



odyssey®

a tyler courts & justice solution

# The innovative leader in Court Case Management

Unified Court Case  
Management



tyler  
technologies



# The Most Powerful Courts & Justice Software Available

*What if you could have the best technology in the industry, delivered by a reliable partner that sets the standard — and creates best-in class solutions that never become obsolete?* Software that solves your problems today and stands the test of time. Over the last 10 years, Tyler's comprehensive Odyssey® case management software has become the market leader.

With a vested interest in the success of our clients, Tyler continues to deliver robust, industry-leading unified case management software that meets the needs of both individual counties and statewide court systems. That's why Odyssey has become the leading case management system in the country. We have clients in more than 450 counties in 17 states, including eight statewide installations — serving 50 million citizens.

## WHO IS TYLER TECHNOLOGIES?

We recognize the careful consideration that accompanies an investment in a software solution. You want exceptional products, but you also want a strong, stable business partner — and with Tyler, named by Forbes as one of “America's Best Small Companies” five times in the last six years, you get both and it means more than simply delivering software and services.

Tyler's stability rests in its controlled, carefully executed growth strategy. Today Tyler is the largest company in the U.S. solely serving the public sector. Tyler consistently maintains a solid balance sheet, strong cash flow and low debt, and is publicly traded on the NYSE (TYL). Tyler's staying power is a testament to the company's ability to adapt to the changing needs of the public sector marketplace.

That's why many of our clients have been with us for more than 20 years, and we aspire to continue building long-term partnerships with clients for life.

## Unified Case Management Leads to Better Decision-Making

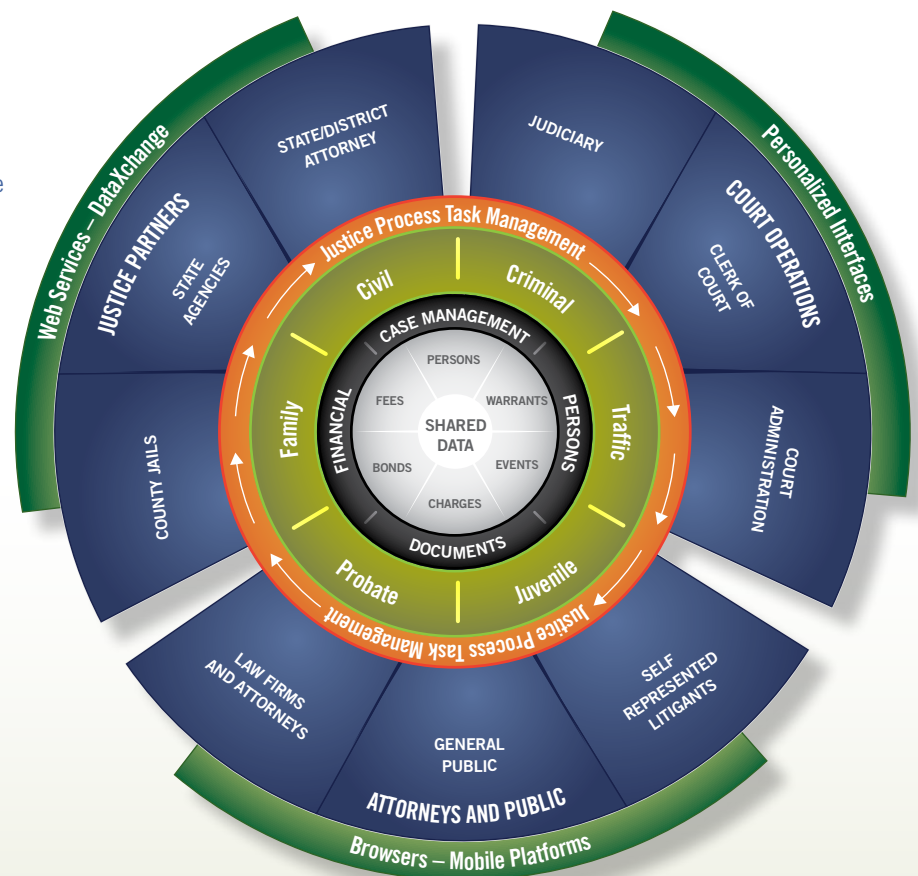
At the heart of the Odyssey solution, Tyler's Odyssey Case Manager meets the needs of small or large organizations. Whether functioning as a single case-type system or as the hub of a unified case management system, Case Manager provides a comprehensive view of party and case records that result in greater efficiencies and better decisions. As a "party-based" system, Odyssey tracks and manages both party records and case records, and allows a party record to be associated with multiple cases in Odyssey. This means Odyssey provides a birds-eye view that shows demographic data, as well as access to a "Cases" tab for viewing all the cases associated with the person of interest. These capabilities provide users with a single, unified source to view all case data that results in better decision-making and greater efficiencies.

