

Munis

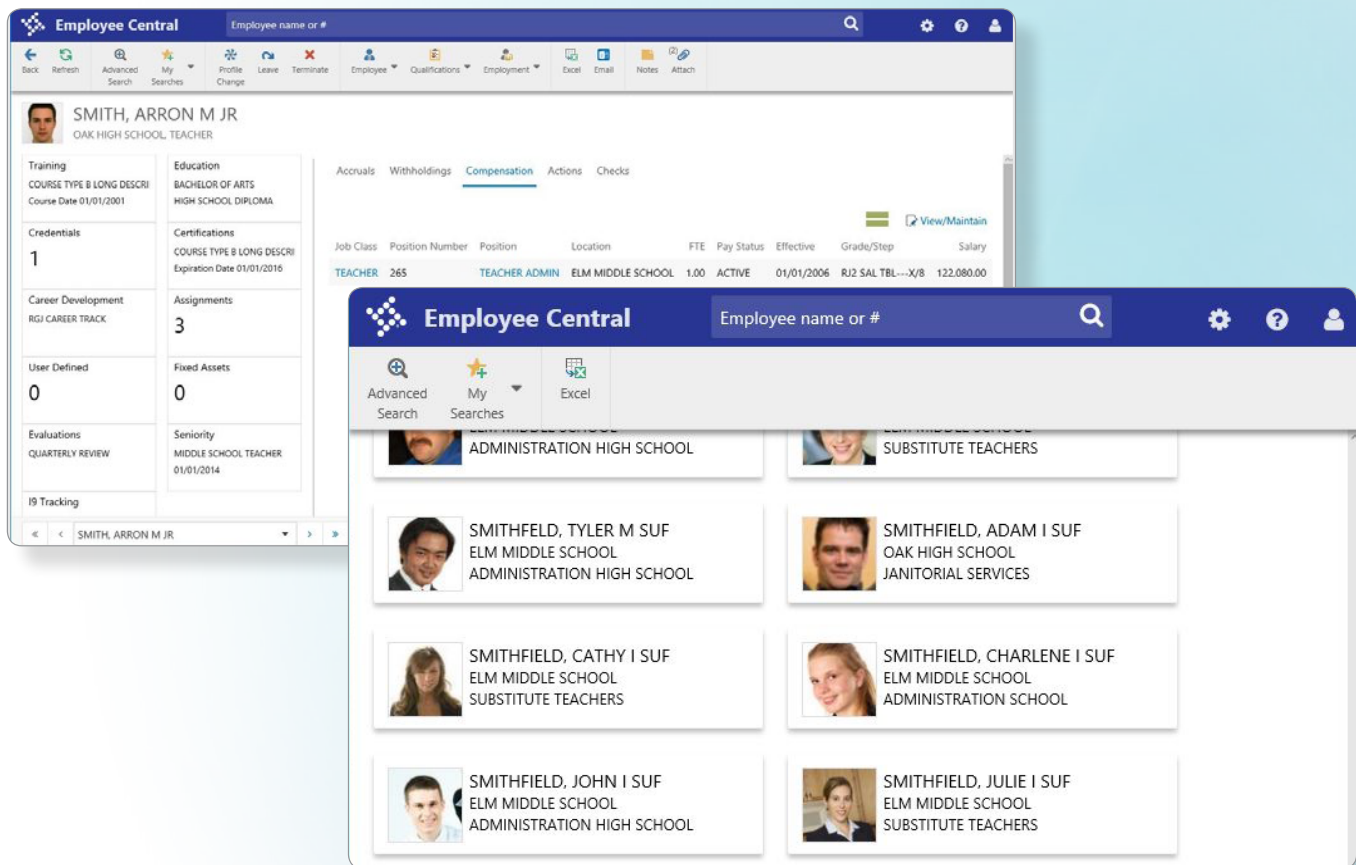
Empowering the Public Sector with an Integrated ERP Solution



Munis Connects Your Organization

Managing the fiscal operations of a municipality or school district requires vision — the ability to see beyond organizational divisions, monitor key business intelligence across departments, identify trends from year to year, track workflow and much more. Without this level of access and control it is difficult to operate efficiently, be responsive and plan for the future. Tyler Technologies is committed to empowering public sector organizations with software solutions like Munis® that centralize your data and connect your organization.

Munis, a powerful enterprise resource planning (ERP) solution, integrates your finances, payroll, human resources, purchasing, fixed assets, revenue streams and more. It breaks down departmental data silos, streamlines processes and eliminates duplicate data entry. With role-based dashboards, automated workflow, wizards and integration with Microsoft® productivity tools, Munis helps you work more efficiently. With Munis, you have the tools and business intelligence you need to be more responsive to your constituency.



