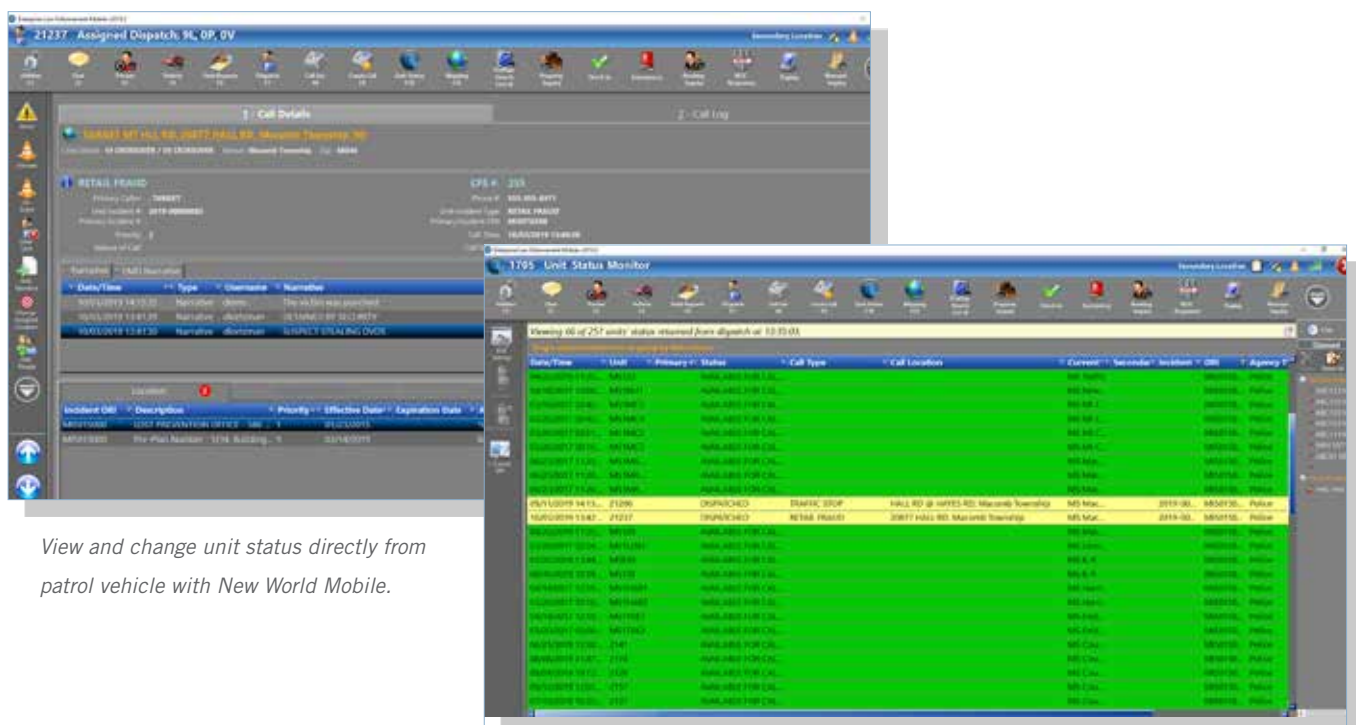- *Easy capture of IBR/ UCR information*

Improve Situational Awareness with Geofencing Capabilities

When an officer is assigned to a call for service and the status of his or her patrol unit is en route, with geofencing the status will automatically change to at the scene once the patrol unit is within 200 feet of the address. This prevents officers from taking their eyes off the road and updating their status.

Geofencing also assists first responders with alerts that can:

- Notify units when they get within 500 feet of one another or enter known gang territory

  ◎ Undercover units benefit from this capability as it alerts other officers to their situation and keep vital information off the radio.

- Determine offense type for accurate documentation in citations or arrests.

  ◎ In an instance where an officer makes a traffic stop and discovers an additional violation during the stop — perhaps the discovery of narcotics — geofencing can be configured to notify the officer if he or she is in an area where the offense type is more severe (such as if the driver is in a school zone). This is based on the radial proximity drawn around the area.

- Provide instant critical data including premise history, prior incidents, and known hazards allowing fire and EMS responders to know to wait for law enforcement in certain circumstances.

  ◎ NCIC critical alerts also improve safety by automatically alerting other units when an officer is dealing with a wanted or known felon.

View and change unit status directly from patrol vehicle with New World Mobile.

New World ShieldForce®

With New World ShieldForce, safety and efficiency are improved for officers and command staff with constant access to real-time CAD functionality and role-based data. This mobile app extends access to information beyond mobile data terminals and puts its directly into the hands of users via smartphone, tablet, or watch.

Keeping Officers and the Community Safe

Patrol officers, command staff, and dispatch personnel work together, but have different needs. While the primary needs are to keep the community safe, stay safe on the scene, and always have easy access to vital information, what is done with that information varies. ShieldForce intuitively meets the needs of each user based on his or her role.

With ShieldForce, officers receive immediate updates about an incident or call for service, they can silently request information or back up without returning to the patrol car, and they have powerful situational awareness.

Command staff uses ShieldForce to view real-time positioning of all units and officers from any location. They can also receive push notifications and alerts, which reduce the need for constantly monitoring email or radio channels.

Dispatchers and CAD administrators benefit from ShieldForce as it allows them to focus on critical activities that extend beyond fulfilling information requests.

Enhance situational awareness, receive dispatches, track other officers, and stay connected anywhere with ShieldForce.

New World Digital Evidence and Scene Collect

Evidence Collection for the Modern Agency

With New World Digital Evidence, agencies gain control over the evidence collection process, which leads to greater efficiency.

