

Empowering
people who serve
the public®

City of Pueblo, CO

Tyler MUNIS ERP Overview

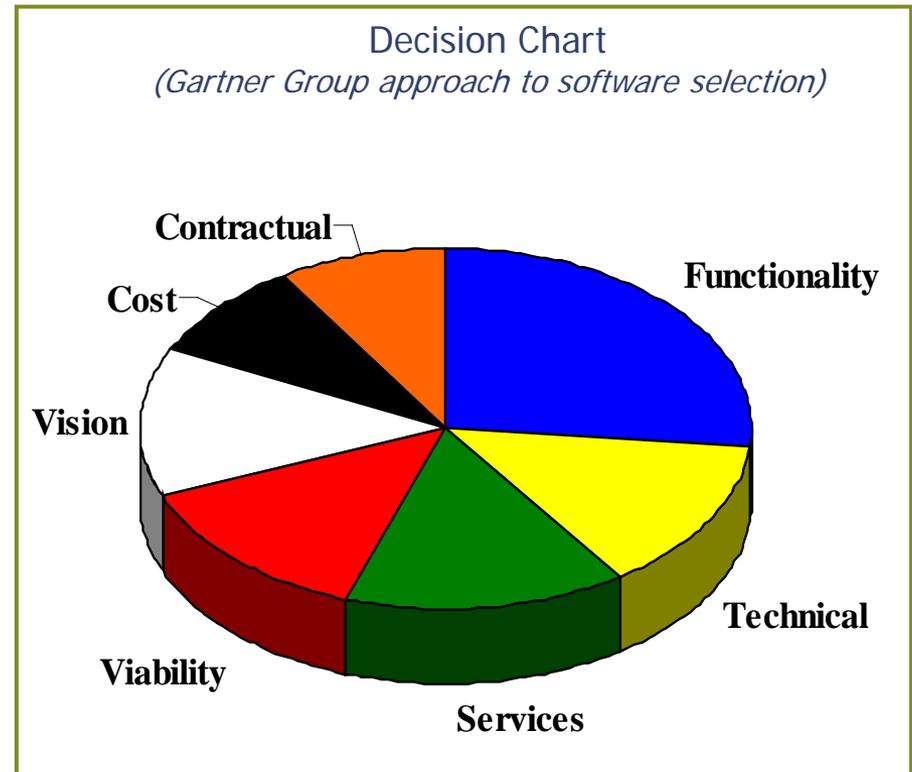
January 28, 2013

Adam Griffiths – Account Executive



Software Selection Criteria

- **Market Focus/Vision**
- **Stability/Viability**
- **Functionality**
- **Services**
- **Technology**



Market Focus

Empowering people who serve the public[®]

● Comprehensive, end-to-end solutions

● 2,100+ Employees

● 97% client retention rate

● The nation's largest software company solely focused on the public sector

● Installed base: 10,000+ local government entities

Stability/Viability



“One of the main factors in our selection of Tyler was that they clearly stood out as a ‘partner’ in our journey, not just a software vendor.” *Kerry Rampelli, Katy ISD TX*

- **Consistent Revenue Growth**
- **Solid Cash Flow and Balance Sheet**
- **44 Consecutive Quarters of Profitability**
- **Publicly Traded Company (NYSE: TYL)**

Functionality



“We received a huge return on effort invested in moving from a manual procurement process to an electronic one using Munis. We now have real-time transparent processing that can be viewed by all internal and external customers including employees, vendors and citizens.” *Rebecca Howe, St. Louis County, MO*

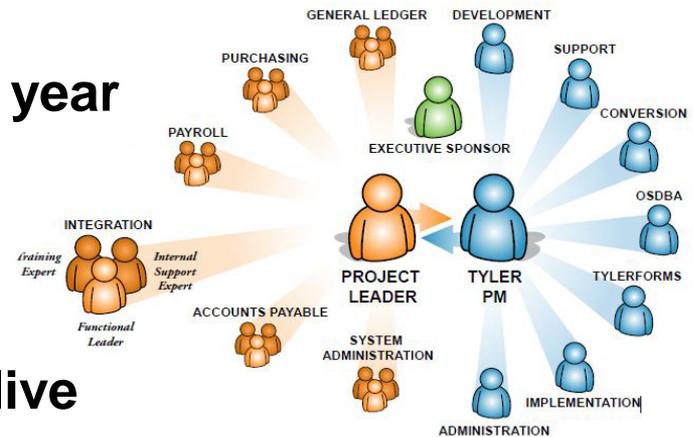
- **Fully integrated, Web-based suites with Role Tailored Dashboard**
- **Workflow – Streamlines approvals, notifications and everyday tasks**
- **Reporting – Microsoft SQL Reporting Services, Microsoft Data Cubes**
- **Self Service – Employees, Vendors, Citizens**
- **Content Management – Electronic document imaging and indexing**

