# MEMORANDUM

| | |
|---|---|
| **MEETING TYPE:** | Board of County Commissioners |
| **MEETING DATE:** | June 11, 2024 |
| **ITEM NAME:** | SIP GovGrant Approval to Apply |
| **SUBMITTED BY:** | Carl Young, County Administrator |
| **SUMMARY:** | This is a request to submit a Statewide Internet Portal Authority ("SIPA") GovGrant in an amount not to exceed $200,000. Our project involves moving our permits and licenses to Tyler Technologies' Enterprise Permitting and Licensing system as well as adopting Tyler Technologies' Engagement Builder system which will allow the County to offer digital versions of our remaining forms and ultimately streamline certain processes. This is a 100% grant and we are applying for implementation and year one expenses. |
| **RECOMMENDATION:** | Motion to approve the submission of a SIPA GovGrant in an amount not to exceed $200,000. |
| **BACKGROUND:** | SIPA is a government entity that exists to serve other Colorado governments by saving them time and money through a simplified procurement process with suppliers vetted by SIPA. The goals for the GovGrants Program include: (1) Improving the efficiency and effectiveness of government service delivery to the people of Colorado; (2) Implementing innovative, high-impact technology solutions that help to cement Colorado's status as a leader in civic technology; and (3) Supporting the Governor's policy agenda and concentrating our impact in priority policy areas |

**BOARD ACTION TAKEN:**

☐  ☐  ☐
APPROVED  DENIED  OTHER

SIGNATURE OF THE CHAIR: _____

**NOTES:**

*We empower the public sector to create smarter, safer, and stronger communities.*

**PREPARED FOR**
Carl Young, County Administrator, Huerfano County, CO
Beth Justice, Sales & Marketing Director, Colorado SIPA

**PREPARED BY**
Tiff Hagan, Director of Growth, Tyler Technologies
Britney Roper, Senior Account Executive, Tyler Technologies

## ABOUT US

Tyler Technologies ("Tyler") is the leading national digital service provider for federal, state and local governments serving the US. Tyler helps governments use technology to provide a higher level of service to businesses and citizens. eGovernment is not just a vertical or line of business for Tyler; serving government is Tyler's only business, and the state governments supported recognize the benefits of aligning with a specialist, not a generalist. As eGovernment experts, Tyler's solutions are specifically tailored to meet the needs of every state partner by providing constituents with user friendly and convenient access to in-demand government information and services, not off the shelf solutions built for the private sector that require extensive customization for government.

Tyler's guiding principle is to simplify the interaction between government and its citizens and businesses. Tyler designs and implements solutions that deliver an intuitive user experience and improve the brand strength of Tyler's partners.

Instead of a "one size fits all" application, Tyler provides each government partner with a tailored product that considers people, process and technology that contributes to a satisfying experience for their users.

## DEEP CONNECTIONS

Tyler has been a valued partner in the eGovernment space for the state for many years. Tyler has employed our technical expertise and state-specific government experience to develop eGovernment solutions on behalf of numerous state and local-level Colorado government partners. Tyler Colorado has worked with over 83 agencies, 238 county departments, 216 districts, and 233 municipal departments.

**770**
**government agencies in Colorado trust Tyler**

At Tyler, we are working to connect state, city, county, and regional government services within a healthy digital infrastructure. Connecting data, processes, and people makes communities safer, smarter, and more responsive to the needs of residents. See how agencies across Colorado work with Tyler to support their mission-critical programs.

**233 municipal departments**

**83 state agencies**

**238 county departments**

**216 districts**
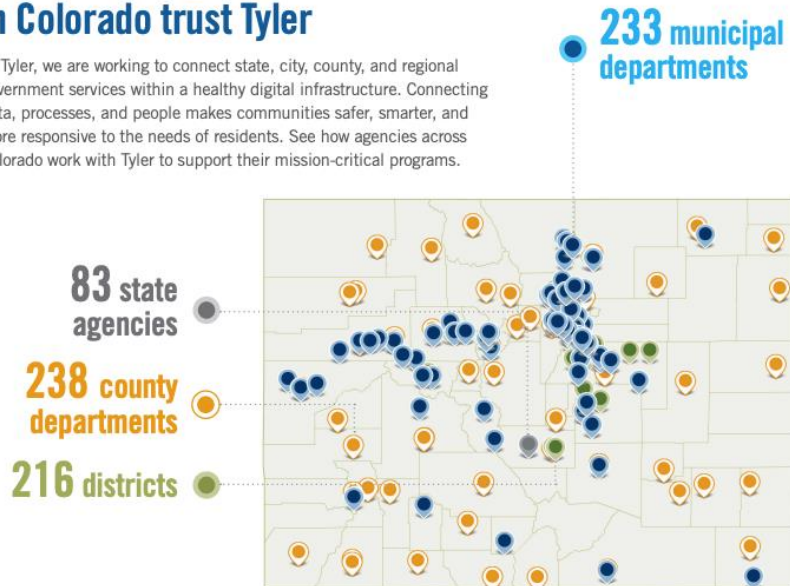
## PERMITTING & LICENSING EXPERTISE

A tailored, intuitive user experience, Enterprise Permitting & Licensing delivers unique capabilities designed exclusively for city and county governments, so you can easily manage the often-complex workflow of permit issuance and regulatory approval. The enterprise system guarantees a unified source of truth, with all components sharing a common foundation, in both the back-office and public-facing applications, eliminating inefficiencies and duplicative workflow tasks. Our core solutions include comprehensive solutions for community development, business management, and environmental health. The solution is trusted by over 750 agencies across the US and Canada.

## DRIVING VALUE

In addition to our proven technologies, highly experienced team of professionals, and foresight and strength of the Tyler family of companies, we have significant experience migrating from incumbent providers to the Enterprise Permitting & Licensing solution, experience that includes smoothly migrating from the County's current provider to our suite of solutions. We have developed and implemented tried-and-true processes for mapping workflows and data from a legacy provider to the state-of-the-art Enterprise Permitting & Licensing. We are confident that

our proposed implementation approach will illustrate our in-depth level of understanding.

## CONTRACT VEHICLE

As a result of a competitive bid process with the Colorado Statewide Internet Portal Authority (SIPA) in December 2022, a contract is now in place that allows all Colorado public bodies, including state agencies, localities, schools, colleges and universities to negotiate, administer, and contract with Tyler to develop, install, and maintain resident-facing websites, applications and online payment processing services. For Huerfano County, that enables simplicity in contracting for services with Tyler where a Statement of Work (SOW) can be drafted and executed for work to begin on this opportunity.

## ENGAGEMENT AND PROJECT OVERVIEW

Including planning, permitting, licensing, inspections, code enforcement, and compliance, Enterprise Permitting & Licensing delivers industry-leading technology in one centralized cloud platform - allowing you to automate, connect, and streamline your critical government processes.

Tyler's software offers a tailored user experience, with unique capabilities designed exclusively for city and county governments. Its autonomous nature delivers a single source of truth — a common foundation eliminates inefficiencies and duplicative workflow tasks. Our core solutions offer comprehensive regulatory and compliance management for community development and business management.