New World Digital Evidence is CJIS-compliant, hosted in the Amazon Web Services GovCloud, offers a lifetime detailed audit trail, and containerizes all data. With these capabilities, digital evidence is properly cared for and secured.

Officers and command staff can:

• View all digital evidence on a timeline or map

• Import digital files from SD cards, hard drives, and email attachments

• Share files with secure sharing links, view evidence collected by other officers, and extensively search all digital evidence

• Filter evidence by user, data type, priority, and date fields

Agencies that want to go farther with evidence capabilities can pair Digital Evidence with New World Scene Collect.
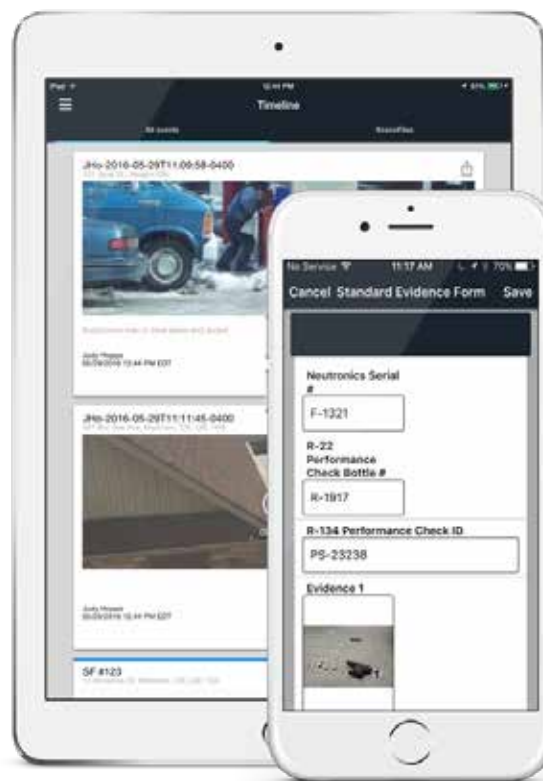
Securely collect digital evidence on the scene.

New World CrewForce®

DO MORE WITH CREWFORCE

- *Immediate access to incident summary reports, map layers and GIS data, pre-plans, hydrant locations, onsite hazards, alerts, real-time information, and incident narrative*

- *Stay connected via smartphone or watch*

- *Arrive better prepared*

Remove the Unknown from a Fire Response

Traditionally, most crew members heading to a fire are limited in their access to information until they arrive on the scene.

However, with mobile fire apps like New World CrewForce, every member of a crew has access to real-time and role-based data throughout the entirety of the response.

With this information, first responders are armed with information that helps them better plan the response before they even arrive, which helps reduce property damage and improve safety outcomes for those involved.

Fire Risk Reduction for People and Property

With CrewForce, all crew members have access to role-based data in transit and on the scene. Accessing turn-by-turn directions and pre-plans in transit helps crews be better prepared upon arrival.

MobileEyes for Fire Inspections
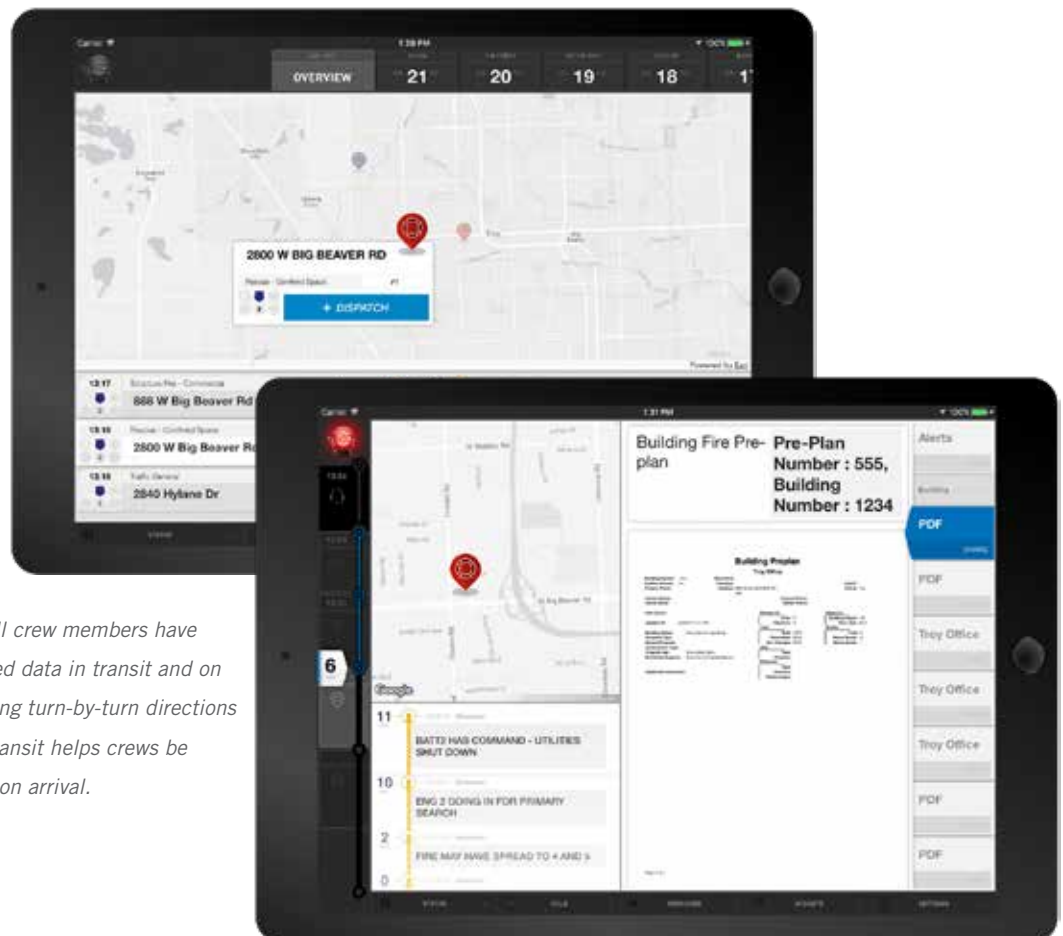
Departments that want to reduce risk to life and property, assess more buildings, and do it more efficiently use MobileEyes.

