

Enterprise State Regulatory



SUPPORTED MODULES

- Access
- Field Inspector
- Insights
- Payments
- Identity Workforce

KEY FEATURES

- Continuously configurable
- Search and reporting
- Rules and workflow management
- Inspection management
- Relationship management
- Exam scheduling and management
- Continuing Education management
- Complaint and enforcement case management
- Correspondence and document management
- Batch scheduling for record processing
- Secure mailbox
- Digital credentials

Regulatory agencies are charged with protecting the health, safety, and welfare of the public by ensuring that individuals and businesses are properly licensed and credentialed. For regulators to successfully oversee millions of licensees across hundreds of industries, businesses, professions, and license types, it takes exceptionally powerful technology. Tyler's Enterprise State Regulatory application, powered by VERSA Regulation, is software for managing the intricacies of approving, renewing, maintaining, and enforcing licenses in multi-program, multi-license agencies.

Manage the Smallest Details in the Most Complex Environments

Since 1972, the team behind the Enterprise State Regulatory application has been supporting regulatory environments including professional, occupational, business, health, agricultural, and alcohol regulation. The application maintains the complex relationships between licensees, other associated individuals, and businesses no matter how many programs and license types your organization manages.

All license records for a single business or person tie back to that business or person. This entity-centric data model lets you quickly find all licensing and regulatory data associated with a licensee record and see interrelationships with other entities. This allows you to fulfill your administrative, legal, investigative, and enforcement duties more efficiently.

A Complete Regulatory Software Solution

By combining licensing, enforcement, inspection, and revenue information into a single database under a unified application, your team can focus on activities that safeguard public health, safety, and welfare.

Out of the box, the Enterprise State Regulatory application is armed with an expert rules engine, a multitude of regulatory-specific processes, workflows, and best-practice configurations. New rules can be added at any time, and each can be further configured to meet your unique needs.

Architected for Accessibility and Security

The Enterprise State Regulatory application features open technology architected for accessibility and security.

- Section 508 compliant
- Platform independent
- Built to open standards
- Java based
- Role-based security model
- Hosted on premise or in the Cloud

Extended Functionality Through Modules

Access

The Access module is a public portal that provides businesses and citizens with direct, 24/7 access to the services they require. Applicants and licensees can submit applications and renewals, search for and update information, and make payments at any time, from a computer or a mobile device. In addition, the Access module has intuitive search capabilities for citizens to find what they are looking for. This citizen self-service functionality frees your team to focus on higher-value tasks, reduces administrative paperwork, and ensures the accurate and timely capture of data. It increases customer satisfaction while decreasing agency workload.

Field Inspector

The Field Inspector module gives investigators and/or inspectors the ability to complete their inspection reports on site in real time. With it, mobile users can access scheduled appointments or conduct ad-hoc inspections, complete forms

electronically, capture the licensee's signature electronically, and transmit the results to your main regulatory system. The module can operate even when it is not connected to the internet. It improves efficiency and customer service while reducing paperwork and expenses.

Insights

The Insights module presents key performance indicators in a variety of interactive visualizations so Enterprise State Regulatory users can easily monitor the health, performance, and service level of their organization. Chart, graph, and map views can be analyzed and compared with the drag of a mouse. The mobile-friendly, web-based interface includes alerting and forecasting capabilities so users can get an early warning when goals are projected to go off track. By having access to easily digested and analyzed data, regulators can discover issues and intervene before a hurdle becomes a crisis, ensuring that operations continue smoothly.

Payments

A robust and flexible electronic bill payment and presentment solution, the Payments module makes it easy for regulatory agencies to accept online and over-the-counter payments for bills, fees, tickets, and fines. Payments provides one place for constituents to make payments, review past billing and payment history, and see up-to-date balance information on all open accounts.

Identity Workforce

Identity Workforce is a zero-trust, cloud Identity-as-a-Service (IDaaS) solution that enables secure, cloud-based authentication for all agency users, regardless of their location, device, or network. A single sign-in and identity management solution, it streamlines authentication and saves time for employees.



About Tyler Technologies, Inc.

Tyler Technologies (NYSE: TYL) 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 efficiently and transparently with residents and each other. By connecting data and processes across disparate systems, Tyler's solutions transform how clients turn actionable insights into opportunities and solutions for their communities. Tyler has more than 40,000 successful installations across nearly 13,000 locations, with clients in all 50 states, Canada, the Caribbean, Australia, and other international locations. Tyler has been recognized numerous times for growth and innovation, including Government Technology's GovTech 100 list. More information about Tyler Technologies, an S&P 500 company headquartered in Plano, Texas, can be found at tylertech.com.

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