**Enterprise Community Development:**

Revolutionize your permitting process, increase efficiencies, and reduce errors and paper usage with Tyler. By fostering collaboration across departments, reviews and inspections are expedited. Automation manages the often-complex workflow of regulatory approval and permit issuance, utilizing intelligent tools for project requirement verifications, including contractor license checks and review/inspection assignments. Dedicated mobile apps enable secure on-the-go workflow, while electronic plan reviews support digital plans intake, online processing, and transparent communication of results to constituents.

**Enterprise Business Management (Optional):**

Accelerate and automate licensing processes with Tyler. Simplifying your workflow facilitates efficient inspections and reviews for new applications and renewals. Automated notifications keep license holders informed of renewal and application statuses, enhancing the customer experience. A centralized business record provides visibility into current and past records, violations, fees, and other regulatory details. Plus, organizations will benefit from advanced fee

configuration and calculations to efficiently manage and collect all associated license and tax fees.

Tyler's organizational approach to the County's project will include an implementation team comprised of highly experienced managers and technologists who will ensure that the County's vision and requirements are clearly defined and realized in the deployed Tyler solution. The implementation team will be supported by the expansive resources available from Tyler's many product line organizations, such as the Payment Platform, and other operational units.



**Proven, Installed Solution**

**Client Spotlight:**

Horrey County, SC's GIS-centric activities drive efficiency where planning and development hinge on location-based data enabled by Tyler software. Transitioning all lines of business applications to be GIS-centric ensures real-time, trusted data sources, streamlining processes such as issuing building permits, which now takes on average just 24 hours from the recording of the deed.

The Tyler permitting & licensing ecosystem offers a true enterprise solution for local governments. It aggregates data across departments and breaks down silos in your processes so users can easily access data and collaborate within your jurisdiction. It is your solution for all community development and regulatory needs serving development services, permitting, licensing, code enforcement, inspections, and ongoing compliance processes.

# PROJECT APPROACH

Tyler looks forward to working collaboratively with Heurfano County to review and refine the strategy and plan as needed upon project initiation and develop a mutually agreed upon timeline that is satisfactory to both parties. This is accomplished by the County and Tyler working as a partnership and Tyler utilizing its depth of implementation experience. While each Project is unique, all will follow Tyler's six-stage methodology. Each of the six stages is

comprised of multiple work packages, and each work package includes a narrative description, objectives, tasks, inputs, outputs/deliverables, assumptions, and a responsibility matrix.

Tailored specifically for Tyler's public sector clients, the project methodology contains Stage Acceptance Control Points throughout each Phase to ensure adherence to scope, budget, timeline controls, effective communications, and quality standards. Clearly defined, the project methodology repeats consistently across Phases, and is scaled to meet the County's complexity and organizational needs.

## Tyler's Six Stage Project Methodology



The methodology adapts to both single-phase and multiple-phase projects.

To achieve Project success, it is imperative that both the County and Tyler commit to including the necessary leadership and governance. During each stage of the Project, it is expected that the County and Tyler Project teams will work collaboratively to complete tasks. An underlying principle of Tyler's Implementation process is to employ an iterative model where the County's business processes are assessed, configured, validated, and refined cyclically in line with the project budget. This approach is used in multiple stages and work packages as illustrated in the graphic below.

### Iterative Project Model
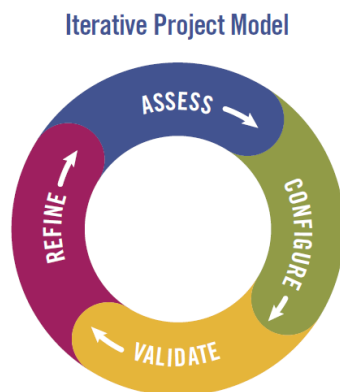
The delivery approach is systematic, which reduces variability and mitigates risks to ensure Project success. As illustrated, some stages, along with work packages and tasks, are intended to overlap by nature to complete the Project efficiently and effectively.

# PRICING

Tyler presents all aspects of the proposed solution to Huerfano County for the professional services required to implement an Enterprise Permitting & Licensing Solution. The final scope of services will be agreed to as part of Statement of Work (SOW) drafting and negotiations.

| Professional Services (One Time Fee) | One-Time Fees |
|---|---|
| Configuration Training Remote (40 hours) | $8,400 |
| Data Conversion Services (112 hours) | $29,400 |
| End User Training – Onsite (40 hours) | $9,450 |
| Integration Services for API/SDK Support (60 hours) | $15,750 |
| Professional Implementation Services - Onsite (80 hours) | $18,900 |
| Professional Implementation Services - Remote (186 hours) | $39,060 |
| Project Management Services – Remote (98 hours) | $20,580 |
| Solutions Orientation Training – Remote (40 hours) | $8,400 |
| **Total Professional Services** | **$ 149,940 / One-time Fee** |

| Subscription and Licensing (Annual SaaS Fee) | Annual SaaS Fee |
|---|---|
| Enterprise Permitting & Licensing User (5 Users) | $12,689 |
| Enterprise Permitting & Licensing Foundation | $8,827 |
| Community Development Suite | $6,620 |
| **Total Subscription and Licensing** | **$ 28,137 / Annual SaaS Fee** |

* Annual Subscription and Licensing fee subject up to 6% increase at the start of each calendar year.

| OPTIONAL Subscription and Licensing (Annual SaaS Fee) | Annual SaaS Fee |
|---|---|
| Business Management Suite | $4,965 |
| eReviews | $8,827 |
| Decision Engine | $5,517 |
| **Total Subscription and Licensing** | **$ 19,310 / Annual SaaS Fee** |

# HARDWARE

No hardware is necessary for this proposal.

## MAINTENANCE AND SUPPORT

Tyler takes great pride in the customer-centric approach we provide to Huerfano County and its residents. For this opportunity, all maintenance and support will be included in the annual SaaS price defined in the table above.

| Ongoing Support | Month Price |
|---|---|
| • Operations and Support Services<br>• Customer Service<br>• Production Bug Fixes<br>• Deployment Oversight<br>• Software Releases<br>• Patch Management<br>• Backup and Restore Technology Process<br>• Configuration Management<br>• Archiving Data<br>• Security Vulnerability Testing / Scanning and Results / Review | Included |

## NEXT STEPS

Tyler Technologies encourages the County to ask questions on this project as documented to thoroughly understand the proposed solution. Upon agreement to move forward, the County is comfortable moving forward, Tyler Technologies will work with SIPA to craft a Statement of Work (SOW) for review and execution.
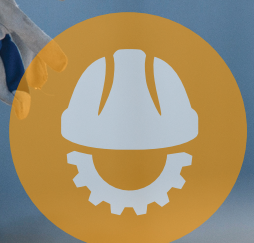
## CONTACT INFORMATION

Tiff Hagan, Director of Growth, Tyler Technologies
Kellen MacFadyen, CSAT and Outreach, Tyler Colorado
Drew Levanway, Account Director, Tyler Colorado

## CONTRACT INFORMATION

Tyler Colorado
Attn: Drew Levanway
1999 Broadway, Suite 3300
Denver, CO 80209

303.534.3468
Drew.Levanway@tylertech.com

# Enterprise Permitting & Licensing Software

Community development, business management, and environmental health software purpose-built for government

**Empowering people who serve the public®**

# Boost Growth and Foster a Thriving Community with Enterprise Software

From planning, permitting, and licensing to inspections, code enforcement, and compliance, Enterprise Permitting & Licensing delivers industry-leading technology in **one centralized cloud-native platform**, allowing you to automate, connect, and streamline your critical government processes.