MobileEyes is fire inspection software that helps fire marshals and inspectors reduce risk to their communities. With its core products — MobileEyes Inspector and Inspector Plus — it streamlines the inspection process through the onsite digital capture of information and customized access to the right state and local fire codes.
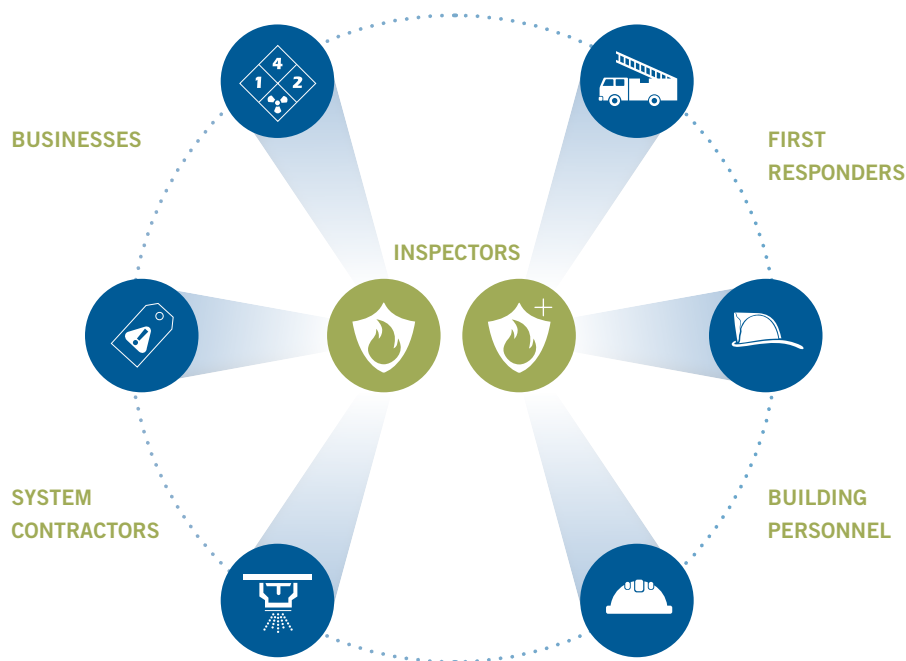
This prevents inspectors from having to re-enter data or search for code citations, ensures no process is forgotten, and ultimately helps fire departments eliminate risk. Most fire departments using MobileEyes experience an increase of 40% or more inspections completed per year.

In addition, MobileEyes helps get critical information into the hands of fire crews. Through its integration with New World CAD, MobileEyes provides information through smartphones and mobile data terminals about onsite hazards, construction characteristics, suppression systems, and building access and contact information, which allows fire crews on-scene access to mission-critical information.

With a tool like MobileEyes, fire officials can know they are using a tool that helps reduce the risk to life and property in their communities.

New World Fire Solutions

The Only Fully Integrated Fire Suite

When dispatch receives a call reporting a structure fire, data begins flowing. New World CAD captures details and location information while accessing map data, hydrant locations, and pre-plans. This information is instantly shared with first responders.

CAD data including units, times, narratives, and hydrant information then auto-populates in New World Fire Records, which simplifies National Fire Incident Reporting Standards (NFIRS).

Vital data about the incident, including information and evidence, is obtained at the scene and tracked throughout the investigations module. This incident information is securely stored and used by command staff to monitor accreditation reporting and determine resource allocation.

INTEGRATED WITH:

- *New World CAD, Records, and Mobile*

DO MORE WITH FIRE SOLUTIONS

- *Simplified NFIRS reporting*

- *Fully integrated with New World public safety suite*

- *Securely store information*

Get there faster and improve situational awareness with built-in fire response plans.

Streamline Reporting With Improved Workflow

New World Fire was designed to understand the workflow of fire users. During the reporting process, New World Fire makes it easy for users to enter the incident type and report on it correctly using NFIRS forms. The system walks users through the process, thereby saving time and eliminating guesswork.

With the information built-in to New World Fire, dispatchers and first responders benefit from its ability to store response plans. These plans are based off of area, type of apparatus, structure, equipment, and any other detail an agency deems vital. Response plans ensure dispatch sends the best response to any type of fire emergency no matter how many alarms are issued.

First responders in the field also have access to pre-plan information, which provides them with access to information regarding sprinklers, knock box location, gate codes, hydrants, known extinguish systems, fire pumps, hazardous materials, and any necessary contact information.

With access to all of this information in mobile, New World Fire helps first responders identify specific apparatus and individuals instantly.

Enter and view mission-critical detail using the New World Fire incident wizard.

Tyler Corrections

Tyler Corrections is the only fully integrated solution on the market. This system is built to match each jail's unique processes from the moment of go-live, which means Tyler Corrections fits exactly how any jail does business. This system also fully encompasses all aspects of the inmate's cycle from intake to release.