### Odyssey Integrated Content Management

Odyssey document management and workflow are integrated seamlessly with case data. Odyssey document management enables distributed document storage for remote offices while images are routinely uploaded to central servers for backups.

### Case Manager's Robust Capabilities:

- **Track cases from filing through disposition** via configurable time standards that enable you to adhere to statutory and local rules
- **Automatically create court-generated documents** via a powerful forms engine using Microsoft Word®
- **Utilize integrated calendaring and scheduling**, including configurable hearing notices and printed calendars, using Microsoft Word
- **Automatically download court sessions** to a third-party calendaring system and synchronize with your personal digital assistant
- **Configurable-driven financial assessments** and integrated cashiering for a variety of financial transactions
- **Track status** for bonds, warrants and protective orders on cases via intuitive icons
- **Eliminate reliance upon paper files** and track file folders via barcodes using Odyssey's integrated document management
- **Generate appeal records** from imaged documents, including a configurable index



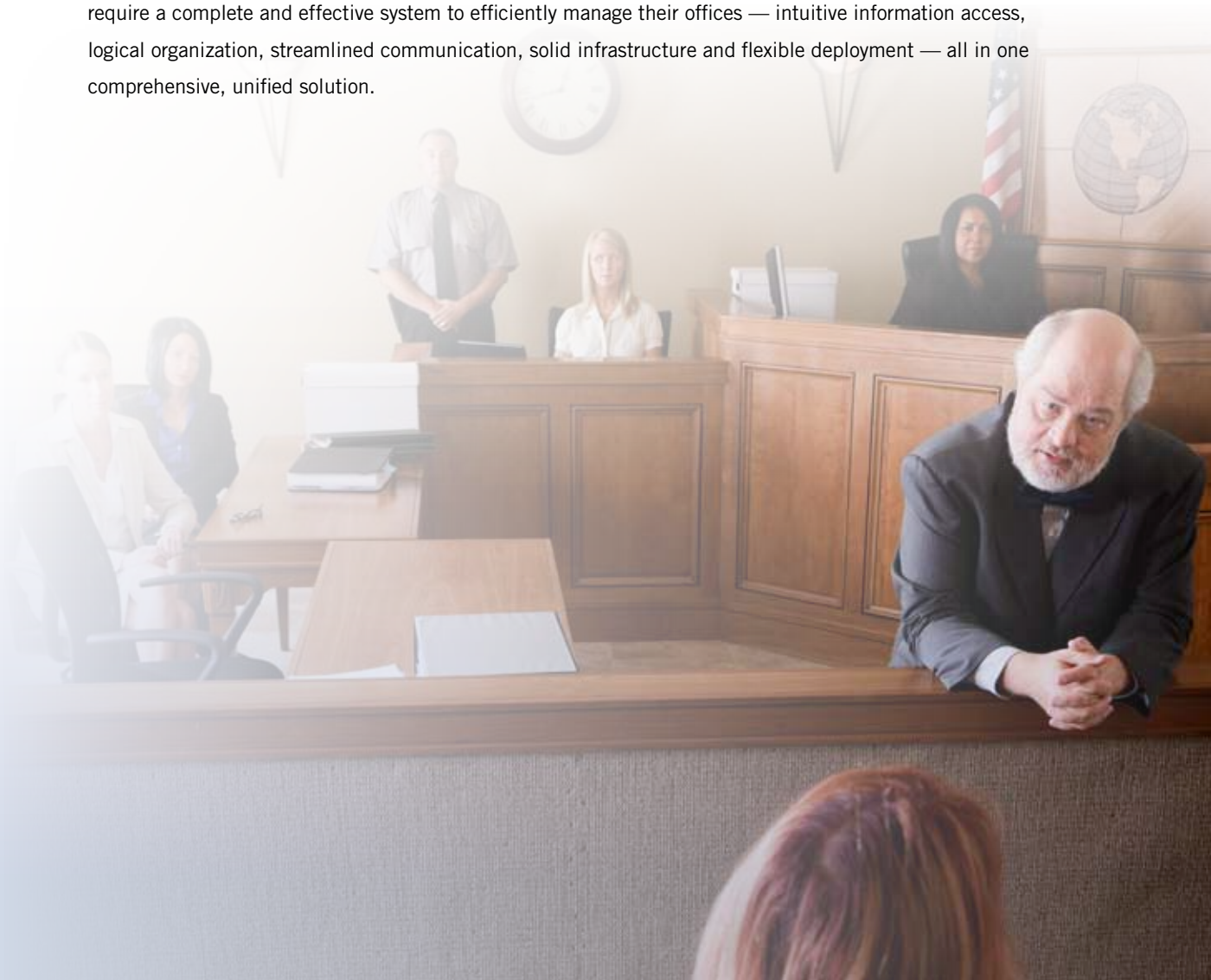
*Odyssey simplifies information sharing across all justice partners — courts, attorneys, the public and justice agencies.*