Throughout Munis you will find command centers and central screens that are tailored to specific functional areas such as purchasing, budgeting and human resources. They provide efficient views of related information — everything you need is easily accessed from a single screen.

One Solution for Your Operations

Munis is a modular solution that can be implemented to meet your organizational needs today and for years to come.



Munis Financials

As a true multi-fund accounting system, Munis provides the rigorous fiscal controls to manage grants, track project costs, measure project performance against goals and forecast your budget needs. Munis also offers key flexibility such as the ability to customize your general ledger chart of accounts, set up role-based permissions and create custom dashboards, workflows and special reports.

- General Ledger
- Accounts Payable
- Budgeting
- Performance Based Budgeting
- Project and Grant Accounting
- Cash Management
- Student Activity
- Capital Assets
- Work Orders, Fleet and Facilities
- Tyler CAFR Statement Builder™



Munis Human Capital Management

Munis provides the tools you need to attract and hire the right talent, to cultivate their performance and to align their contributions with your larger organizational goals. Munis streamlines HR processes — from online recruiting and application processing to implementing position controls and performance reviews. The Munis Employee Self Service offering provides employees with secure access to their personal data, including payroll information, time-off requests, online benefits enrollment and more. Additionally, Munis provides the essential measurement, tracking and reporting tools to keep you in compliance with the Affordable Care Act (ACA).

- Recruiting
- Human Resources and Talent Management
- Payroll
- Employee Expense Reimbursement
- Risk Management
- Employee Self Service





Munis Procurement

Munis Procurement provides the tools to effectively manage public sector procurement processes. It automates competitive bids and requisitions, manages contracts, centralizes inventory and assets, and provides the framework for competitive spend analysis, vendor sourcing and contract negotiation. Adding e-procurement further closes the gap between purchasing and vendors to drive savings across your organization.

- Purchasing
- Inventory
- Bid Management
- Contract Management
- eProcurement
- Vendor Self Service



Munis Revenue

Munis Revenue applications help you streamline a broad range of revenue and collection services, such as issuing permits and licenses, mapping assets using GIS, collecting taxes and providing your citizens with 24/7 access to their central billing account and online payment portal for electronic bill presentment and payment.

- Accounts Receivable
- Central Property
- Business Licenses
- Permits and Code Enforcement
- General Billing
- Utility Billing
- Cashiering
- Tax Billing and Collections
- Parking Tickets
- Animal Licenses



Citizen Services

Munis not only improves the efficiency of public sector entities, but its outward facing applications empower citizens to help themselves — to report potholes, to request municipal email and text alerts, apply for business licenses, process payments online and much more. And with Tyler Citizen Transparency™ citizens have 24/7 access to municipal data and can see how their tax dollars are spent.

- Tyler Citizen Transparency
- Citizen Self Service
- Tyler Parks & Rec™
- Tyler Notify™
- Tyler Incident Management™
- Click2Report™
- Tyler Content Manager™

“Tyler solutions are set up in such a way that you can acquire them when you are small and then they grow with you. The IT world is changing — software is no longer a capital expense that you replace every 10 years. That would be unmanageable. Now software is a service, and it grows with our needs.”

— Samuel Richmond, Director of Information Technology, City of Hammond, Louisiana

Evolves to Meet Your Changing Needs

Munis is a dynamic solution that evolves with new features, technology and expanded services to ensure that Munis clients are never left behind. In addition to the expansive scope of public sector-oriented features and functions, the real power of Munis is the built-in workflow and productivity tools. Designed exclusively for the public sector, these tools provide your staff unrivaled operational efficiency, seamless real-time processing, elimination of duplicate entry, and the assurance that your data is secure and up-to-date.

Technology That Works with You

At Tyler, we understand what it means to work with a user-friendly, intuitive and easy-to-use software. Because of that, you'll benefit from a public sector-focused solution that's designed and tested through a working partnership between our usability-trained developers and Munis users alike. HTML5 programming and web-based applications allow users to access Munis on any device, from anywhere. Mobile apps increase worker productivity, and GIS integration simplifies property and asset management. Munis delivers proven technology to meet the needs of modern government.

Facilitates Integration Across the Organization

Munis provides a single version of truth — an integrated set of data that is accessed across your organization. It eliminates repetitive data entry, provides centralized workflow review and expands your ERP reach by integrating with other Tyler solutions for student information and transportation, citizen transparency and communications, parks and recreation, digital storage and more. Munis provides a range of solutions, a familiar interface and a single partner for technical support.

