



Welcome to **Tyler EAM**

Explore how Tyler EAM™ impacts the lives of citizens, keeps field technicians in the field, and empowers managers to make more informed, data-driven decisions.

GET STARTED

CITIZEN



Jessica

- Has lived in the city for 20 years
- Drives her kids to school every morning
- Wants the city to be a safe place to live

[VIEW HOW TYLER EAM IMPACTS JESSICA'S DAY](#)

FIELD TECHNICIAN



Brandon

- Wants easy access to each job's information while in the field
- Wants an easy-to-use software solution that tells him which jobs are on his schedule, and what they entail
- Wants to know where to go for each job in the field

[VIEW HOW TYLER EAM IMPACTS BRANDON'S DAY](#)

MANAGER



Jerry

- Responsible for properly allocating city resources
- Cares about field technician performance and city assets
- Cares about the happiness of the citizens

[VIEW HOW TYLER EAM IMPACTS JERRY'S DAY](#)



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JESSICA'S DAY

A terrible storm blows through Tylerville on Sunday night. Jessica, a local citizen, is driving her kids to school the following morning when she notices a tree has caused a downed power line in her neighborhood.

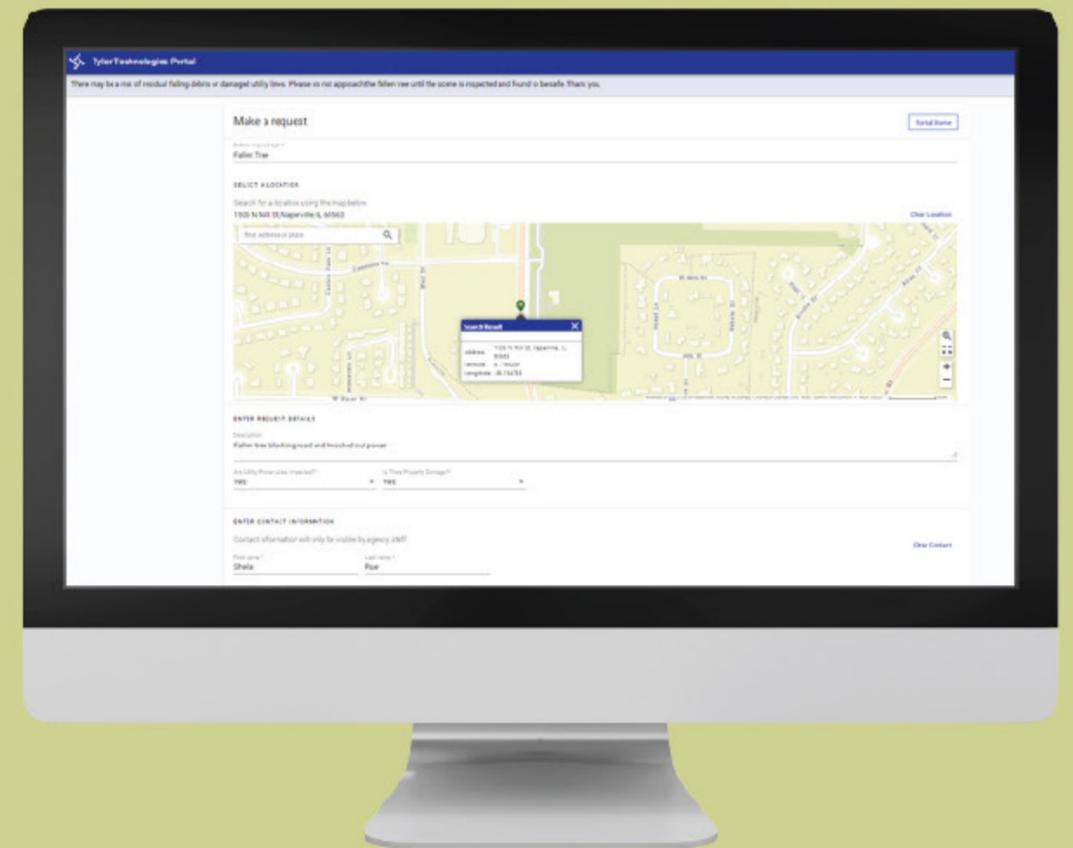
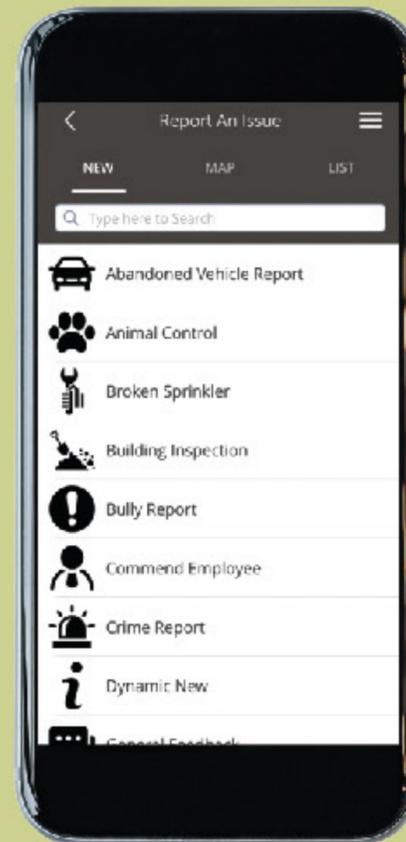
She pulls over on the side of the road and snaps a picture of the incident. She opens her Tylerville Branded App and reports the incident by inserting the picture. The app **uploads Jessica's information** into the incident report and automatically loads the GPS coordinates.

