



tyler
technologies



Moving to Tyler's Cloud Solution: Amazon Web Services

Tyler Cloud Solutions: Amazon Web Services (AWS)

Most public sector organizations find that moving to the Cloud is a multi-pronged benefit. It takes the burden off the local IT department to focus on more value-add projects and opportunities. It provides a secure process for data. And it offers both the organization as well as your community peace of mind that your—and their—information is managed by a professional team who is trained in hardware and software management and updates, as well as cybersecurity and disaster recovery. In keeping with these priorities, including a move toward sustainability, it makes sense that your organization would consider the value of running your Tyler solution in the Cloud.

According to a McKinsey & Company in an article entitled, “**How public sector tech leaders can speed up the journey to the cloud,**” (October 19, 2020), “The true value of the cloud is not just lower costs but also access to innovative offerings... and greater resilience and scalability of technology. Many early adopters have shown encouraging business benefits (10-20% reduction in net costs and 50% reduction in outages). The long-term difficulty of maintaining on premise data centers, the inability to scale (for testing environments, for example), and reliability-related concerns set the perfect impetus for public-sector organizations to consider the case for the cloud.” *

And in keeping with your mission to provide exceptional services to your community of staff, citizens, and other stakeholders, moving to the Tyler Cloud is the right step—by helping to ensure you can **protect data and information** and mitigate disaster hazards. In summary, moving to the Tyler Cloud will enhance your overall operations by:

- **Minimizing downtime and providing backup** in case of a cyber-attack or natural disaster;
- **Providing secure remote access** to your end users, thereby ensuring connectivity and minimizing virus threats and the associated negative impacts;
- **Freeing up your IT staff** to focus on more value-added tasks; and
- **Managing time-consuming backups** of your data, ensuring data integrity and minimizing the potential for performance degradation.

Tyler cloud operations are fully staffed with experienced personnel, dedicated solely to the Tyler cloud solution. They are trained and focused on *your* operations, running state-of-the-art equipment that enjoys significant reinvestment by Amazon Web Services—reinvestment that is typically cost prohibitive when shouldered by a single organization.

* <https://www.mckinsey.com/industries/public-and-social-sector/our-insights/how-public-sector-tech-leaders-can-speed-up-the-journey-to-the-cloud#>



WHY MOVE TO THE TYLER'S AWS SOLUTION?

Cloud Computing is not a new concept—and Tyler's AWS solution allows organizations to utilize Tyler software managed by Tyler Technologies and running on AWS, accessible from any internet connection. According to Jonathan Ende in Government Loop, *"Cloud solutions help local governments offer better, more flexible services to their residents. Government processes have been given a new pathway to the digital age... Cloud web applications are designed to be flexible, so they don't need fresh code to be customized for new tasks. Cloud applications are updated more frequently than traditional software, allowing for new features and upgrades to be delivered nearly instantaneously...]* AWS products easily integrate with existing systems." *

Tyler clients are offered several services, including application and database administration, server hardware and operating systems, and integration support—all for one price. Hardware and technical expertise provided by Tyler are spread over multiple clients, and often provide a **higher level of quality** that cannot be cost-justified by any one client.

WILL WE LOSE INTEGRATION AND OTHER FUNCTIONAL CAPABILITIES WITH AWS?

The short answer is **No**. You currently use Tyler's traditional ERP solution, and nothing about that functionality will change. As part of Tyler's initial commitment to you, Tyler's ERP solution includes numerous integration points for your convenience—completely free of charge. This means your staff benefits from the use of standardized, time-tested integration points that are readily available and already used by hundreds of Tyler clients. And as before, you will experience significant cost savings through Tyler's Evergreen and everGuide Philosophy, with upgrades and ongoing training provided as part of your maintenance fee, *at no additional cost*.