Maximizes User Experience

Munis was designed with you in mind and provides toolbar icons to simplify navigation, integration with Microsoft Word®, Excel®, Outlook® and SharePoint® to improve productivity, smart process tools like command centers for at-a-glance access to key data, and wizards to walk you through infrequently performed processes, such as employee on-boarding or budget projections.



Automates Content Management

Tyler Content Manager™ (TCM) automates document handling across your organization — from batch scanning, indexing and storage to immediate document retrieval. TCM automatically links purchase orders, forms and other documents to reduce clerical work and ensures your supporting documentation is accessible when you need it. TCM reduces your paper usage, file storage space, printing and staff time previously spent accessing, filing and retrieving paper information, and postage costs for significant savings.

Simplifies Data Analysis and Reporting

Munis Analytics and Reporting includes several tools that help clients improve data management, analysis, information sharing and report delivery. Dashboards and central program applications provide immediate, out-of-the-box views of key information that can be configured by user based on role and preference. Robust Microsoft Office integration provides seamless data exports to Excel for further analysis.

Support for industry-leading business intelligence and ad hoc reporting tools offer even further flexibility and customization while still using existing application permissions. Munis database cubes, built on Microsoft SQL Server Analysis Services, allow you to make better business decisions by easily viewing comparisons, patterns and trends with Microsoft Excel PivotTable and PivotChart reports. Using SQL Server Reporting Services, you can create and manage complex, interactive reports and deliver them in a range of formats. Additionally, Tyler employs a dedicated Munis state reporting team responsible for ensuring you maintain compliance with state and federal reporting mandates.

Promotes Transparency

Tyler Citizen Transparency works with Munis to meet the demand for open government and accountability. This custom site links to your municipal website and provides your constituents with 24/7 access to up-to-date financial data. It utilizes charts and graphs to make data easy to



understand. This cloud-based solution meets the public's need for information, reduces Freedom of Information Act requests and requires no on-site equipment or technical support.

Tyler Citizen Transparency allows citizens to see expenditures against total budget, to break out spending by department, to dive into transactional details and much more.

Services

Implementation

At Tyler, we believe your software should be delivered and implemented on schedule and within budget. That's more than a goal for Tyler — it's an expectation. Our implementation process is based on three important foundations: experience, people and the inclusion of the Project Management Institute (PMI) methodology.

Tyler uses PMI's globally recognized science and approach to project management to plan and manage all implementations. These principles are deployed by Tyler's greatest asset, our in-house experts backed by our comprehensive resources. Guided by these principles, we strive to deliver a well-planned implementation that pairs an understanding of your organization's current needs and practices with Tyler's best business processes, role-based business intelligence and unique user interfaces that increase efficiency and productivity. Leveraging your Tyler software to improve overall operations is an investment, but the ultimate return is tied directly to a successful implementation. Tyler's ordered, closely-monitored and controlled implementation maximizes your return with a standardized process designed for success.

Tyler's implementation process demonstrates our long-term commitment to you. We empower you with best practices that allow you to successfully utilize your products at the time of go-live, while positioning your organization to be prepared to consume the new technology developments that Tyler offers through its philosophy of perpetual releases and upgrades.

With decades of experience and more than 8,000 successful implementations, Tyler ensures an outcome that exceeds expectations. From the first meeting to the final sign-off, Tyler is with you every step of the way.

Tyler System Management Services

Our system management staff are experts in the configuration of Munis servers. They routinely provide system support, installation services, upgrades and routine maintenance. They are also trained on Munis software configuration and serve as a single point of contact for both Munis software and system support. By straddling these areas of expertise, Tyler's system management team is able to troubleshoot problems and provide quick resolutions.