She can now resume her drive finding an alternate route. Jessica can then **track the progress** of the job until it is fixed.

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TYLER 311/ MYCIVIC/ CSS

Jessica's access to her city website is powered by **MyCivic™**, a comprehensive, customizable platform designed to promote civic engagement and enhance the quality of life in her community. Through a single, public-facing app, she has access to all the services, resources, and information her community has to offer, enabling her to play a more active role in the area she calls home. Through **MyCivic**, Jessica accesses the **Citizen Self Service (CSS)** portal, which gives her online access to community development processes 24/7/365.

Through **Tyler 311™**, Jessica submits her report of the power line, which is then properly routed, documented, and resolved as quickly as possible.



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BRANDON'S DAY

Brandon, a field technician in his city, receives a push notification on his tablet regarding Jessica's issue. He clicks on the job in his tablet, and it **navigates him directly to the site.**

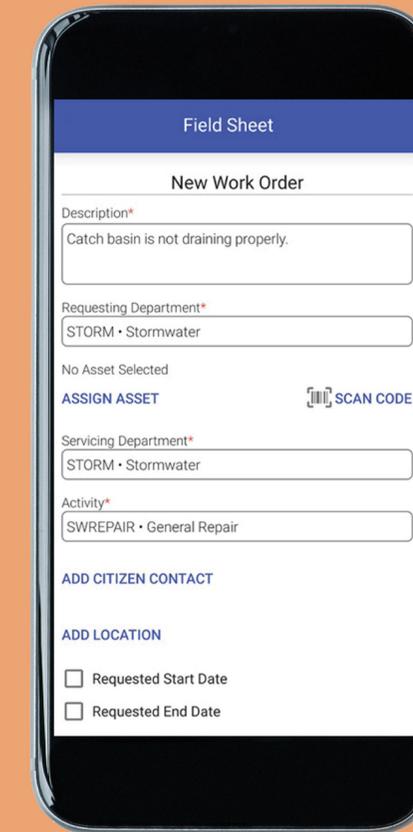
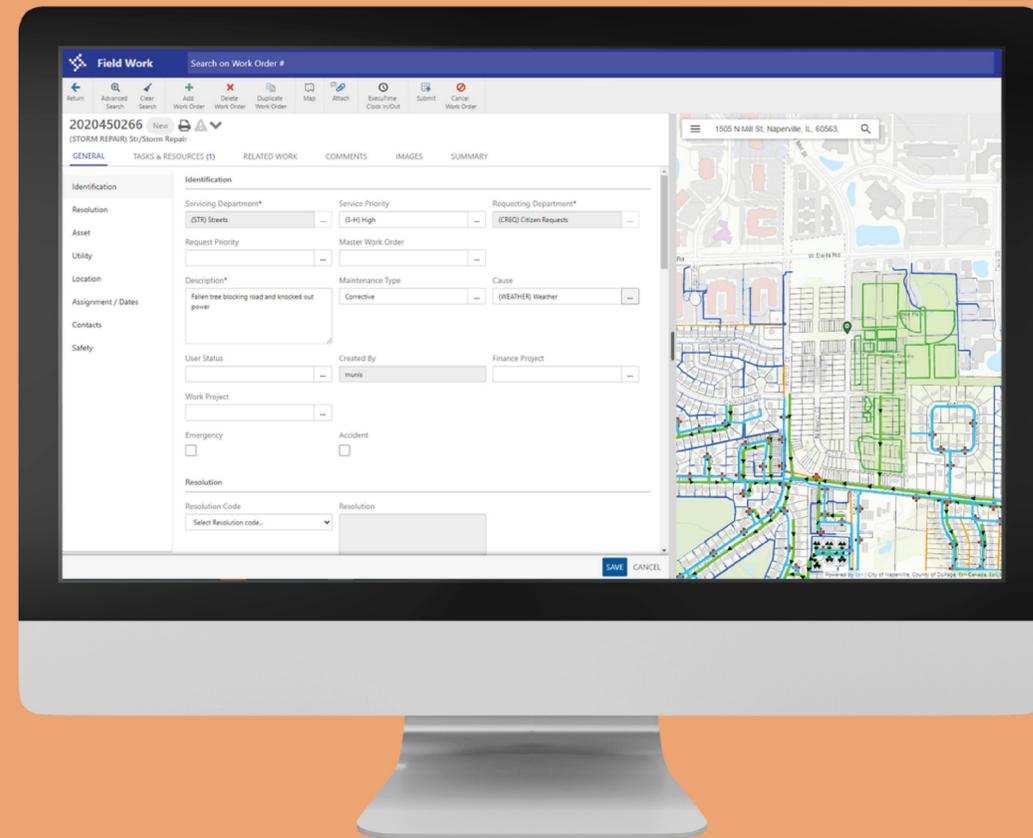
Brandon arrives on the scene and clears the roadway of the tree. Then he puts that information into the mobile App and creates a follow-up work order for the electric crew to fix the power line in the field.