# Innovative Products That Make You More Efficient

Tyler's team of experts designed the Odyssey product suite with the goal of creating a dynamic solution that easily integrates the latest technology and is also flexible enough to adjust to all types of courts and justice environments. We understand courts and justice processes, and continually improve our product based on input from hundreds of users nationwide.

Working with our clients, we've designed innovative processes that don't just eliminate paper, but save time and increase productivity. A powerful user interface with breakthrough touchscreen technology provides users with the ability to customize their view based on their preferences and see only the information that is most important to them.

From judges, clerks, attorneys and officers to IT teams and other personnel, courts and justice offices require a complete and effective system to efficiently manage their offices — intuitive information access, logical organization, streamlined communication, solid infrastructure and flexible deployment — all in one comprehensive, unified solution.





**SessionWorks Judge Edition** — The first touchscreen that allows judges to access essential case information right from the bench. Innovative, easy-to-use touchscreen helps judges find case information faster and more securely:

- Work with multiple defendants or cases simultaneously,
- Gain immediate access to case files when you are away from the courtroom.

If your judges are still using paper, we've made it easy to become paperless.

**Odyssey File & Serve** — Empowers paperless productivity via e-Filing

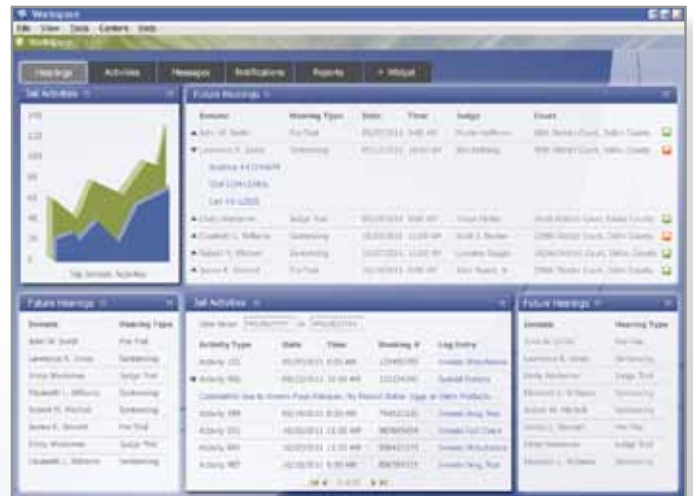
Tyler has taken a groundbreaking approach and has integrated electronic file and serve functionality with case management. This streamlines the process and creates efficiencies for the court and for attorneys. Simplify a cumbersome process with a few clicks of a mouse and save:

- **Time and manpower** - The need for physical handling, storage and security evaporates, and average filing time drops.
- **Paper and Space** - Space previously used to store paper case files is free for new offices or courtrooms, and paper costs go down.
- **Money** - Cost-saving benefits from streamlined document processing.