Service - Implementation



“Portage County’s investment in Tyler, and Tyler’s investment in Portage County, led to an extremely successful implementation. As a result, we have a highly efficient system which continues to meet the ongoing needs of the County.” *Brian Kelley - CIO, Portage County, OH*

- **Tyler Employees – no third parties**
- **Project Management Professional® (PMP®) Staff**
- **60 – 70 ERP Implementations per year**
- **Proven Methodology - PMI**
- **Transitional Services – first year live**



Services – Customer Support



“We sought an ERP solution that is at the forefront of technology, one that would be a complete solution and fulfill our needs in the future. ... Tyler's Munis solution does this. It also has ... recommendations from finance directors and members of the Government Finance Officers Association—which says a lot.” *James Hisey, Westport CT*

- **Product Focused Support/Help Desks, 8am - 8pm ET M-F**
- **Customer Tools –**
 - Customer Portal, Knowledgebase
 - eLearning
 - Tyler Community
 - Munis Internet Updater
 - Go To Assist
 - Email Subscription
 - Annual Client Survey
- **On Line Post Implementation Training – No Charge**
- **Annual Users Conference, Client Advisory Board**
- **Optional OSDBA and DR Service**

Technology



“Munis is a great fit for us in more ways than one. Not only has the functionality helped us become more efficient, but Tyler’s Evergreen philosophy has provided the City of Staunton with significant functional and technical upgrades annually—at no cost to us.” *Mike Bowen, City of Staunton, VA*

- **100% Microsoft Platform – Microsoft Windows Server, SQL Server, Active Directory, IIS, SharePoint, Office, SQL Reporting Services, etc.)**
- **Flexible Architecture Design – multi-tier, distributed architecture**
- **Complete Web Browser-based Experience (IE, Firefox, Safari)**
- **Web Services**
- **‘Evergreen’ Development**

Tyler's 'Evergreen' Approach

- **Maintenance agreement includes all system upgrades**
- **Managed and continuous enhancements every year**
- **All enhancements released to all of clients through a single release code stream**
- **Proof: We have done this for 30 years – Over 600 clients purchased Tyler 10+ years ago, none of our clients are using 10 year old systems today**

The screenshot displays the Tyler G/L Account Inquiry software interface. The main window shows a 4-year comparison table for the account 1000-1-155-000-00-0000-0-5110. The table compares data for Fiscal Year 2012, Fiscal Year 2011, Fiscal Year 2010, and Fiscal Year 2013. The current year is 2012.

Yr/Per	2012/07	Fiscal Year 2012	Fiscal Year 2011	Fiscal Year 2010	Fiscal Year 2013
Original Budget		359,066.41	357,372.68	311,485.00	.00
Transfers In		.00	.00	.00	.00
Transfers Out		.00	.00	.00	.00
Revised Budget		359,066.41	357,372.68	311,485.00	.00
Actual (Memo)		135,375.90	355,025.46	355,777.12	.00
Encumbrances		102,372.51	.04	.00	.00
Requisitions		.00			.00
Available		41,317.92	2,347.18	44,292.12	.00
Percent used		88.49	99.34	114.22	.00

Why Partner with Tyler?

- Market Focus
 - Largest vendor focused on Local Government
 - Not a part time job, this is all we do!
 - Most relevant experience in implementations and conversions of your size and scope when compared to other providers under consideration
- Stability
 - Since 2000 we average 60-70 Munis Implementations per year
 - Continued investment in our Munis product, services and people
 - Publicly Traded - Transparency
- Services – Our Business Model
 - We own all aspects needed for your implementation – ‘Right Sized’ Implementation
 - Customer centric model based on long term relationships
- Technology
 - Modern Technology
 - Investment protected with Tyler’s ‘Evergreen’ development approach
- Functionality
 - Most widely selected Public Sector ERP solution

Thank you.