This enterprise platform increases efficiency and communication, maximizing productivity and departmental collaboration and workflows. Dedicated mobile apps extend automation to the field, allowing your employees to perform their jobs more proficiently and successfully. A convenient and intuitive web portal extends and simplifies even the most complex permitting processes online and provides services to your customers and the public anytime, anywhere.

When you use technology that enables your agency and the public to have a seamless experience, with access to a single source of truth, your community will thrive. Utilized by over 750 agencies across the United States and Canada, Tyler's Enterprise Permitting & Licensing is a trusted partner of local governments built on decades of dedicated industry focus and investment.



*The Tyler permitting & licensing ecosystem offers a true enterprise solution for local governments. It aggregates data across departments and breaks down silos in your processes so users can easily access data and collaborate within your jurisdiction. It is your solution for all community development and regulatory needs serving development services, permitting, licensing, code enforcement, inspections and ongoing compliance processes.*

*"Having a single-source-of-truth platform is a game changer for our town's permitting capabilities. Applications for construction to health permits are now visible, as everything is in one system. Inspectors can view and collaborate on all permits."*

— Pamela Clark, Business Systems Specialist, Prosper, Texas

# Purpose-Built for Seamless Government Operations

Tyler's software offers a tailored user experience, with unique capabilities designed exclusively for city and county governments. Its autonomous nature delivers a single source of truth — a common foundation eliminates inefficiencies and duplicative workflow tasks. Our core solutions offer comprehensive regulatory and compliance management for community development, business management, and environmental health.

## Enterprise Community Development

**Land-Use Planning | Permitting and Inspections | Electronic Plan Review | Code Enforcement**

Revolutionize your permitting process, increase efficiencies, and reduce errors and paper usage with Tyler. By fostering collaboration across departments, reviews and inspections are expedited. Automation manages the often complex workflow of regulatory approval and permit issuance, utilizing intelligent tools for project requirement verifications, including contractor license checks and review/inspection assignments. Dedicated mobile apps enable secure on-the-go workflow, while electronic plan reviews support digital plans intake, online processing, and transparent result communication to constituents.

## Enterprise Business Management

**Business & Professional Licensing | Code Enforcement & Compliance | Fee Collection**

Accelerate and automate licensing processes with Tyler. Simplifying your workflow facilitates efficient inspections and reviews for new applications and renewals. Automated notifications keep license holders informed of renewal and application statuses, enhancing the customer experience. A centralized business record provides visibility into current and past records, violations, fees, and other regulatory details. Plus, you will benefit from advanced fee configuration and calculations to efficiently manage and collect all associated license and tax fees.

## Enterprise Environmental Health

**Operational Permits & Licenses | Inspection Management | Code Compliance & Enforcement**

Simplify the oversight of your community health programs with Tyler. Efficiently manage workflows, application reviews, operational permit compliance requirements and renewals, and recurring inspections. A centralized business record shows key contacts, associated records, and outstanding violations. Tailor inspection forms and scoring to your requirements and empower inspectors with our dedicated mobile app for on-the-go functionality. Business owners get 24/7 access to license and permit applications, inspection results, and can pay fees online. Plus, the public can access inspection results at any time.

# Implement Modern Workflows

## Virtual Workflow and Automation

With Enterprise Permitting & Licensing, your agency can break down silos, remove extra steps and redundancy, and address bottlenecks for increased productivity around permitting, licensing, zoning, regulatory management, inspections, and code enforcement.

- Visual workflows provide clarity to staff, managers, and applicants, efficiently tracking tasks and SLAs.

- Intelligent workflows automatically record activity, like inspection completion, granting immediate access to results.

- Intuitive workflows include GIS, application, and workload data, adding extra steps for additional reviews and processes.

- End-to-end project transparency delivers seamless collaboration between all stakeholders.

## GIS-Built Solution

The core of our permitting and licensing solution is built on GIS, utilizing Esri® services as the sole authoritative source for everything you do at a location level – whether it's an address or a parcel, a point, line, and polygon or a predefined GIS feature. Our integration is bidirectional with real-time data updates.

GIS-intelligence is natively infused into all processes. Trends, relationships, and patterns visually emerge from multiple sources of spatial information, allowing for better planning, forecasting, and decision making. The data helps improve accuracy and enhance communication among agency partners. You can also automate workflow processes, assignment notifications, fee calculations, and business rules. Using GIS mapping, field workers and back-office staff can plan the most efficient route for inspectors to accomplish their daily goals.

Tyler is a pioneering GIS-based permitting technology provider, a two-time Esri Partner of the Year, and a recognized innovator in public-sector software and GIS.

# Electronic Plan Review

Administer your agency's plan review and submittal process within a paperless, browser-based environment with Tyler's electronic plan review software (eReviews). Purpose-built and native to our system, eReviews allows you to easily digitize your plan review process and provide clear task lists that guide both staff and applicants seamlessly through each step. Our user-friendly interface not only routes and distributes reviews and tasks but also manages the turnaround services levels and highlights overdue and upcoming deadlines. This transparency is invaluable for managers overseeing their teams, allowing for efficient reassignment of work when necessary.

Because electronic plan review activities are seamlessly built into the workflow, you have access to important metrics that track your SLAs, so you can understand the full submittal timeline story. Constituents and government agencies alike can see when the application was submitted, when and where it was routed, how long reviews took, and how many versions were required. In addition, our software integrates with electronic markup tools and the process is seamlessly built into the workflow, so you do not have to manage separate submittal workflows.
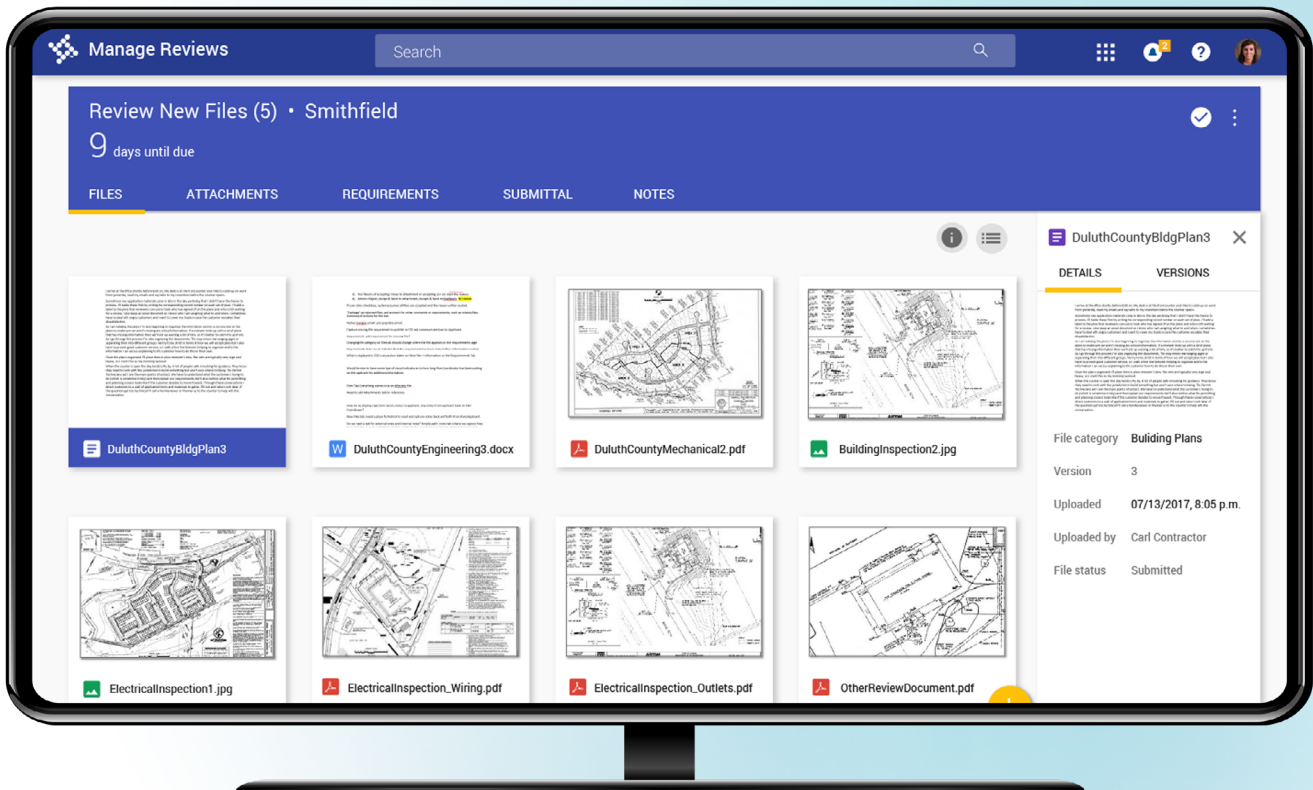