## RECENT INNOVATIONS

**dataXchange** — Game-changing application that allows Tyler clients to share real-time information with each other.

With dataXchange, you can easily access and securely share critical information at key decision points throughout the entire justice and public safety enterprises — across a group of jurisdictions (counties, states, municipalities), as well as across agencies — jails, county and municipal courts and law enforcement. Information sharing is essential to better decision-making and results in greater efficiencies.



**MyOdyssey Workspace** — A customized view provides a better way to see detailed information with a single click.

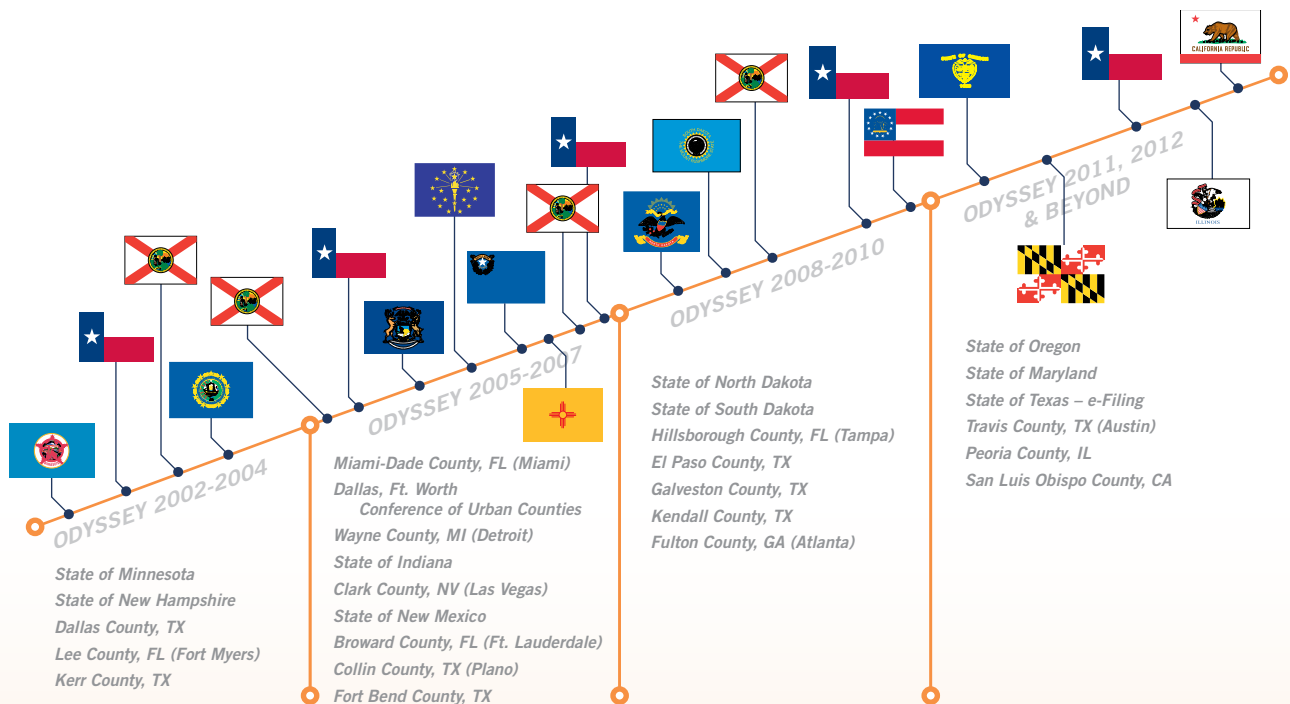
This innovative workspace allows each user to easily customize large amounts of data using graphical interfaces that show only information that is most important to them. MyOdyssey Workspace shows information like Work Queues, Upcoming Hearings, or a Process Checklist, and appropriately presents information as a list, graph or calendar.