Couple that with the Tyler Cloud deployment, and your organization will be positioned to enjoy significant ROI and TCO. This will be evident through increased functionality that improves processing, transparency, efficiency and best business practices; managed hardware and software upgrades that Tyler staff can perform, that include current technology and disaster recovery; and more time for your IT and other staff to focus on more value-added initiatives and tasks for your organization. The AWS model is unique and powerful in its ability to meet a variety of end-user needs. For instance, clients using Tyler Cloud solutions service experience benefits such as shortened implementation periods, and cost savings from off-site IT services. In fact, the overall lowered cost of ownership sets the Tyler Cloud solution widely apart from traditional client-managed operations. The typical organization's cost-of-business overhead to run, maintain, and upgrade its own software and hardware is eliminated if necessary—thus enabling the organization to meet their application needs with minimal associated operating and capital expenditures.

*<https://www.govloop.com/community/blog/3-reasons-AWS-future-government-technology/>



TYLER AWS: JUST GOOD BUSINESS

Overall, the Tyler Cloud saves you in both hard and soft costs. In other words, the Tyler Cloud offers our clients the peace of mind that their data and programs are **fully protected**—and operations remain **up and running**—without requiring you to invest significant dollars in on-site hardware, software and associated staff to maintain it. In fact, the Tyler Cloud solution will provide your organization with all the service and functional benefits you have enjoyed as a self-administered organization, without the headaches—instead, your IT staff will enjoy more time to perform the tasks they were hired to do, with the added security that your data is safe and available. The result: each AWS client enjoys all the service and functional benefits of a self-administered organization—with reduced risk and the added value of Tyler experts handling the maintenance and management of your ERP solution. **At the end of the day, our AWS clients agree: Tyler’s Cloud solution is just good business.**



From a technology perspective, cloud solutions eliminate hardware costs, ongoing maintenance, and operations costs. Leadership predicts ROI will materialize from process efficiencies and improved quality of financial data.” - New Castle County, DE



WHO ELSE IS PART OF THE TYLER AWS CLOUD COMMUNITY?

You'll be in good company with **more than 8,800 Tyler client organizations, equating to more than 213,000 Tyler-hosted users, offering e-services used by more than 5.1 million end users** to make payments, file documents, submit permits, or other e-services. In summary, both large and small clients benefit from AWS—but our larger sites are in a position to receive enhanced support and service when opting for the AWS solution. And like them, you will get all the pluses of AWS **without having to invest large amounts of money purchasing and maintaining hardware, software and other infrastructure**. With Tyler's Cloud you can shift the daily support to us, and **free up your IT staff to focus on more value-add tasks**—thereby lending increased value to your bottom line.



WHERE WILL OUR DATA BE MAINTAINED?

The AWS **state-of-the-art facility incorporates the latest technology** and continues to be **maintained 100% by Tyler's in-house team** of AWS experts including analysts, engineers, Webmaster, System Administrator and Database Administrator. These are professionals who work for Tyler, and understand Tyler products, the technology, AWS and Disaster Recovery practices and procedures, and our clients' needs and requirements. And as a member of the Cloud Security Alliance (CSA), a not-for-profit organization with a mission to promote the use of best practices for providing security assurance within cloud computing, Tyler has invested more than \$25 million in hardware, software, and personnel to keep operations running optimally for our AWS clients.

WHAT WILL OUR TRANSITION TO AWS LOOK LIKE?

Once you and Tyler execute the AWS contract, your organization will be assigned a Project Manager (PM) who will work with you during your transition. It's at this point that your PM will:

- Obtain your organization's IP and printer information;
- Fully assist you as you connect it to your network; and
- Acquire a copy of your data (via sFTP) and install your site-specific programs.

Once your data is loaded in Tyler's Data Center, we will work with your staff to perform a test of user logins, printers, critical processes, and full data verification. When everyone gives this test the green light, Tyler will work with you to schedule your Go-LIVE date. This process, from start to Go-LIVE, typically takes approximately 2-3 months. From this point forward, your organization will be assigned a technical support resource to help you manage any support items that may arise.



IN SUMMARY



WHY THE CLOUD?

More is possible.

Better In The Cloud

- Access to the latest technology
Ensure software is up-to-date
- Scalability & adaptability
Meet your growing needs
- Efficient use of IT resources
Free up staff time
- Secure environment
Boost security & reliability
- Timely & stable software releases
Take the pain out of upgrades
- Mobile
Connect your community

Considering the cloud?