*eReviews provides digital markups and approval stamps; analysis of files with version overlay comparisons, calibration, scaling, and snap functions for measurements; version control and a comprehensive audit trail; plan archival for agency and emergency retrieval and much more.*

# Engage the Public and Improve Satisfaction with Extended Services

## Civic Access Web Portal

Modernize your community development process by providing comprehensive online services that can manage even the most complex permit processes. Our purpose-built, online portal was developed hand-in-hand with feedback from contractors, business owners, and agency staff, so you can deliver an online experience as customer-friendly and intuitive as a visit to your office. Online tools ensure you maintain effective communication with residents and contractors while eliminating the need for a phone call or office visit. Residents and contractors can search for an address or parcel, submit an application, request an inspection, pay invoices, and more 24/7/365.

The Civic Access portal enables efficient online project management for business owners and contractors, offering full transparency into the review process. It provides actionable intelligence in real-time, keeping users informed of their progress and notifying them of necessary actions.

*"One of our biggest wins was implementing Tyler's Decision Engine. It walks citizens through the process of selecting the correct application type. Previously, citizens were regularly applying for the wrong application, which added extra time to the process for staff and themselves. Very quickly, we saw a 75% decrease in the wrong application types, improving turnaround time and customer satisfaction."*

*— Jessica Crone, Management Analyst, City of Rancho Cordova, CA*

## Decision Engine Application Guidance

Elevate confidence in submissions with Decision Engine, our intuitive, easy-to-navigate online permit guide. A comprehensive permitting and licensing wizard for local governments, it helps citizens and contractors navigate local ordinances and regulations, ensuring that the correct information is submitted. Liberate staff from the burden of managing incorrect submissions, so they can focus on more impactful tasks.

## Virtual Sessions

Remotely engage with your customers with Virtual Sessions, a fully integrated virtual meeting software that allows your agency's staff to utilize screen sharing, video conferencing, and chat capabilities rather than depending on in-person meetings or email. Use Virtual Sessions to perform remote inspections via video, provide application assistance or completeness checks, and discuss plan review results.

## My Civic App and 311 Alerts

Connect government with residents, visitors, and business owners with My Civic, Tyler's comprehensive, customizable mobile app platform. Through a single, public-facing app, you can promote civic engagement and enhance your community's quality of life. Plus, your residents can access all the services, resources, and information you have to offer, enabling them to play a more active role in the area they call home.
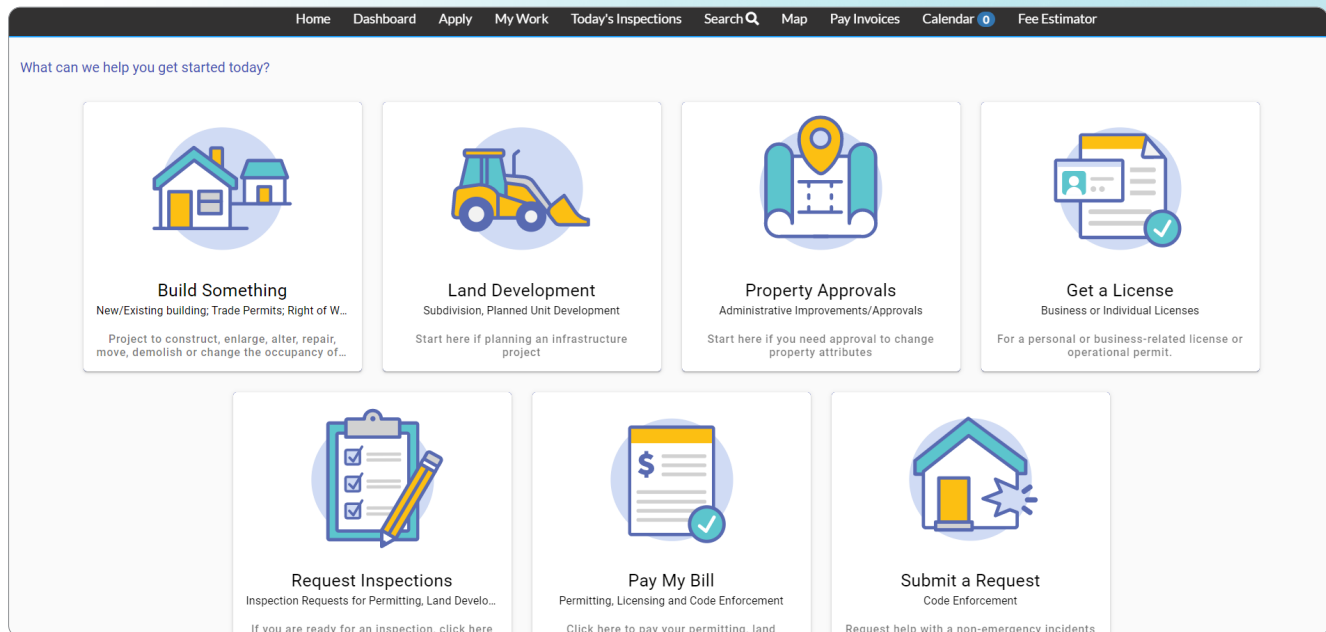


*With Decision Engine, through a simple interface, applicants can navigate through thousands of lines of ordinance in minutes to arrive at the appropriate permitting or licensing task, whether it's applying, renewing, paying, requesting a meeting or inspection, or just providing more information.*

**Tyler's advanced data and insights tools enable secure sharing of analyses, visualizations, and performance metrics across various departments and programs via a unified interface.**