Fully Integrated With Public Safety and Court Systems

Tyler Corrections provides a direct link between Tyler's public safety and court systems. It integrates with New World Records and Mobile, which allows for field arrests to be sent directly to any jail running the Tyler system. This means officers spend less time at the jail filling out paperwork, jail staff no longer re-keys information, and there is no paper passed between agencies and jails.

This integration and secure data sharing creates efficiencies, eliminates redundant data entry, reduces errors and costs, and keeps inmates, staff, and the public safe.

INTEGRATED WITH:

- *New World Enterprise Records, Mobile and Odyssey Case Manager, Attorney Manager, and Supervision*

INSIDE CORRECTIONS

- *Fully integrated solution*

- *Streamline processes*

- *Organize, manage, and protect data*

The Benefits of Integrated Justice

With Tyler Corrections, data is shared securely and processes are streamlined in the areas of pre-booking, court hearings, warrants, inmate information, and charge updates.

- Pre-booking: Officers can check for warrants and criminal history with the click of a button. A pre-booking file is created immediately, which eliminates the need for re-entering data, decreases delays, and improves accuracy. The pre-booking file notifies the jail that new inmates are on the way, allowing the jail to reallocate staff when necessary.

- Court hearings: View scheduled court hearings from within the inmate record and easily prepare a roster of inmates who need to go to court on a specific data.

- Warrants: Tyler Corrections provides real-time notification of active local warrants during booking and release, so that no open warrant is overlooked. Jail visitors can also be entered into an open warrant search based on drivers' license numbers.

- Inmate information: Integrated inmate and party information enhances the ability to respond to requests for information about inmates, including current status, custody location, and demographics. This results in reduced time on the phone with related justice agencies and the public. It also provides immediate access to inmate data, including mug shots, fingerprints, and identifying marks.

- Charge updated: Tyler Corrections automatically updates when there is a change to a charge, which eliminates the need to physically move related paperwork from one agency to another. If a prosecutor amends a charge or the case is dismissed or results in a conviction, data is transmitted in real time.

Sharing data and workflows across agencies improves processes for all agencies involved. Every document and each piece of data – party information, events, warrants, charges, bails/bonds, fines, and fees – is organized, managed, and protected.

Brazos eCitation Solutions

A LOOK AT BRAZOS

- Officers using Brazos write 7.5 million citations annually

- Reduce the citation process by up to 50%

- Brazos eCrash module allows officers to complete accident reports electronically in the field

- Device agnostic solution

- Configure printouts to translate into different languages

Leverage Existing Investments in Records and Court Software

Brazos is a device agnostic, mobile data collection tool that pulls relevant data from an agency's CAD, mobile, and/or records applications. It also integrates with court applications, ensuring the transfer of information is seamless, secure, and accurate.

Plus, Brazos works with iOS, Android, and Microsoft smart phones and other tablets or laptops used by an agency, city, county, or court. In addition, with its ability to securely enter and capture citation data regardless of an internet connection, users can be assured that they will never lose data.

Collect the Data Your Agency Needs

From initial configuration to deployment, users can change the data they need to collect and how it is collected without IT assistance.

Data fields in Brazos are completely customizable, so agencies can add and subtract fields to meet their individual needs. Users can also configure printouts to translate into a different language, which increases communication efforts with the communities in which we live and work.

Fully customizable and device agnostic, Brazos helps officers complete the citation process in less time.

Reduce Time on the Roadside

The citation process with Brazos includes swiping a driver's license, scanning VIN barcodes and vehicle registration, capturing data that includes video, audio, photos, and fingerprints, and collecting any data mandated by local, state, and federal laws.

Officers get the information they need, send it off to records management system (RMS) and court applications, get the driver back to his or her day, and get off the road faster than ever.

Save Time and Money With Electronic Ticketing

Brazos helps agencies and courts save with its robust functionality and streamlined workflow. It eliminates the reentry of data, reduces paper waste, and minimizes data entry errors that could get tickets dismissed in courts. Brazos also improves the efficiency of officers, records staff, and court clerks, and provides access to the information officers need, which helps them get off the roadside faster.

With efficiency gained from Brazos, agencies can reallocate resources to other mission-critical projects.

Do More With Data

Public Safety Insights and Decision Support

Public safety agencies generate vast amounts of data every year. Every call for service, report taken, arrest made, and suspect booked creates some form of data, which is collected and stored. Accessing this data and turning it into actionable intelligence is easy with Tyler's Public Safety Insights, which includes Law Enforcement Explorer, Law Enforcement Analytics, and Citizen Connect, and Decision Support solutions.

MAKE BIG DATA WORK FOR YOUR AGENCY

- *Real-time access to secure data*
- *Set alerts detailing daily, weekly, and monthly information that happens at a specific location*

Stay Informed With Real-Time Updates

Tyler's Law Enforcement Explorer is a web-based data analysis product that works like common applications used by most individuals daily. This tool can be used by anyone in the department and requires little training.