Tyler is ready when you are.

5.1 million

Registered users accessing our clients' cloud-based portals

3,100+

Cloud installations for clients with populations under 50k

20 years

How long Tyler has hosted clients in the cloud

2 out of 3

Clients choosing cloud solutions over on-premises in 2019

8,800+

Tyler client installations in the cloud



WHAT ABOUT ... (FAQS)

- Are the AWS fees in addition to my current maintenance fees?
 - No. Tyler fees replace all your current ERP fees (support maintenance, licensing, TSM, Disaster Recovery, etc.)
- What is the necessary bandwidth required to be a Tyler Cloud client?
 - You will be required to have 25kbs per concurrent user. Most of our clients now have backup ISP's—this is ideal, but not necessary.
- Will we be forced to be on the latest version of the software at all times?
 - No. You still determine which version of the software you want to be on, and when you want to upgrade. Additionally, you have the ability to self-service your upgrades, or can opt to have Tyler's AWS team do it for you.
- Is the Data Center audited?
 - Check out Tyler's compliance with industry and regulatory standards: <https://www.tylertech.com/about-us/security-compliance/compliance>
- What happens after our contract term expires?
 - Prior to expiration, your Tyler sales representative will discuss options to renew your Tyler agreement for another term.



Portland, Maine: Choosing Cloud Solutions Carefully

THE CITY OF Portland, ME, found a balance between cloud-based applications and on-premises technology solutions. The city adopted cloud-based productivity tools five years ago, but also maintains core systems on-premises to support many lines of business including finance, human resources, permitting and inspections, and public safety. Like many other cities, Portland's technology upgrades began with a push from the executive department. The city manager and finance director believed in the increased efficiency and functionality of tools in the cloud. They wanted to bring the city up to speed with the latest innovative technology even if it took time to realize cost savings.

The city uses cloud-based applications for its productivity and collaboration tools, for example, email, calendaring, document creation and editing, and more. Portland had a goal to be premise agnostic for computer endpoints by 2022, meaning that city staff can log into a secure workplace environment and work from a web browser on any computer from any location. The COVID-19 pandemic accelerated this work. Today, many city staff are able to work remotely because of these cloud-enabled solutions. To encourage department heads to continue to embrace the cloud-based technology tools and realize their benefits, IT passes on individual licensing costs for on-premises solutions to each department.

For Portland, achieving a balance between operating and capital expenditures was a driving force behind the decision to use both cloud-based and on-premises solutions. Servers and switches have a finite, expected life cycle. The IT department prefers the predictability of the costs of these on-premises solutions in the near term while planning for longer-term investments in



hardware and software. It is important to Portland that IT staff have the ability to support both cloud and on-premises solutions. The cloud-based solutions do not eliminate the need for all physical IT infrastructure.

The IT department still must invest in firewalls, switches and wireless networks. Additionally, system administration of the cloud requires a different skillset than for on-premises support. The city has taken a measured approach to professional development in this area so that staff are able to build new skills and ensure security practices across all types of solutions.

Currently, the city is most comfortable managing a majority of its operational data in on-premises solutions. There is a high desire for full visibility and control over its own data and processes. The IT department believes that because the city operates its own servers, it can more easily evaluate and verify security measures without going through a third party. The city is open to considering how cloud computing could support its cybersecurity goals in the future.

Thus far, the city has been pleased with its hybrid experience. During the initial rollout, the city staff felt well prepared and supported by their cloud provider with training materials, hands-on training sessions and overall thoughtful project management of the implementation. The training and support continue today as the IT department helps staff members familiarize themselves with other features of the productivity tools that will make their work easier. As far as Portland's advice for others, the information technology department emphasizes careful planning for on-premises and cloud-based solutions to ensure the organization is getting what it needs from its investments and making the most cost-effective choice. In particular, Portland recommends taking a careful look at all costs associated with purchases, needed staff training to support this new way of working and strong contract language to ensure that a city always has direct access to its systems and data.