# Be Efficient and Transparent with Actionable, Real-Time Reporting

## Hub

Tyler's Hub platform is a versatile tool for building personalized dashboards tailored to your diverse user needs. Seamlessly surfacing pertinent information, it empowers users to gain insights into their workload, deadlines, and pending tasks, while offering managers a comprehensive view of team tasks, SLAs, and trends. Our user-friendly approach ensures customization without the need for advanced technical skills, allowing agencies to effortlessly shape their Hub pages to align with specific preferences and objectives. It provides click-through access to dig into details and convenient PDF and Excel capability for easy report generation.
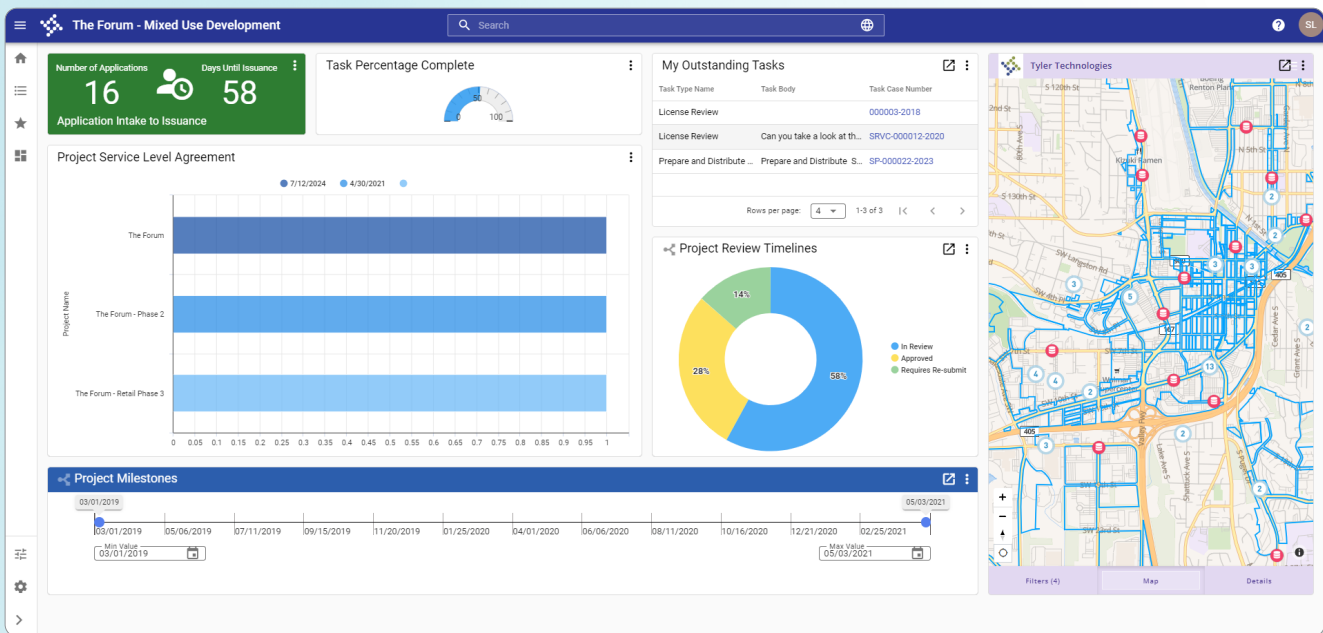


*The Hub dashboard delivers real-time, actionable data. This view provides insight into a single project – showing engineering work, utility work, building permits, land use, approvals, and licenses that may have been reviewed or issued code enforcement activity that's happened within that project boundary. You can easily track SLAs and interact with a centralized task list that you can act on.*

## Community Development Executive Insights

Delivering dashboards with government-specific metrics that utilize industry-recognized analytics, Community Development Executive Insights informs leaders across your agency with relevant and critical data. Real-time visualizations allow leaders to identify bottlenecks across a series of operational performance indicators, make informed decisions, and drive action through internal collaboration.
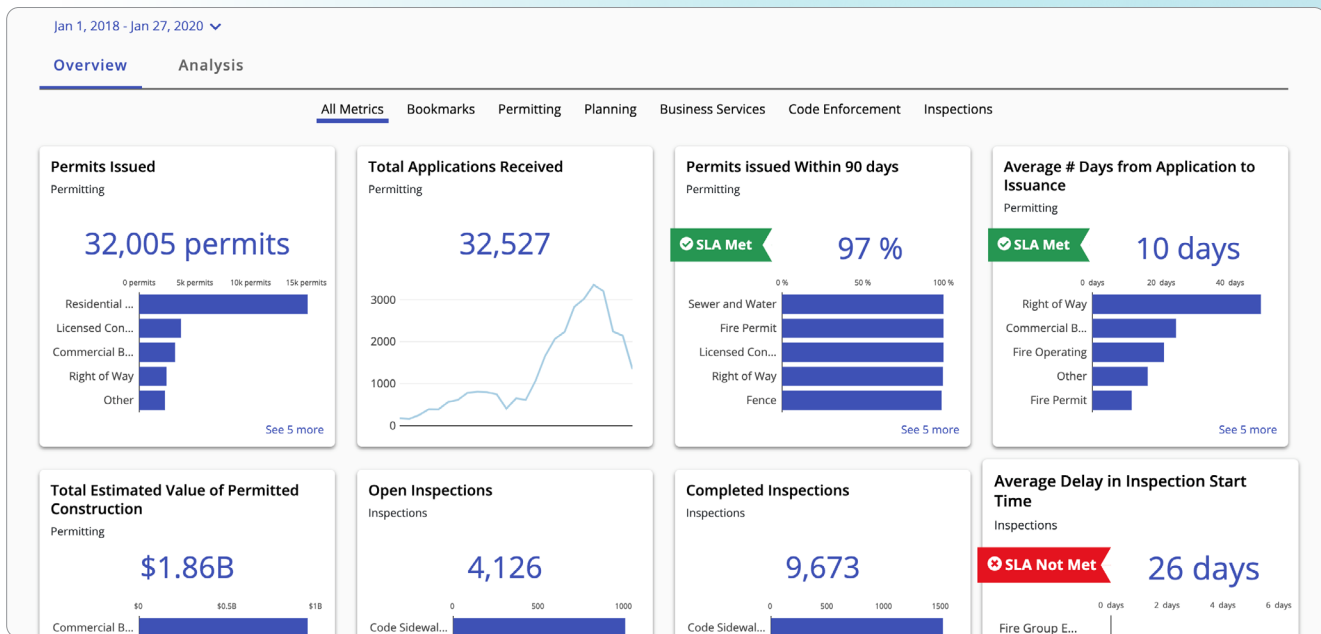
## Citizen Connect

Transforming data into a visual experience for the public, this map-centric portal delivers a geospatial perspective on Enterprise Permitting & Licensing data. Offering trend analysis and personalized alert notifications, the capabilities go beyond individual cases, catering to the unique interests of each constituent. Delivered through a visually-striking, interactive, and context-aware interface, this platform adheres to 508 compliance and embraces modern data consumption principles.

## Client Spotlight: Onslow County, NC:

County administrators and department heads want the big picture when looking at data. With Executive Insights, they see how our departments are tracking on the main metrics screen without needing explanations of a complex report. Even when taking a deeper dive into the metrics, the information is displayed so that any user can understand what they are seeing. Now, we have one easy to use app that provides centralized reporting where we can pull data in real-time from all the modules across Enterprise Permitting & Licensing.