With this tool, data updates continuously and allows users to set email alerts detailing daily, weekly, and monthly information that happens at a specific address, beat, quadrant, or any geographic area within the jurisdiction
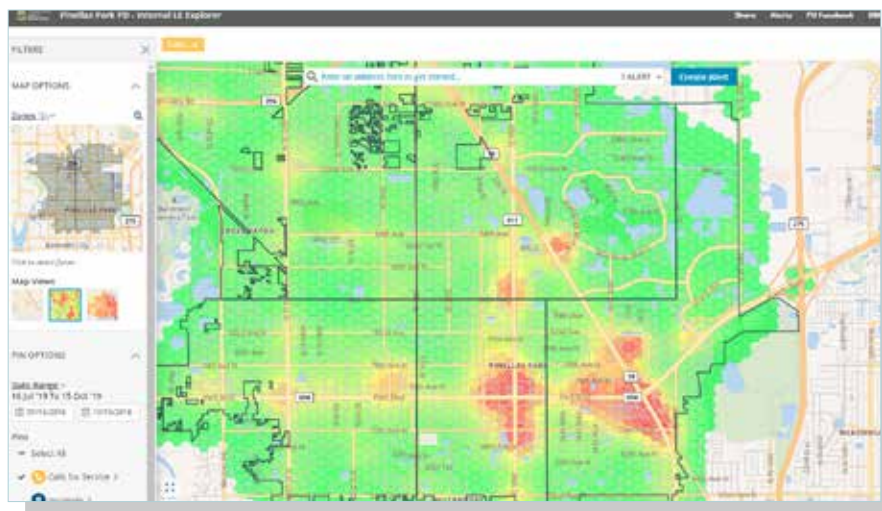
Law Enforcement Explorer automatically pulls together data and provides visual, map-based imagery of problem areas.

Using Data for Better Accountability

Law Enforcement Analytics allows command staff to pull data that shows not only what's happening at the time, but compare data from day to day, week to week, month to month, and so forth. This data is easily shared across departments, allowing for full insight into what is occurring in the agency and the community.

Using these comparisons, command staff has visual representation of crime trends and patterns, which they can use to determine overall crime reduction and community safety.

These data capabilities also allow agencies to enact tactics and determine their successfulness, thereby improving efficiency and operations and making communities safer.

- *New World public safety solutions*

STORE AND ACCESS DATA

- *Amazon Web Services secure government cloud data storage for Public Safety Insights*

- *CJIS-compliant servers reduce in-house maintenance*

- *Store and analyze data housed in Microsoft SQL server databases when using New World DSS*

Analyze your Agency's Data

Meet Expectations With Improved Transparency

With Citizen Connect, public safety agencies empower citizens to access information that they want, when they want.

This tool allows citizens to set up alerts on streets, addresses, or neighborhoods, so they are automatically alerted when specific crime types happen in the area.

Agencies benefit by empowering citizens to do more on their own, which means records' staff have more time to work on other tasks.

Configure the Data Your Agency Needs

New World Decision Support solutions helps agencies analyze data stored in a Microsoft SQL server database by extracting the data and displaying it in Microsoft Excel spreadsheets. This data can include names, numbers, addresses, case numbers, and anything else stored in the database.

Dashboards provide a high-level window into reports generated by New World DSS. These dashboards show daily updates along with trends occurring. Crime analysts or other power users can use these dashboards to dig deeper into data and find trends or correlations within the data.
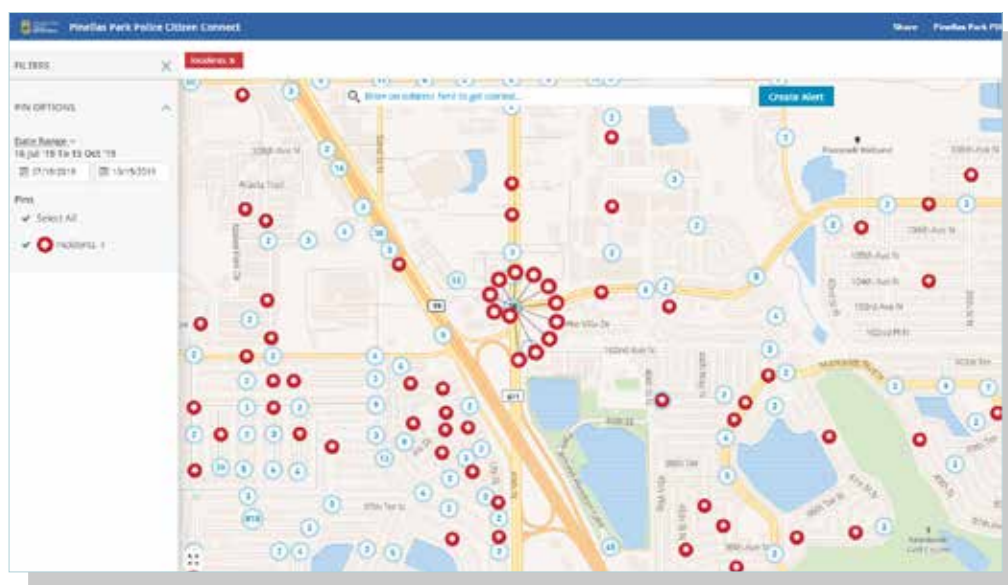
With Citizen Connect, community members can see crime type and location in specific areas.

SoftCode

Comprehensive Civil Process

Tyler's SoftCode product suite offers comprehensive resources, flexible configuration capabilities, and effective execution of civil process.

With SoftCode CivilServe, civilian staff in public safety agencies can track court case papers and data, record service and payment activity, and reconcile financial data.

Public safety agencies using New World Records and SoftCode benefit from the integration capabilities surrounding SoftCode CivilServe and Records. This integration provides clients using both products access to New World's person and location data, including safety alerts. It also provides New World users with civil paper data, which increases opportunities to successfully and safely serve papers.

INTEGRATED WITH:

- *New World Enterprise Records, Odyssey, and Munis (import/ export files)*

- *Integration between SoftCode CivilServe and New World provides users with access to person and location data, including safety alerts, leading to improved officer safety*

- *Civil paper alerts are updated after service is initiated, keeping Records current and users aware of who needs to be served*

- *New World mapping and geo-verification capabilities help track alerts based on specific address information*

Softcode CivilServe workflow provides seamless workflow between court and public safety applications.