He **updates the job in his tablet** and – BOOM! He's on his way to the next job! Brandon also inputs a resolution code with a comment, which will pass through the city's app via email to Jessica, informing her of the status of her submitted request.

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ASSET MAINTENANCE

Designed for field and the office, Tyler EAM's **Asset Maintenance** allows Brandon and other workers in the field to easily see their work and manage work orders regardless of location by using online programs as well as iOS® and Android™ apps.

Brandon can maximize inventory efficiency with real-time insight via **Tyler Hub™**, which notifies him if he has all the equipment he needs to remove the tree and fix the power line. Asset Maintenance allows the citizen to follow up-to-date progress of work orders from creation to completion, meaning Jessica is notified once Brandon completes the job.



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JERRY'S DAY

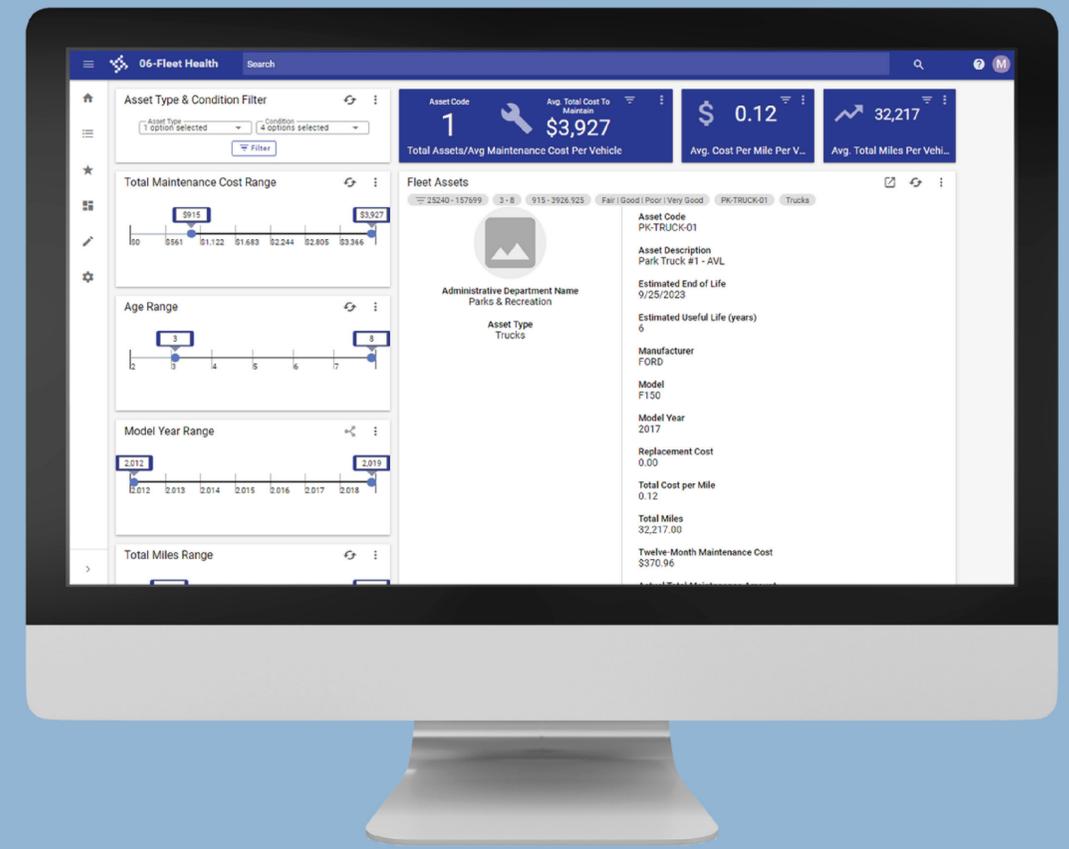
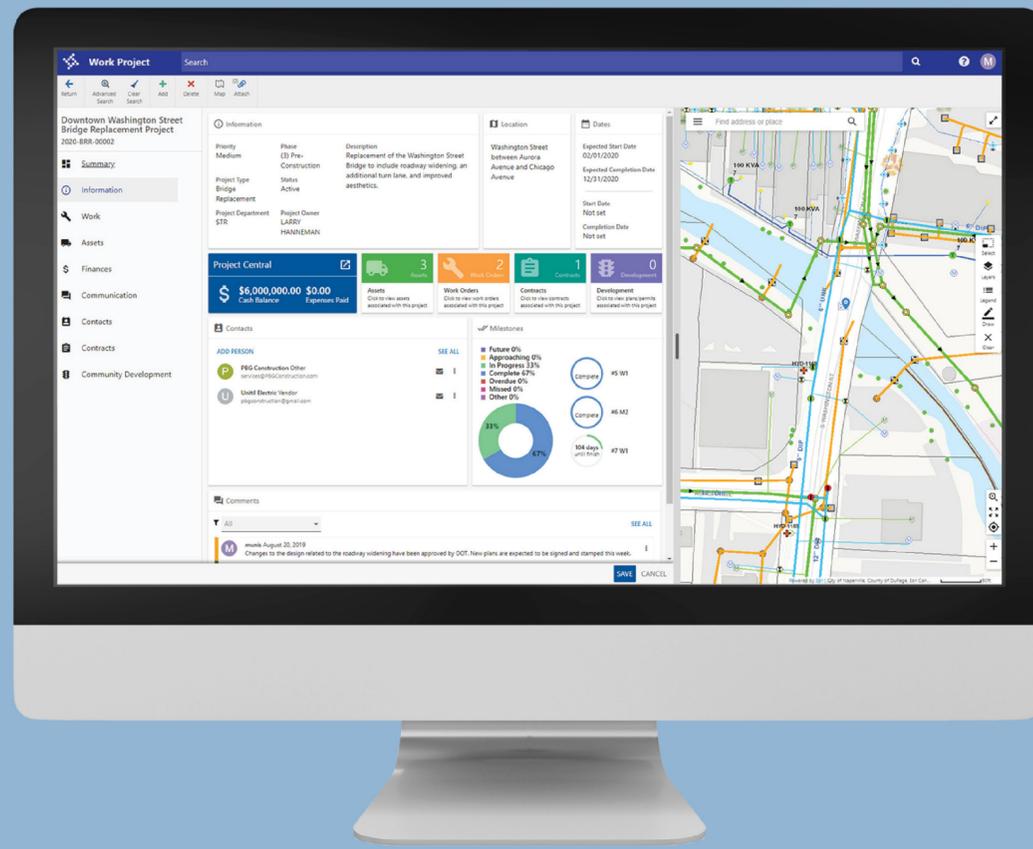
Jerry, manager of his city's field technicians, receives the power line order while in the office. From the queue, Jerry flags it as an emergency and **endorses the malfunctioning power line as a work order**, which is then assigned to Brandon based on his location in the field. After it is assigned to Brandon, Jerry can access information including Brandon's workload, miles on his truck, and when his truck is due for maintenance. He can **easily run a report** on all of Brandon's jobs completed that day and the equipment used. He has **insight into Brandon's performance** and the health of the **city's assets in real time**, so he can plan and prioritize how to maximize ROI.

Upon Brandon's work closure, Jerry sits on reviewing and approving the work order for a day or two to wait for the FEMA clarification on the storm that blew through Tylerville on Sunday night. Jerry finds out on Wednesday that the storm has been declared a natural disaster and is available for FEMA funding. Once Jerry finally **reviews and approves the work order** so it can be closed out, the FEMA reports will be generated for Federal Reimbursement. Jessica then receives an email that the work has been done and the incident is now closed.

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ASSET PERFORMANCE

Designed to help Jerry plan for future expenses related to assets and make decisions on how to best use resources, Tyler EAM's **Asset Performance** allows Jerry to plan and prioritize future budgets so he can maximize ROI. Jerry can access a dashboard that surfaces key asset-related data through **Tyler Hub**, allowing him to make decisions with up-to-date information and analyze how an asset's condition is trending over time.

He can also see where Brandon's truck is by managing the geo-location of the asset. Jerry can track large-scale capital improvement projects and manage ongoing maintenance programs with the Work Project program.



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About Tyler Technologies, Inc.

Tyler Technologies 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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