



# Enterprise Permitting & License Management

Tyler's Flagship Solution for Planning, Permitting & License Management



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## Trusted Partner

- Tyler is the largest software provider in the US focused exclusively on public sector
- Our solutions empower our clients to build safe, vibrant and connected communities



An overhead view of three people sitting in a modern lounge. A man in a white polo shirt and grey trousers sits on the left, a woman in a dark blue sweater and jeans sits on the top right, and a man in a light blue t-shirt and jeans sits on the bottom right. They are arranged around a round, dark wood coffee table with a small potted plant on it. The floor is covered with a blue and grey patterned rug. A semi-transparent blue box with white text is overlaid on the left side of the image.

## Strength & Stability

- 1 Billion Revenue / 93 Million in R&D (2021)
- 3X on Forbes' "Most Innovative Growth Companies" list
- Double-digit Annual Growth since 2002



A man and a woman are engaged in a conversation in front of a large window. The man, on the left, is seen from the side, wearing a grey suit jacket over a light pink shirt. The woman, on the right, is facing him, wearing a white sleeveless top and a vibrant, multi-colored patterned scarf. She is gesturing with her right hand as they talk. The background shows a blurred view of a city street with buildings and trees.

## Public Sector Expertise

- 30 Years of Public Sector Focus
- More than 40% of our employees have worked in the public sector

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37,000 + installations spanning all 50 U.S. states, Canada, the Caribbean, Bermuda, Australia, and other international locations.

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## Expansive North Carolina Client Base





## Client Loyalty

- 98% client retention rate
- 45% of clients have been using a Tyler solution for more than 10 years





## Account Management

We're always here when needed with  
multiple support channels





# Tyler **Support Channels**



**Unlimited Phone**  
support



**Online** client portal &  
knowledgebase

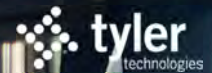


**Unlimited Email**  
support



How is Tyler's proposed solution uniquely  
equipped to support the County's Goals?

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# Tyler Enterprise ERP Solutions

- Tyler Enterprise Solutions are Purpose-Built specifically for Government Agencies
- Self-Contained & Centralized
- Modern & Intuitive UI
- Cloud-Native (AWS)



# Centralized Access to Property Information

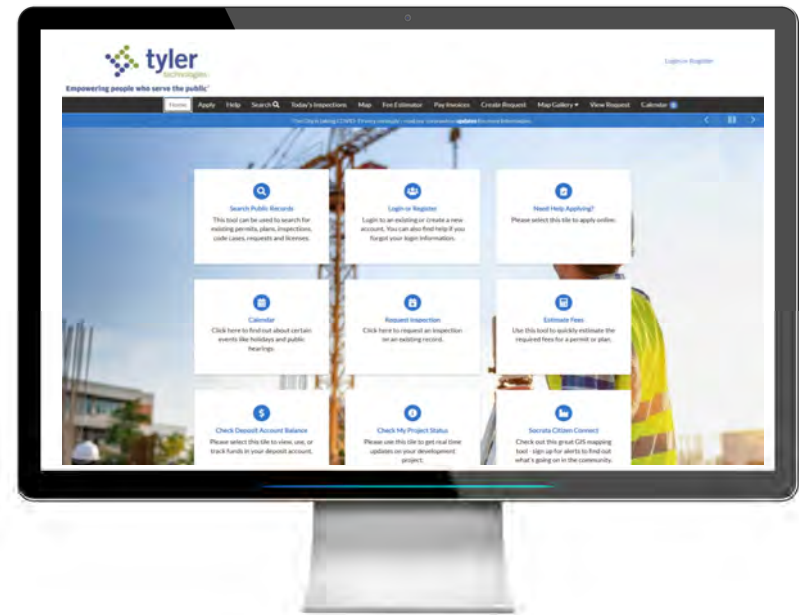
- GIS Centric Data Model
- Singular and Authoritative Source of Property Data for All Departments
- Built on ArcGIS (Esri) Technology
- Spatially-Enabled Workflow Creation
- Global Access to Property History Across the Enterprise





