State Resident Engagement Platform

CONNECTING COMMUNITIES, EMPOWERING RESIDENTS

Simplified Resident Engagement for State Governments

Connecting resident services across the state is critical for providing timely service to the people who need it when they need it most. Tyler Technologies' resident engagement solution provides states with a flexible platform that is easy to build, use, and maintain.

Streamlining Government Services for Residents

Tyler's Resident Engagement Platform caters to the common 'consumer-like' experiences such as mobile banking, or online shopping. As a result, they feel more informed and connected with solutions designed for them, surfacing relevant services and information at their fingertips. The intuitive design allows agencies to better analyze and distribute data, keep people informed, and encourage two-way communication between users and government agencies.

- Notifications and alerts for upcoming renewals, expirations, payment deadlines, and more

- All government tasks in one platform

- Predictive, personalized, and relevant service suggestions

- Secure transactions and payments

Residents are at the center of everything government agencies do. Tyler's Resident Engagement Platform brings it all together in a way that is easy for states and their users.

Connecting Communities, Empowering Data: Tyler's Resident Engagement Platform is built for both state and local government agencies. This not only creates a cohesive experience for the resident but also allows for better data and analytics across government.

Personalized: Residents can create a personalized profile and our technology provides secure identity proofing. And with single sign-on, they can interact with state government agencies effortlessly anytime, anywhere. It also allows agencies to proactively send push notifications for important deadlines, such as professional license expiration dates or upcoming vehicle registration deadlines.

Mobile: Residents expect quick and easy transactions and information at their fingertips at any time of day or night. This solution allows states to create a single experience through connected agency applications for all government business to be conducted.

Flexible: Updating statewide government platforms can feel like a highly technical transition, but once the Resident Engagement Platform is implemented, any agency can manage their services without technical expertise. It is a self-service style maintenance structure where administrators can add any forms, change fields, improve workflows, or make updates as they are needed. It also reflects updates seamlessly for the app and website interfaces.

Integrated Payments: Community members and guests can pay bills, review past billing and payment history, and see real-time balance information on all open accounts. Community members can also register to benefit from access to account history and streamlined connectivity. The account functionality allows for a shopping cart across agencies as well as a single payment wallet. From any device at any convenient time, users can pay vehicle registrations, taxes, utility bills, licensing and permit fees, court fees, parking tickets, and more.

Secure: Tyler has a full-time application security team dedicated to continuously reviewing and enhancing the security posture of its products. Tyler uses enterprise-level dynamic and static security scanning tools as part of our software development lifecycle. In addition to scanning tools, Tyler's application security team executes manual assessments on Tyler products using a testing methodology based upon the OWASP Testing Framework. Moreover, our payments process complies with PCI/PA-DSS standards.

Ready to learn more?

About Tyler Technologies, Inc.

Tyler Technologies (NYSE: TYL) is a leading provider of integrated software and technology services for 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 44,000 successful installations across 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 on 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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