Incode Public Safety

From dispatch to records and electronic citations to vehicle impounds, Incode public safety has everything you need to handle your day-to-day operations — developed with industry best-practices in mind to deliver the power and scalability to grow with you in the years to come

Share Data and Send Faster Responses

Incode CAD empowers dispatchers to quickly share mission-critical information and make effective decisions to keep citizens and officers safe, using features such as:

- Silent dispatching and visual safety alerts to increase officer safety

- Mapping, drawing, and AVL tools to facilitate faster responses

- NCIC/LETS searches, predictive command lines, info retrieval, and more provide fast access to key information

- Route/vehicle history, statistical reporting, and incident tracking/ mapping for smarter reporting

The RMS dashboard shows report information in an easy-to-read format, so users can view key details in one window.

INTEGRATED WITH:

- *Brazos eCitation, Incode Court, and Odyssey solutions*

INSIDE INCODE PUBLIC SAFETY

- *Powerful, efficient state and federal reporting features*

- *Cloud- and mobile-based records management system (RMS) options available to meet the needs of your agency*
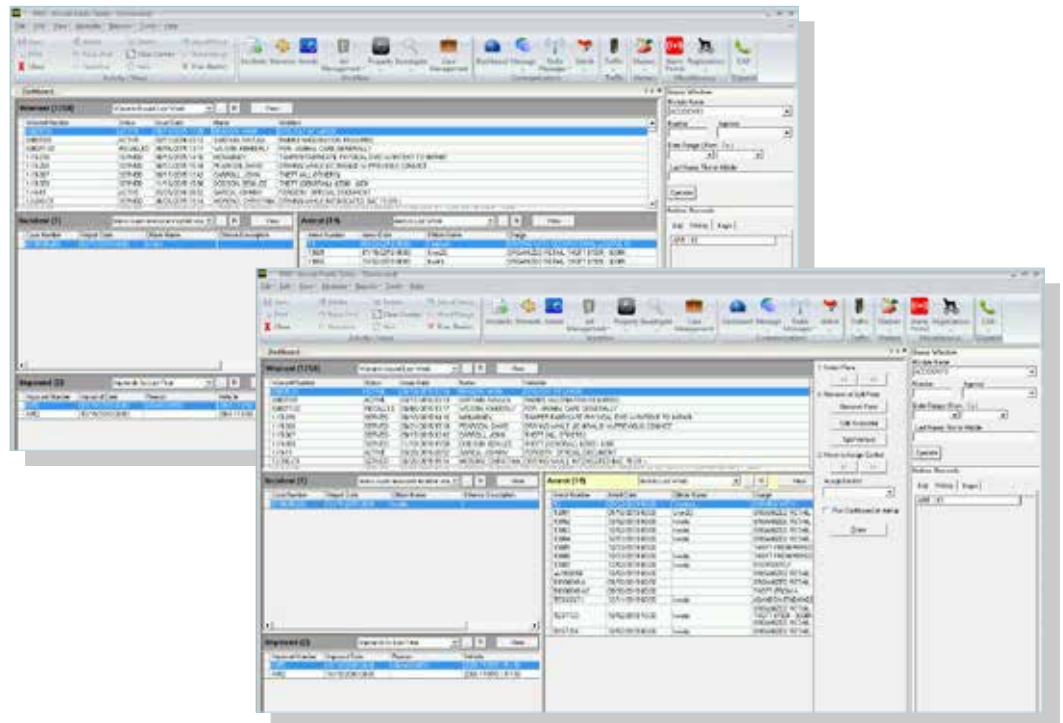
Easy Access to Records for Efficient Reporting

Incode Records Management System (RMS) makes researching, recording, reporting, and analyzing the details of any incident easy, accurate, and efficient. Incode RMS provides a broad array of features to manage nearly any task you throw at it, including:

- Customized dashboards, reminders, time tracking, and witness/suspect interview scheduling help workflow efficiency

- Automatic consolidation of case details to create a comprehensive PDF that can be used by the district attorney

- Unique error tab activation when key information is missing from a report

Get Real-Time Data in Your Hands

Incode Mobile CAD allows officers to respond to dispatch and communicate with other users utilizing either a laptop or tablet. When using a laptop, Mobile CAD features hotkeys which help officers use the system quickly and efficiently.

Incode also offers an easy-to-use iPad app for Mobile CAD, which utilizes the iPad's touchscreen capabilities, and allows officers to take Mobile CAD functionality with them no matter where they are in the field. This CJIS-compliant app has a similar feel to Mobile CAD, and contains main "views" where a user can perform a multitude of functions.

Client Services

Unparalleled Training, Community, and Support

Tyler University

Tyler University (Tyler U) offers valuable job-related training that Tyler clients can access 24/7, from any location with internet access using a computer or mobile device. Tyler U reduces the time, effort, and cost associated with training your workforce by delivering comprehensive training curriculums tailored to your organization's needs based on Tyler's comprehensive library of courses. The content is included in your maintenance agreement at no cost and is updated on a regular basis as part of Tyler's evergreen philosophy. Tyler U enables existing and new staff to take full advantage of Tyler solutions.

With more than 1,800 individual learning assignments across Tyler product centers, new staff and existing staff can get up-to-speed quickly, learn about latest features and capabilities, and increase productivity.

