

# Moving to the Cloud – FAQs

## What is the cost to my municipality?

While there is an upfront cost associated with switching to the cloud, it is an investment in reduced and more consistent infrastructure costs, stronger security, and easier upgrades in the future.



## How can I access my data?

Clients have several options to access their data. Contact your support department for details on the options available to you.



## Will my end-users experience any changes?

End-users will experience minimal changes to how their Tyler web applications are accessed. Users may have to update any bookmarks or links to reflect the new cloud URLs.



## How secure is data in the cloud?

Cloud-based solutions offer significant security improvements, ensuring that your agency is protected by using the latest, most secure version of the software.



## How reliable is the cloud?

Tyler's cloud solutions run on Amazon Web Services (AWS), the world's most comprehensive and broadly adopted cloud platform. AWS data centers are built to guard against outages and incidents, minimizing the impact on customers and the continuity of services.



Tyler works with you every step of the way during your transition to the cloud. Public sector software isn't just something we do — it's all we do. We understand the unique needs of the public sector and that's why we built our solutions to deliver better and faster assistance to the public — greater transparency and accessibility, sustainable office practices, secure data that's easy to manage and maintain, and faster results. [Contact us today to learn more!](#)