# The Latest Technology & Continuous Improvement

Tyler's evergreen philosophy is a long-term commitment to our clients that provides ongoing value year after year. That means we are continuously evolving and investing in technology — enhancing our products with new features and capabilities that improve the way you operate.

## Software that Never Leaves You Behind

Odyssey clients are entitled to continual Odyssey product upgrades and enhancements — you will never have to pay another license fee for existing products as long as your annual support fees are current. Our annual release methodology and extensive testing ensures a steady stream of significant, yet manageable changes with minimal disruption to your operations. Thanks to Tyler's evergreen licensing philosophy, we've ensured that your organization will never get left behind. Software that evolves with you and stands the test of time.



## PROVEN IMPLEMENTATIONS THAT EMPOWER SUCCESS

**Miami-Dade County, Florida** — Miami-Dade County faced mounting case loads, an inefficient legacy case management system, and a desire to streamline their workflow and go paperless. Court officials turned to Tyler Technologies to provide its case management software to the Clerk of the Circuit and County Court, as well as the Eleventh Judicial Circuit of Florida. As a result, they decreased dependence on paper and improved information accessibility, as well as optimized business efficiencies and court processes.

“We have streamlined our processes and we have reduced the number of manual steps that it takes to process a piece of paper from 21 down to 7.”

— Tom James, chief information officer of the clerk of courts, Miami-Dade County

**State of Indiana, Judicial Technology and Automation Committee (JTAC)** - The State of Indiana has over 400 trial courts, approximately 300 of which serve the state's 92 counties. The remaining courts serve smaller units of government: cities, towns or townships. With Odyssey Case Management System, Indiana trial courts and court clerks can manage caseloads faster and more cost-effectively. Users of Indiana trial court information, law enforcement agencies, state policy makers, and state and federal agencies, receive more timely, accurate and comprehensive information. Appropriate court information is readily available via the Internet, reducing the need to call or go to a courthouse.

“Odyssey has unified all of our functionality into one uniform manner of business.”

— Sherry Brown, clerk, Harris County

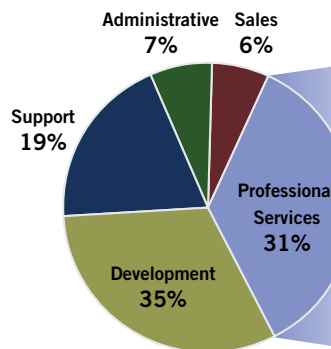
**New Mexico** – The state of New Mexico is implementing mandatory e-filing statewide, and is relying on Odyssey File & Serve to do it. Tyler's innovative approach to sharing data across multiple jurisdictions and integrating e-filing with case management have been critical to its success.

“File & Serve allows for more cases to be processed without entering data, and judges can access more information, in real-time, at their fingertips. Through Tyler's innovation and dedicated support, we can see that we are true partners in this effort.”

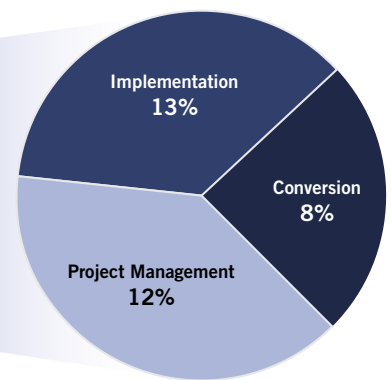
— Renee Cascio, IT support manager judicial branch, New Mexico

## OUR EXPERTS KNOW COURT OPERATIONS INSIDE AND OUT

Over 300 specialists exclusively focused on Courts & Justice



Over 100 personnel dedicated to client implementations



## Proven, methodical approach to implementing on-time and on-budget

With more than 30 years of successful implementations, we know what it takes to help you migrate to a new system with minimal disruptions to your daily operations. That's why our implementations are executed by a team of experts — over 100 people dedicated to client implementations in courthouses like yours — who will provide the right knowledge and support to help you realize the full power of Odyssey. We transfer knowledge and best practices learned from other clients and implementations — and as our breadth and size expands, so does our expertise. Our track record is proven — a 98 percent success rate and with Tyler's sizeable client base, you're in good company.

