



Providing Mobile Solutions for Public Safety and Law Enforcement



Tyler Technologies is in the business of building, deploying and managing world-class mobile applications for customers in state and local government and the corporate sector. We offer a turnkey, end-to-end solution that is fully customizable, interfaces with existing systems and can leverage your investment across many functions. Anything you run today — from electronic citations to CRM, code enforcement and work orders — can be extended to handheld devices via the Web.





The Technology: Mobile Application Tool Kit

Tyler's Brazos™ Mobile Application Tool Kit enables our customers to rapidly and easily create, deploy and manage mobile applications on PDAs, cell phones and laptops. Using the tool kit, you can deploy forms-based applications to capture any information currently collected via paper or any other medium. The tool kit is a 100 percent .NET web-based platform that allows Microsoft® Windows®-based devices to communicate directly with any industry standard database without the need for a dedicated intermediary server or workstation. The data moves via industry standard XML and is secured by several layers of compression and encryption.

Through the web-based design and management portion of the tool kit, you can adjust the look and feel of the screens, change reports, add users, change ticket layouts, set up jobs and much more, all without any IT support. Brazos handheld devices run a configuration interpreter and have no application-specific code. This means that devices running the Brazos software can be put to work to do just about anything — and it's all picked up by the device when it's synchronized. It offers the power of programming without the programming.

Creating the Application

The Mobile Application Tool Kit uses drag-and-drop form creation without the need for additional coding. New applications can be created and deployed within hours. The web-based design and management portion of the tool kit shows a life-like view of the target device and allows you to drag and drop, resize, hide/show and move fields from tab to tab. This ease of development allows you to maximize your investment in hardware and gain additional efficiencies throughout your organization at a fraction of the time and cost.

Deploying the Application

The mobile applications created are easily deployed across your organization. Once the application is created and the screens are customized to your specifications, the configuration is automatically rolled out to the handheld device as soon as it is synced. This auto-update feature significantly reduces the amount of time spent managing the entire system and reduces the risk of multiple versions running on different devices. The same holds true for any upgrades to the software itself or the operating system. Devices are upgraded with each sync.

The Benefits of the Brazos Solution

The Mobile Application Tool Kit enables our customers to significantly reduce the cost to deploy mobile applications throughout the life of the product. Some of the benefits include:

1. Cost-effective methods for improving data accuracy and speed of data entry
2. Customizable applications tailored to your agency to ensure user acceptance
3. Ability to deploy multiple applications and spread out the cost of hardware
4. Ability to customize system to evolve with your agency
5. Perpetual upgrades at no additional cost throughout the life of the product
6. Compatibility with any mobile device and the ability to utilize an existing hardware investment
7. No changes to your IT infrastructure

With web-based design and management, you can closely simulate what your users are accustomed to seeing today. Brazos mobile applications are intuitive and easy to use. However, software training is important to ensure you're receiving the full benefits of the software. Tyler's Brazos solutions include a three-day TCLEOSE-approved training course encompassing hardware, software and website use, as well as first-level troubleshooting techniques.

Upon completion of the training program, your officers will be fully equipped to use the Brazos solution in the field.

Syncing the Application

The handheld devices can sync either in real-time or batch mode via cellular, 802.11 a/b/g or batch connections. In addition to pulling any configuration changes to the device, all information collected on the device is pushed to the database upon each sync. In the event the battery dies on a device, Tyler has developed Automated Battery Recovery™ (ABR) to guarantee no data is lost. ABR is automatic and kicks in as soon as battery power is restored. When the device syncs, ABR reinstalls all Brazos software and recovers all data up to the last time the software was cleanly exited. No phone calls, no reinstallations and no lost data. Simple as that.

Managing the System

Using the Mobile Application Tool Kit, your system administrators define and control all users, user access and device access allowed for each application. This granular function provides detailed control over data access at both the user and device levels. Plus, if you want to change the look and feel of any portion of your application, you can make the changes in the web-based designer and deploy them to all devices without calling the units in from the field.

Applications

Public Safety

- Traffic Citations and Warnings
- Parking Citations and Warnings
- NCIC and State Returns
- Field Investigations
- Accident/Crash Reporting
- Towed Vehicle Reports
- Field Interviews
- K9 Tracking
- Criminal Trespass Warnings
- Daily Activity Reports
- Code Enforcement
- Animal Control
- School Resource Officer Module
- Custom modules to capture any data currently being collected via paper

Other Local Government Applications

- Work Order Management
- Health Inspections
- Building Inspections
- Activity Reports
- IT Asset Management
- Fixed Asset Management
- Fleet Management



Outstanding Support Day In and Day Out

Tyler Technologies provides outstanding customer support before, during and after the purchase of our solutions. When you have software-related questions or issues, you need access to quick, friendly and knowledgeable support. That's why we go beyond a typical call center or help desk department. We not only offer multiple channels for finding fast and courteous client support 24/7/365, but we employ some of the friendliest, most knowledgeable professionals in the industry.

ROI Expectations

In today's world, your agency is expected to do more with fewer resources. Enabling mobile data capture provides organizations with direct return on investment through data accuracy and labor efficiencies. While the overall cost of the project depends heavily on the hardware investment required, the typical payback period for implementing Brazos products ranges from 2-12 months for most clients. Most agencies are able to realize these labor and cost savings by reallocating resources to other mission-critical projects.

Using Brazos electronic citations, agencies are able to:

- **Reduce time spent by officers at each traffic stop.** Speeding up traffic stops with auto-population tools increases officer and citizen safety, as well as allows officers to be available for other calls and patrol duties.
- **Access NCIC and local warrants.** Providing access to the NCIC database on the officer's mobile device speeds up overall traffic stops and frees dispatch and radio resources.
- **Reallocate human resources.** By allowing information to be captured electronically at the point of activity, fewer labor resources are needed for data entry into the court, police records management and other back-end systems.
- **Minimize data entry errors.** Capturing and validating data at the point of data entry reduces errors with both the original data capture as well as re-entry into the court and records management systems. These reduced errors decrease the dismissal rates.
- **Increase paperless processes.** Reducing the need for paper duplicates saves significant printing costs as well as the cost of historical storage of paper copies.



Minimal IT Support Required

For more than 15 years, Tyler's Brazos product has focused on mobile data collection and we continuously incorporate features to further your software's long-term viability and relevance. No change to your current IT infrastructure is required to implement our solution and you'll benefit from full administrative functionality to manage all users, devices, business rules and fields with no intervention from us. Whether you have a strong IT department or operate within a limited IT budget, Tyler can provide you with complete support for any of our solutions.

A Trustworthy, Long-Term Partner

Tyler Technologies prides itself on delivering world-class solutions and becoming a true partner with our clients. We strive to provide you with the most current technology available to help maximize your investment today and over the long term.

When you purchase software solutions from Tyler, you aren't just getting the latest software as of the date you sign your contract. You are also getting the benefit of perpetual upgrades as they happen without additional license fees.



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 citizens. Tyler's client base includes more than 13,000 local government offices in all 50 states, Canada, the Caribbean, the United Kingdom and other international locations. Forbes has named Tyler one of "America's Best Small Companies" eight times and 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 Plano-based Tyler Technologies can be found at www.tylertech.com.

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