Tyler Community

Some of the most valuable knowledge about Tyler's product lies in the minds of our clients, as well as Tyler employees. These unique experiences and perspectives can benefit both users and Tyler staff, which is why we developed the Tyler Community – an online collaboration community filled with useful blogs, forums, libraries, and wikis that allow participants to:

• Search forums, discussions, and wikis to solve problems before submitting a support ticket

• Connect with peers and Tyler staff in a collaborative, interactive environment

• Ask questions and get answers from experts in other jurisdictions or Tyler staff

• Share best practices, ideas, and knowledge about Tyler products and capabilities

• Make recommendations for product enhancements

Industry-Leading Support

Tyler provides valuable support services and resources, including a real-time help desk and related services that solve Tyler clients' immediate needs. These support services are response-driven. Issues are intelligently routed to a resource best suited to resolve the problem, are governed by Service Level Agreements (SLAs), and are always aligned with our commitment to provide you with technologically current products and reliable performance throughout the life of your Tyler investment.

Gain Access to:

- 24/7 emergency support – A toll-free number is available for emergency issues that occur outside of normal support hours (8 am to 5 pm EST), including catastrophic system issues.

- Weekend support – Saturday support is available for prescheduled system upgrades.

Post Implementation Support

Tyler also adds a "proactive" approach to industry-leading "reactive" support services. Reactive support services answer questions and resolve problems quickly. Proactive services help avoid problems and improve user sophistication in using Tyler solutions. When combined, they translate to clients who are more efficient and effective, resulting in customer satisfaction scores that far exceed the industry. .

tyler alliance™

FROM **DISPATCH** THROUGH **DISPOSITION**

From Dispatch Through Disposition

Tyler Alliance leads the way with an integrated approach to criminal justice and public safety solutions

Tyler Alliance is a multi-agency, distributed platform that integrates public safety and criminal justice systems by connecting departments, agencies, and jurisdictions. The platform helps organizations break down barriers to make information sharing across public safety and justice agencies easy and secure. From dispatch operators, police on patrol, fire departments, and emergency services to corrections staff, probation officers, court clerks, trial judges, and prosecutors, improved information sharing enhances decision making, increases safety, automates processes, saves time, and reduces errors. Anchored by a common technical foundation, Tyler Alliance seamlessly connects Tyler products, enabling them to operate more collaboratively, and securely share data via connection points across multiple applications.

everGuide®

Maximizing your investment; partnering for the long term

EverGuide is Tyler's continuous improvement initiative. It includes training and consulting to ensure you get the most from your investment. Every office experiences it – at some point after software is implemented, trained staff leave and new employees are hired. Or the latest update includes new functions because of legislative changes. Keeping up with new features and functionalities can create a consumption gap, and agencies don't make full use of their investment.

EverGuide is the natural next step to Tyler's evergreen philosophy, which helps ensure you have up-to-date technology for the life of your product. EverGuide helps you make the most of the technology, providing a knowledgeable partner and a family of benefits to support you. When you view an implementation as the beginning of a continuing, supportive relationship, you can breathe easier knowing you won't be left dangling after go-live. Tyler is committed to helping you make the most of your Tyler software.

With EverGuide, Tyler helps agencies:

• Identify ways to address and avoid the consumption gap

• Keep current on your Tyler product releases

• Invest in your staff through training and change management

• Proactively communicate with staff

• Ensure solid IT governance

• Fully use Tyler's support offerings

Maturity Model

The maturity model is a tool that identifies many key characteristics of a public safety agency. By implementing the capabilities of each solution used by an agency, the maturity model helps to transform public safety processes. This model helps agencies ensure that they get the maximum benefit from their solution. Like EverGuide, the maturity model works to make sure agencies avoid the consumption gap.

	Call Taking	LE Dispatch	Fire/EMS Dispatch	Mapping	System Based Configuration	Justice Partners	Analytics & Reporting
Advanced							
High Intermediate							
Intermediate							
Foundational							
Paper / Manual							
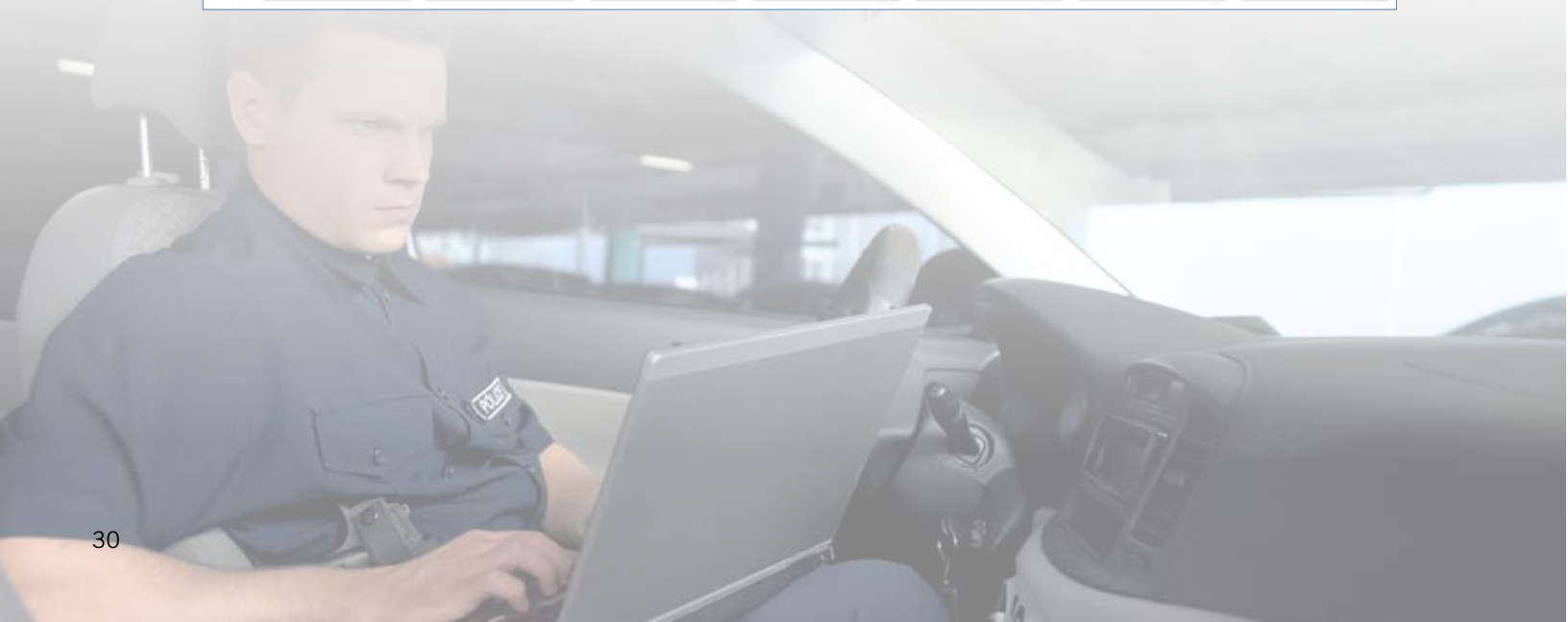
A Comprehensive Public Safety Software Solution