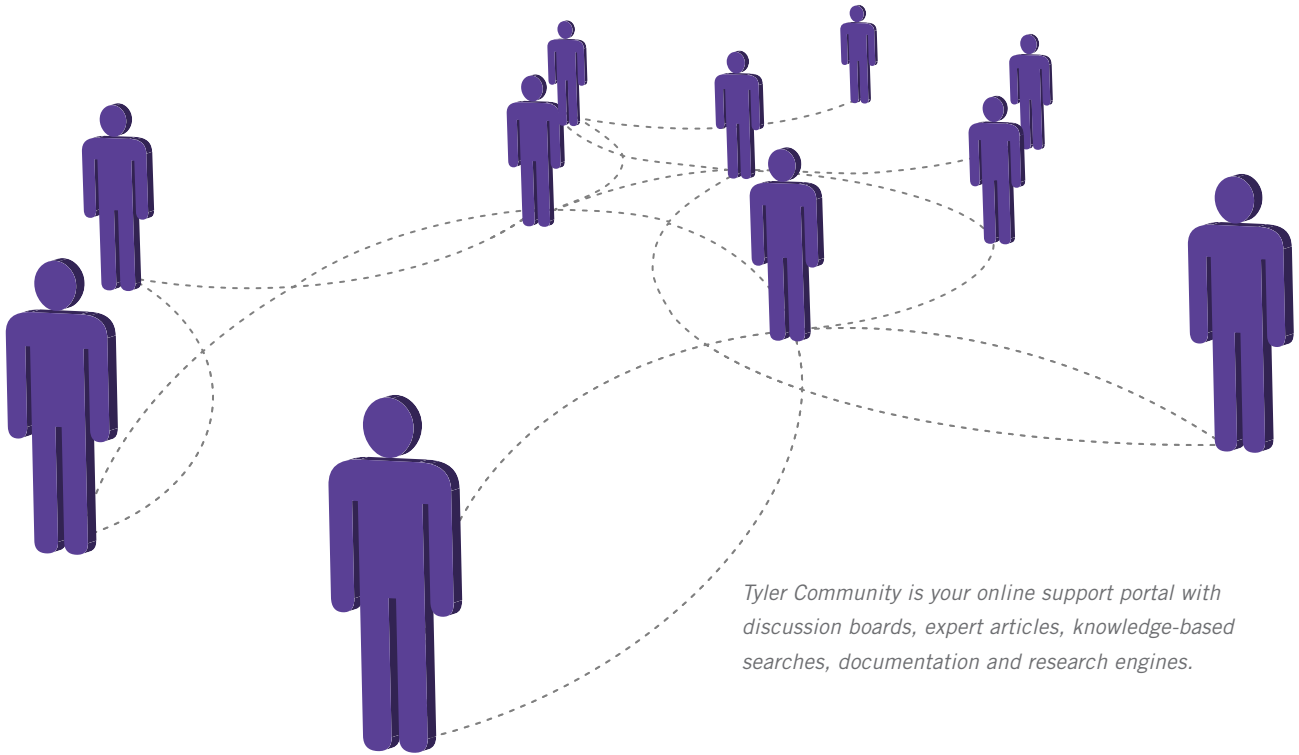
# Training That Keeps Your Staff Productive

Tyler offers a wide range of training options designed to help your team become as effective and efficient as possible. Our goal is to empower you with the right knowledge so that you can better serve your constituents and get the most out of Odyssey. From instructor-led live webinars to online self-study courses to on-demand webinars, Tyler's Online Training Center will provide on-demand training that can be viewed from the comfort of your own home or office. You will be able to receive continuing education credits for watching and participating in these training classes. With a wide variety of on-site, online and on-demand training options, you can choose the training option that works best for your organization.