Client Support

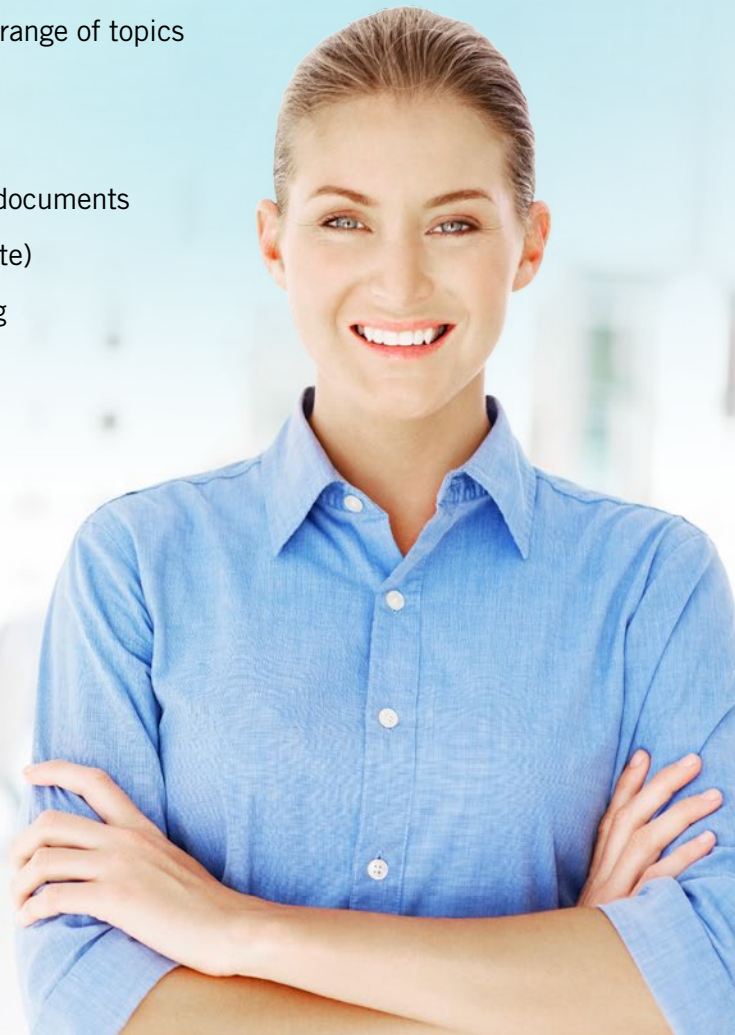
Tyler's support team is staffed by in-house Munis experts who provide everything from routine technical support to continuous product training as part of Tyler's EverGuide® initiative. You'll benefit from support staff who receive ongoing Munis product, as well as specialized Help Desk Institute (HDI) training. Each team member focuses on a group of applications such as payroll, state reporting, purchasing and other applications, enabling them to provide quick and detailed solutions to your issues. With Munis client support, you can rest easy knowing you have hundreds of highly-trained specialists behind you every step of the way.

Munis support options — what's best for you?

- Call our toll-free technical support line
- Email our technical support team
- Utilize GoToAssist™ Support Center for desktop sharing
- Log in to our client portal to request support and to monitor incident response

Self-service options:

- Log in to Tyler Community for forum discussions on a range of topics
- Access Munis' onscreen help query
- Utilize wizards for infrequently performed procedures
- Access KnowledgeBase to download product support documents
- Download updates from MIU (Managed Internet Update)
- Enroll in Tyler University for 24/7, self-guided learning
- Attend local or national user group meetings