Jan 1, 2018 - Jan 27, 2020

**Overview**     Analysis

All Metrics    Bookmarks    Permitting    Planning    Business Services    Code Enforcement    Inspections

**Permits Issued**
Permitting

**32,005 permits**

| | |
|---|---|
| Residential ... | |
| Licensed Con... | |
| Commercial B... | |
| Right of Way | |
| Other | |

See 5 more

**Total Applications Received**
Permitting

**32,527**

See 5 more

**Permits issued Within 90 days**
Permitting

SLA Met    **97 %**

| |
|---|
| Sewer and Water |
| Fire Permit |
| Licensed Con... |
| Right of Way |
| Fence |

See 5 more

**Average # Days from Application to Issuance**
Permitting

SLA Met    **10 days**

| |
|---|
| Right of Way |
| Commercial B... |
| Fire Operating |
| Other |
| Fire Permit |

See 5 more

**Total Estimated Value of Permitted Construction**
Permitting

**$1.86B**

Commercial B...

**Open Inspections**
Inspections

**4,126**

Code Sidewal...

**Completed Inspections**
Inspections

**9,673**

Code Sidewal...

**Average Delay in Inspection Start Time**
Inspections

SLA Not Met    **26 days**

Fire Group E...

*Executive Insights:  Summary View of Metrics Across Functions*

## Training, Support, and Community

Choosing a Tyler product unlocks a wealth of resources for you. As we continuously innovate and enhance our software, our clients evolve and innovate with us. With access to the Tyler Community, you can connect and learn from peers throughout North America. Share your ideas for product innovation, inquire about industry trends from other agencies, and discover optimal ways to maximize your software usage. Participate in regional User Groups, attend Tyler's annual user conference, Connect, and benefit from tailored programs that provide training, continuous configuration support, and strategic planning to ensure you make the most of your investment.

# Work Securely On the Go

Enhance inspection capabilities and field-office connectivity with mobile apps for Enterprise Permitting & Licensing. User-friendly design and store-and-forward tech streamline data access and capture during inspections. Communicate, upload images, and send notes from the field. Mobile efficiencies streamline office tasks, reducing drive time, speeding up inspections, and cutting costs. Work offline; data syncs once connectivity is restored.
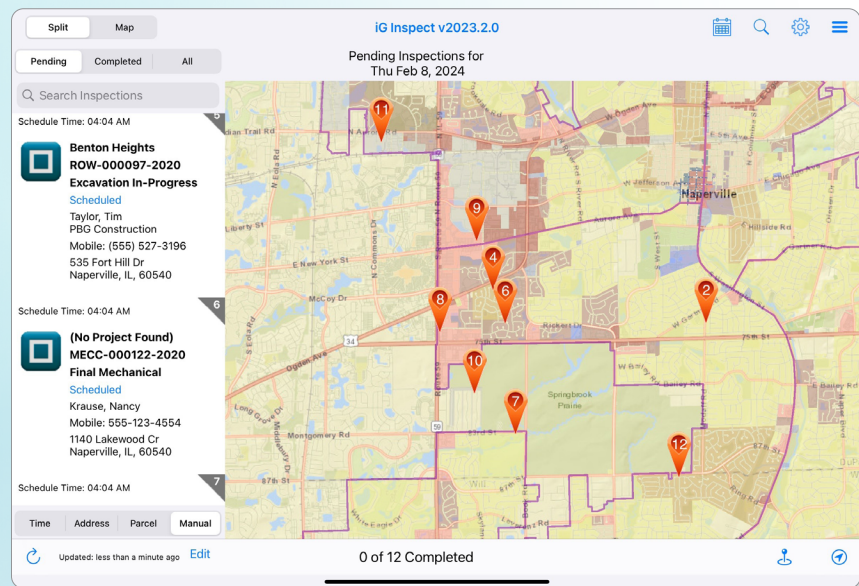
## Code Enforcement Mobile

Complete enforcement tasks in real time, streamlining the process and enabling staff to create and manage cases.

## Inspections Mobile

Quickly and easily manage daily inspection, from research and review to recorded comments, digital signatures, and printing.

## Environmental Health Mobile

See history of the establishment and previous violations while documenting all current violation details and capturing associated photographs.



*Empower government workers to manage cases, code enforcement, and inspections in the field with mobile apps for Enterprise Permitting & Licensing.*

# Why Tyler?

Thanks to our singular focus, subject-matter expertise, and best-in-class products, Tyler helps the public sector connect agencies, jurisdictions, and residents to create a digital foundation required to make a real, positive impact on the lives of the people you serve.

## Purpose-Build for the Public Sector

With over 30 years in the public sector, 13,000+ agencies using Tyler solutions, and 45% of our 7,200 team members with public sector experience, we understand the challenges your government faces every day. Tyler stands out with the industry's largest client base and an unparalleled focus and investment in permitting and licensing products.

## Seamless Client Experience

Tyler is unique in that we design, develop, implement, and support our software solutions in-house. We serve as your single vendor and partner from project initiation to ongoing support, mitigating risks associated with third-party outsourcing. Our integrated teams prioritize quality, easy configuration, and exceeding industry standards.

## Investment in Innovation

Tyler invests millions of dollars annually to develop innovative software solutions tailored for your users, community, and business processes. Our passion lies in utilizing cutting-edge technology to address your agency's most pressing challenges, whether through AI adoption or virtual inspection tools. Tyler is at the forefront of integrating the latest technological innovations to meet your requirements.

## Connected Communities Vision

Tyler's ecosystem facilitates data-sharing and streamlined workflows across departments, agencies, and jurisdictions while seamlessly connecting residents to their governments. Our technology connects communities together, so agencies can work as one across bureaucratic and geographical boundaries. Our public-facing solutions provide a singular login experience, providing an optimal experience for your constituents to complete all business transactions in one place.

**13K** client locations

**40K** product installations

**98%** client retention rate

**7** years on Government Technology's "GovTech 100" list

# 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 efficiently and transparently with residents and each other.

By connecting data and processes across disparate systems, Tyler's solutions transform how clients gain actionable insights into opportunities and solutions for their communities. Tyler has more than 40,000 successful installations across nearly 13,000 locations, with clients in all 50 states, Canada, the Caribbean, Australia, and other international locations.