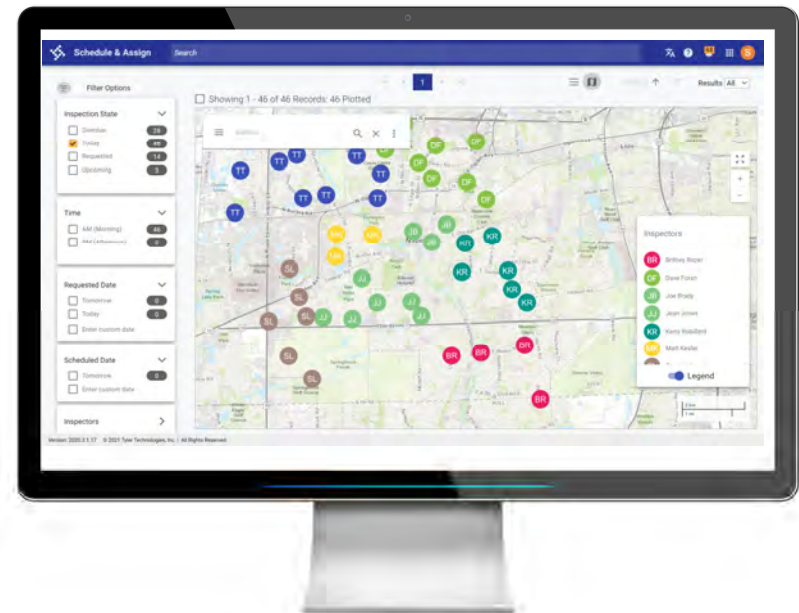
# Accessibility, Transparency & Consistency

- 24 x 7 Customer Access
- Multilingual & ADA Compliant
- Online Application Submission & Payments
- Standardized Communication
- Comprehensive Toolsets for Architects, Engineers and Associates



# Maximize Staff Time Spent in the Field

- Offline Functionality for Working in Remote Areas
- Email, Photo, Digital Signature and Print Functions on One Device
- Standardized Inspection Checklists and Integrated Code Books
- Maximize Efficiency and Speed Up Inspection Processing





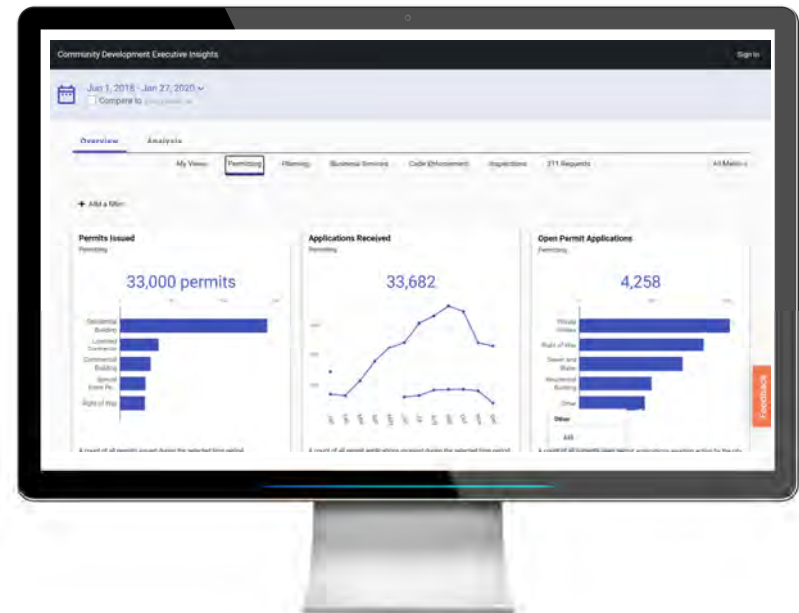
# Intuitive and Powerful Reporting

- Performance Dashboards for Managers & Operational Users
- Agency-Specific Data Points and Visualization Cards
- Ad-Hoc Reporting
- Save & Share Data Sets



# Executive-Level Insights

- Real-Time Process Visualization
- Identify & Resolve Bottlenecks and Inefficiencies
- Instantaneous Performance Metrics
- Workflow Prioritization and Workforce Management
- Powered by Tyler's Socrata™ Platform





Empowering people who serve the public®



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