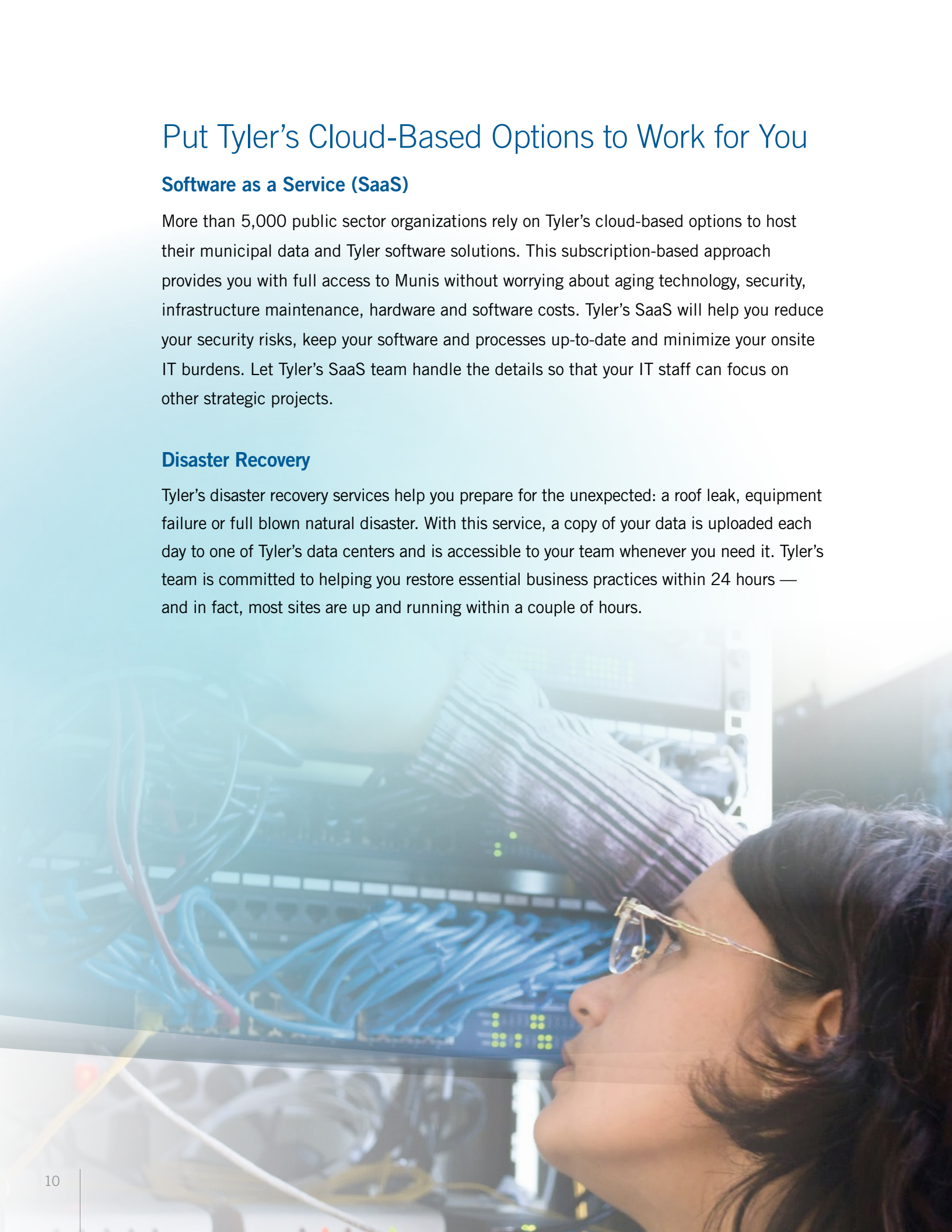
Put Tyler's Cloud-Based Options to Work for You

Software as a Service (SaaS)

More than 5,000 public sector organizations rely on Tyler's cloud-based options to host their municipal data and Tyler software solutions. This subscription-based approach provides you with full access to Munis without worrying about aging technology, security, infrastructure maintenance, hardware and software costs. Tyler's SaaS will help you reduce your security risks, keep your software and processes up-to-date and minimize your onsite IT burdens. Let Tyler's SaaS team handle the details so that your IT staff can focus on other strategic projects.

Disaster Recovery

Tyler's disaster recovery services help you prepare for the unexpected: a roof leak, equipment failure or full blown natural disaster. With this service, a copy of your data is uploaded each day to one of Tyler's data centers and is accessible to your team whenever you need it. Tyler's team is committed to helping you restore essential business practices within 24 hours — and in fact, most sites are up and running within a couple of hours.



Why Tyler?

Tyler Technologies is committed to the public sector. We develop software and support solutions that meet the specific requirements of local governments, municipalities and schools — and have been doing so since 1979. Our staff are busy implementing almost 90 new Munis sites each year, providing client training, developing new features, providing technical support and more. By serving thousands of clients nationwide, we are able to see common issues, help identify best practices and develop innovative solutions for our clients.

Tyler's Evergreen Promise



Tyler is committed to providing clients with the tools they need today and into the future. We have dozens of clients who have used Munis for more than 30 years and we expect that they will be with us for decades to come. Why? Because we are committed to their satisfaction and continue to develop new solutions to meet their changing needs. Every year we release new feature upgrades with no relicensing fees for clients with an annual maintenance contract. We call this our evergreen philosophy. And to help clients stay current with updates, we have the EverGuide support initiative which provides training resources to ensure that you never lag behind. Tyler is committed to helping you maximize your Munis solution today and for years to come.

Software that thinks like you do.

Tyler Technologies (NYSE: TYL) is a leading provider of end-to-end information management solutions and services for local governments. Tyler partners with clients to empower the public sector — cities, counties, schools and other government entities — to become more efficient, more accessible and more responsive to the needs of their constituents. Tyler's client base includes more than 14,000 local government offices in all 50 states, Canada, the Caribbean, the United Kingdom and other international locations. In 2016, Forbes ranked Tyler on their "Most Innovative Growth Companies" list, and it has named Tyler one of "America's Best Small Companies" eight times. The company has been included six times on the Barron's 400 Index, a measure of the most promising companies in America. More information about Tyler Technologies, headquartered in Plano, Texas, can be found at www.tylertech.com.

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