Tyler has been recognized numerous times for growth and innovation, including Government Technology's GovTech 100 list. More information about Tyler Technologies, an S&P 500 company headquartered in Plano, Texas, can be found at **tylertech.com**.

info@tylertech.com | 1.800.772.2260 | tylertech.com

**tyler** technologies

**Empowering people who serve the public**®

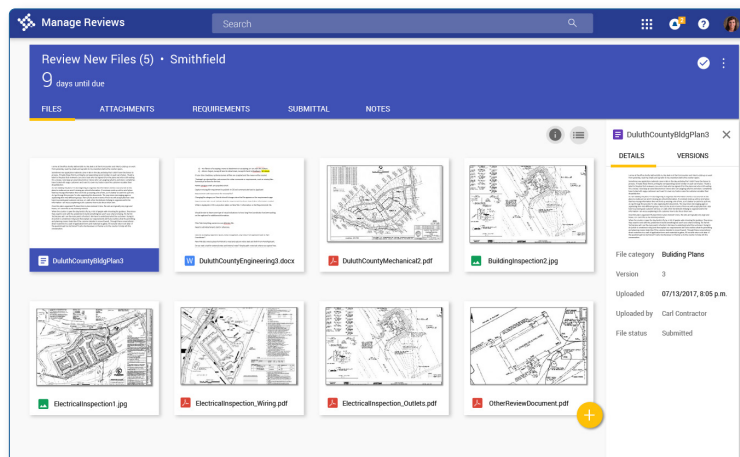## ENTERPRISE PERMITTING & LICENSING

# eReviews

## POWERFUL ELECTRONIC PLAN REVIEW AUTOMATION

Tyler's Enterprise Permitting & Licensing (powered by EnerGov™) eReviews extension adds a unique and powerful dimension to the Enterprise Permitting & Licensing platform. This technology allows your agency's plan review and submittal process to be managed within a browser-based, paperless environment and easily interfaces with Enterprise Permitting & Licensing's Community Development and Business Management applications. Users also enjoy collaborative interaction with constituents through seamless integration with Enterprise Permitting & Licensing's Civic Access portal. More importantly, eReviews allows agencies to link the digital review process to GIS (based on Esri® ArcGIS technology) to allow for geospatial viewing, interaction, and reporting. Enterprise Permitting & Licensing's eReviews is your answer to a more effective review process.

## SYSTEM FEATURES

- Paperless plan submission process

- Powerful and seamless workflow collaboration within the Enterprise Permitting & Licensing regulatory process

- Digital markups and approval stamps

- Analysis of files with version overlay comparisons

- Calibration, scaling, and snap functions for measurements

- Version control and a comprehensive audit trail

- "Approved" plans published for field inspector access

- Plans archived for agency and emergency retrieval

- Departmental permission and much more



Paperless Plan Review

CI-EPL-MS-10122-22298-BE-0222

**For more information visit tylertech.com**

# Enterprise Business Management

*powered by EnerGov™*

Enterprise Business Management, an application within the Permitting & Licensing suite, helps your community to grow by expediting and automating the administration of licensing and regulatory review, approval, issuance, renewal, revenue collection, investigation, or enforcement processes. Departments or agencies that may benefit include business licensing, professional and occupational licensing, alcohol control, revenue collection, business tax, regulated services, environmental control, fire and industrial compliance, and more. Enterprise Permitting & Licensing has the power to deliver the functionality you need by coalescing all regulatory agencies involved.

## IMPROVE EFFICIENCIES AND MANAGE CENTRALLY

The application's Enterprise Server framework includes Enterprise Contacts Manager, which was specifically designed to serve as a single point of entry for all regulatory business modules, details, actions, and events. From management of regulatory compliance cases to tracking constituent requests and renewing or applying for a license, Enterprise Permitting & Licensing simplifies the process.

## FLEXIBLE APPROACH TO REGULATORY WORKFLOW MANAGEMENT

Tyler's Enterprise Business Management application enhances your operation with unparalleled flexibility by automating your organization's comprehensive licensing and regulatory requirements. Superior configurability options allow government agencies to determine the appropriate licenses and cases to track, as well as identify associated details related to the agency's specific regulatory requirements. Even the most complex workflow cycles are no challenge!

### APPLICATION FUNCTIONALITY INCLUDES:

- Regulatory review
- Business management
- Professional license management
- Inspections & investigation
- Request management
- Enforcement case management

Automate and synchronize services, increase flexibility and communication, and connect your regulatory partners at an unprecedented level with Tyler Technologies' industry-leading business management modules within Enterprise Permitting & Licensing.

CI-EPL-AS-9059-22299-BE-0222

## INVESTIGATIVE AND ENFORCEMENT PROCESSES AUTOMATED

The collection of modules within the Enterprise Business Management application allow you to automate your investigation and enforcement processes, resource allocations, and regulatory review routing to centrally connect and simplify operations. Your agency can expect to increase efficiency while recognizing a significant ROI.

## CONNECT DISPARATE DEPARTMENTS, AGENCIES, AND CITIZENS

Tyler's Enterprise Business Management application empowers agencies to better connect departments, external agencies, processes, commercial entities, citizens, and services. A central database helps foster increased collaboration, communication, and efficiency to make a positive impact on your bottom line.

## ENTERPRISE PERMITTING & LICENSING
# Decision Engine

### SIMPLIFY COMPLEX PROCESSES

Shield constituents and developers from often complex and intimidating local ordinances

### GUIDE APPLICANTS

Navigate constituents through the development entitlement, permitting, and licensing application and approval processes

### SAVE STAFF RESOURCES

Reduce the time staff spends answering applicant questions and correcting incomplete or inaccurate applications

While local ordinances and regulations are essential to protect the well-being of your community, they can make permitting and licensing a challenge for constituents. **Decision Engine is a digital permit guide** that seamlessly integrates with Tyler's Enterprise Permitting & Licensing software to navigate applicants through the seemingly complex development entitlement, permitting, and licensing application and approval processes — shielding them from the complexity.

Through a simple interface, **applicants can navigate through thousands of lines of ordinance in minutes to arrive at the appropriate permitting or licensing task**, whether it's applying, renewing, paying, requesting a meeting or inspection, or just providing more information.

## KEY FEATURES

- Captures your community's unique ordinances and regulations

- Leverages existing sites and portals, routing applicants to all needed info for a work type

- Uses intuitive card selections that dynamically branch to the appropriate outcome

- Navigates users between application types in community development, licensing, tax, or code enforcement requests

- Offers a custom page builder to help you guide applicants through more complex processes
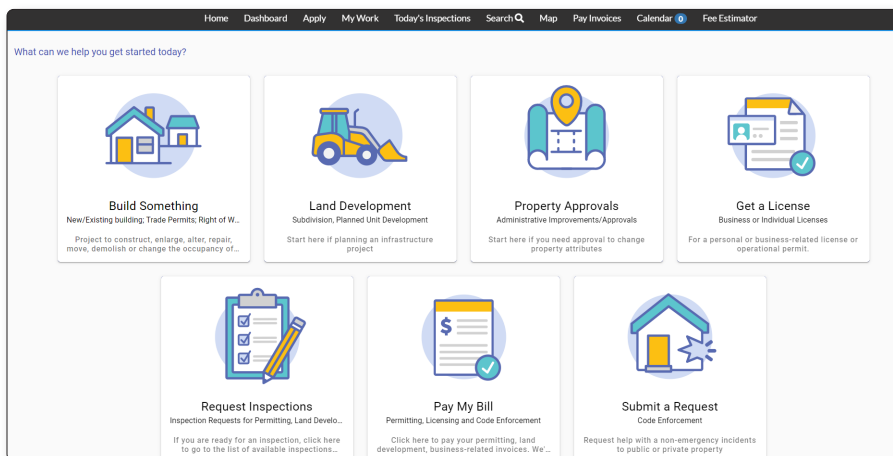


By **empowering your constituents** to accurately apply for and complete permitting and licensing tasks without relying on your agency, your staff can spend less time answering questions and fixing incomplete or error-ridden applications.