Single/Multi-Jurisdictional Dispatch Software

CAD Mapping	ePCR Interface	Telestaff Interface
GIS/Geo-File Verification	Unit RecommendationsHydrant Inventory	CAD Messaging
BOLOs	Service Vehicle Rotation	Rip-N-Run Remote Printing
Alarm Interface	E-911 Interface	Pictometry Interface
Encoder Interface	Fire Records Interface	PulsePoint Interface
Call Entry	Unit Status and Control Panel	Call Scheduling
Hazard and Location Alerts	Note Pads	Run Cards/Response Plans
CAD Auto Routing	Unit Management	ASAP Interface
CAD to CAD Interface	NG911 Interface	Twitter Interface
CAD CFS Export Interface	Out-of-Band AVL Interface	Dispatch Questionnaire Rapid SOS
Call Control Panel	Call Stacking	Pre-Arrival Questionnaire
Hazmat Search	Proximity Dispatch	PEMA Knowledge Center
CAD AVL	Web CAD Monitor	Fire Equipment Search
CAD Paging Interface	CAD NCIC Interface	

Records Management Software for Single/Multi-Jurisdictional Law Enforcement

Arrests	Bookings	MiDEx Interface
Investigations	Scheduling	Field Interviews
Alarms	LINX Interface	Standard Reporting
Narcotics	Case Processing	Equipment and Inventory
Citizen Reporting Interface	Property and Evidence	Livescan Interface
Buildings	Briefing Notes	LACRIS Interface
Orders of Protection	Tyler Content Manager	IBR/Clery Reporting
Animal Licensing	Evidence Interface	Training
Pawn Shops	Citations	Gangs
COPLINK Interface	Records Request	Ticket Writer Interface
Businesses	Crash	Impounded Vehicles
Personnel	Use of Force	Wants and Warrants
Bicycle Registration	SECTOR Ticket Interface	Hazardous Materials
Permits	Dynamic Reporting	NCIC Interface
Accurint Crime Analysis Interface	Registered Offenders	Incidents
Case Management	Demographic Profiling	Multi Server Search
Persons	Vehicle Tracking	

Records Management Software for Fire Departments

Activity Reporting and Scheduling	Station Activity Log	Vehicle Tracking and Maintenance
Hydrant Inventory and Inspections	Equipment Tracking	Hazardous Materials
Pre-Plans	LOSAP Tracking and Reporting	Personnel/Education
Data Analysis/Management	Business Registry	NFIRS/NEMSIS 5.0 Reporting
Inventory	Inspection Tracking	
Investigations	BLS/ALS	
Incident Tracking	Fire Permits	

Corrections Management Software

Bookings	Business Registry	Northpointe Interface
Inmate Scheduling and Tracking	Commissary Accounting	Inmate Housing
Finance Management	Livescan Interface	Case Management
Inmate Tracking Bar Coding	Inmate Property Tracking	Officer Equipment Tracking
Public Safety Lineups/Mugshots	Inmate Activity Log	VINE Interface
D/L Swipe for Visitors	Personnel/Education	Mass Move
Inmate Contracts	Data Analysis/Crime Mapping	Corrections Officer Log
Jacket Processing	Booking Export Interface	Grievance Tracking
Property Room Bar Coding	Inmate Classification	Cor EMR
Web Inmate Inquiry	Trustee	
Incident Tracking	State Corrections Reporting	
Inmate Programs	Officer Activity Reporting	

Mobile Computing Software for Law Enforcement

LE Dispatch/Messaging/State/NCIC	In-Car Mapping/AVL	Demographic Profiling	Field Investigations
Drivers License Mag Strip Reader	In-Car Routing	LE Field Reporting	MCT Ticket Writer Interface
Mugshot Image Download	Use of Force Reporting	LE Accident Field Reporting	

Mobile Computing Software for Fire Departments

Fire Dispatch Messaging	Fire In-Car Mapping	Fire In-Car RoutingLaw Enforcement Analytics

Mobility Software for Mobile DevicesCAD

ShieldForce LE Dispatch	CrewForce Fire Dispatch	Scene Collect

Analytics

Data Mart	Dashboards	Law Enforcement Analytics

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NOTE: Software capabilities are available in base package or optional modules, which are subject to change.

Experience that Counts.
Technology that Delivers.

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.

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