CI-EPL-MS-24311-0422
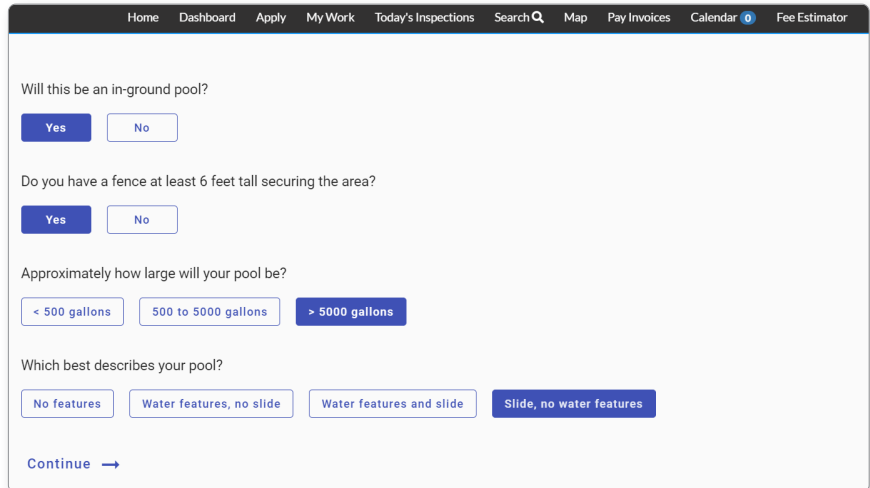
**For more information visit tylertech.com**

## SIMPLE, FLEXIBLE ADMINISTRATION

Decision Engine is easily configurable, allowing for flexibility to **represent the unique ordinance of your community**. Administration is designed to mirror the public user experience with straightforward configuration and the ability to adjust based on feedback. Once you design your flow, configuring it into Decision Engine is simple, and so is reordering it if needed.

If you already have sites and portals to relay information to and conduct business with constituents, those can be integrated into your Decision Engine flow as well. Or, if you need help creating a site/portal with all the appropriate information, Decision Engine has a custom page builder within the solution that can guide applicants to any additional information they need for more complex processes.

## INTUITIVE NAVIGATION

Decision Engine uses intuitive cards that branch appropriately so that the user can navigate through the complexity of decisions and questions without even knowing the depth of the detail they're answering. You can navigate them through the same questions you ask when they come into your offices, and based on their responses, the solution will **dynamically adjust to fit the appropriate outcome**.



## SEAMLESS INTEGRATION

Seamlessly integrating with Enterprise Permitting & Licensing's Civic Access portal, you can navigate users between different application types in community development, licensing, and tax, or to initiate a code enforcement request. You can also guide your customer to pay bills, request inspections, submit files, or initiate a pre-application meeting through the Civic Access integration.

# Engagement Builder

*powered by AccessGov*

## A ROBUST SELF-SERVICE DIGITAL GOVERNMENT APPLICATION

Engagement Builder (powered by AccessGov) is an end-to-end digital government solution designed to take the guesswork out of modernizing the user experience. Government agencies can quickly develop new online forms, services, and applications using no-code drag-and-drop modules. Staff can access and manage data from an intuitive administrative dashboard, creating streamlined and improved user journeys without straining IT resources. Designed for flexibility, Engagement Builder can function as a stand-alone solution to put new services online or integrate with other applications using our secure API.

## TYLER'S ENGAGEMENT BUILDER SOLUTION IS TRUSTED BY GOVERNMENT AGENCIES ACROSS THE COUNTRY, INCLUDING:

- State of Maryland, Governor's Appointments: Board and Commissions
- State of Indiana: FOIA requests
- Montana Local Government: Missoula County Online Title Work
- 11 Colorado State Agencies and Counties: DORA Division of Insurance Implementation and CDA Pesticides Pilot Program
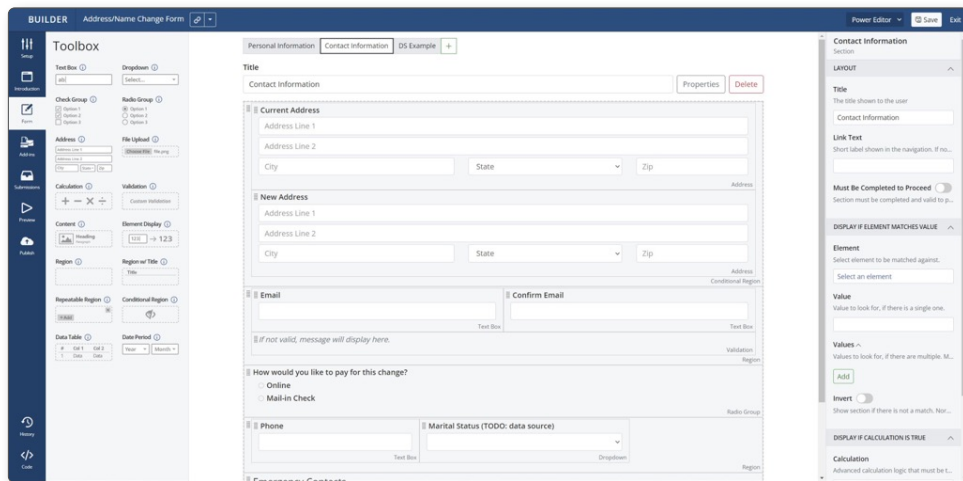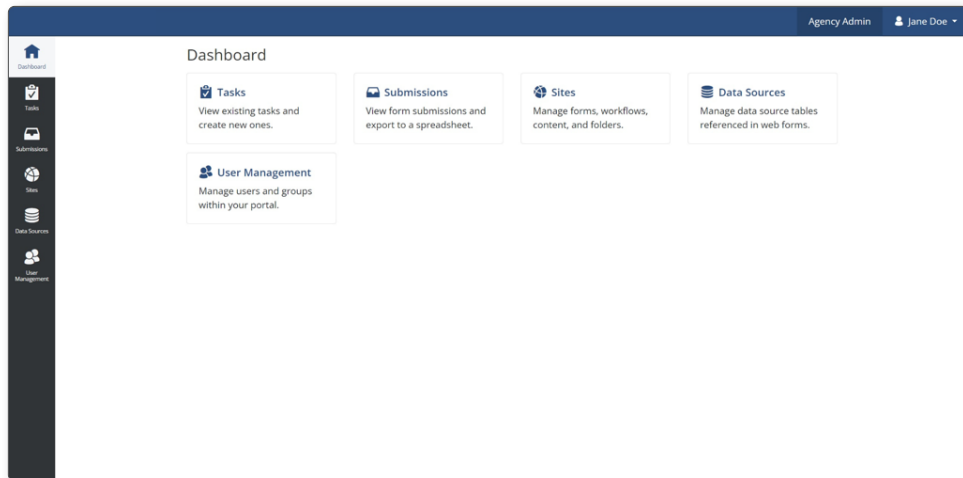
## BENEFITS

- Eliminate outdated paper processes with modernized, digital forms
- Create robust, end-to-end applications and services — no coding required
- Manage digital content and access data quickly and easily
- Streamline workflows and create efficiency for agencies
- Improve the user experience with guided search, forms directory, and natural language search

**For more information, visit tylertech.com**

**tyler** technologies

## KEY FEATURES:

- Easy-to-use drag-and-drop form builder modules

- User-friendly administrative dashboard

- Online digital document publishing and management

- API integration with legacy systems

- Access data through the REST API, file extract, or Perceptive Content integration

- Add secure, online payments integration

- Reliable email notification

**Empowering people who serve the public**®

tyler technologies