ONLINE  
TRAINING



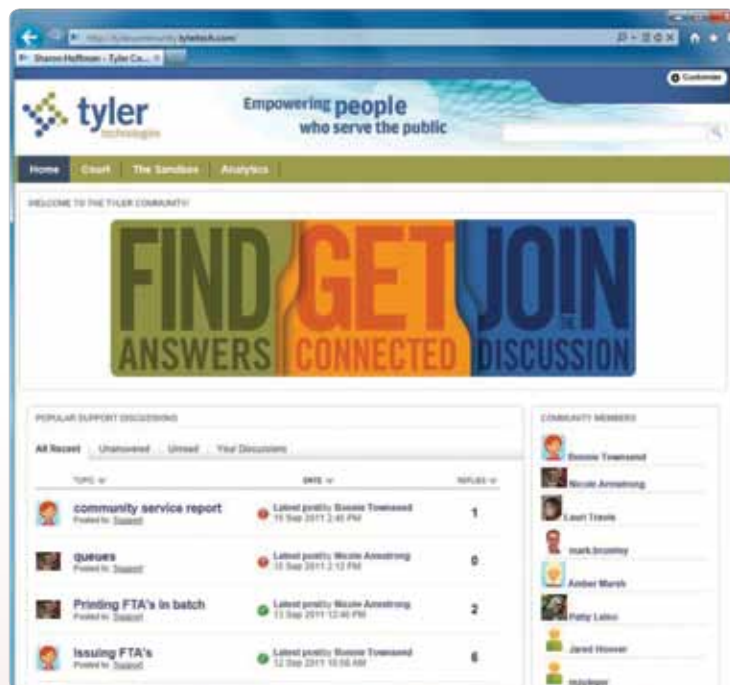




*Tyler Community is your online support portal with discussion boards, expert articles, knowledge-based searches, documentation and research engines.*

## A One-of-a-Kind Community

Long-term, enthusiastic clients know our products inside and out. Tyler Community is a unique, online peer-to-peer support community that gives novice and power users, as well as Tyler subject matter experts, the opportunity to interact and share information. The interactive environment is a great place to ignite conversations, ask questions about specific features or share new and unique ways for handling common processes. Our clients are advocates, becoming a part of something bigger than themselves. That is the true spirit of the Community — to share knowledge with your peers about all things Odyssey and to empower each other.



TYLER  
COMMUNITY

# Industry-Leading Support

Technology changes. Your needs change. How does a leading-edge technology provider maintain a 98 percent client retention rate in the midst of change? Service. It's at the core of what we stand for — to deliver leading-edge, end-to-end services and support, and be a reliable partner for the long term.

## The Services We Provide

Tyler provides a wide range of valuable support services and resources that empower clients who stay current with their maintenance program. Our standard support offerings include a real-time help desk and related services that solve Odyssey clients' immediate needs. These support services are response-driven, governed by SLAs (Service Level Agreements) and are always aligned with our commitment to provide you with predictable pricing, technologically current products and reliable performance throughout the life of your Odyssey investment.



POST IMPLEMENTATION  
SUPPORT

### Reactive

- Software Issues
- Configuration Updates
- System & Servers
- Install Assistance
- Critical Situation Process

### Proactive

- Project Transition
- Post-Project Governance
- Account Management
- Learning Management System
- Release Planning
- Tyler Community

*Tyler adds a "proactive" approach to industry leading "reactive" support services. Reactive support services answer questions and resolve problems quickly. Proactive services help avoid problems and improve user sophistication in using Odyssey. When combined, they translate to clients who are more efficient and effective, resulting in customer satisfaction scores that far exceed the industry.*

Included in Tyler’s annual support fees are the following standard support services available to all clients:

### Single Point of Contact

Odyssey Personal Support Representative (PSR) is the person clients call when they have a question, an issue that needs to be resolved or they need a better way to become more efficient. Each of our clients has a PSR who is knowledgeable about that client’s account. PSRs can also help with day-to-day training, problem identification and escalation of application-related issues.

### Technical Help Desk Support

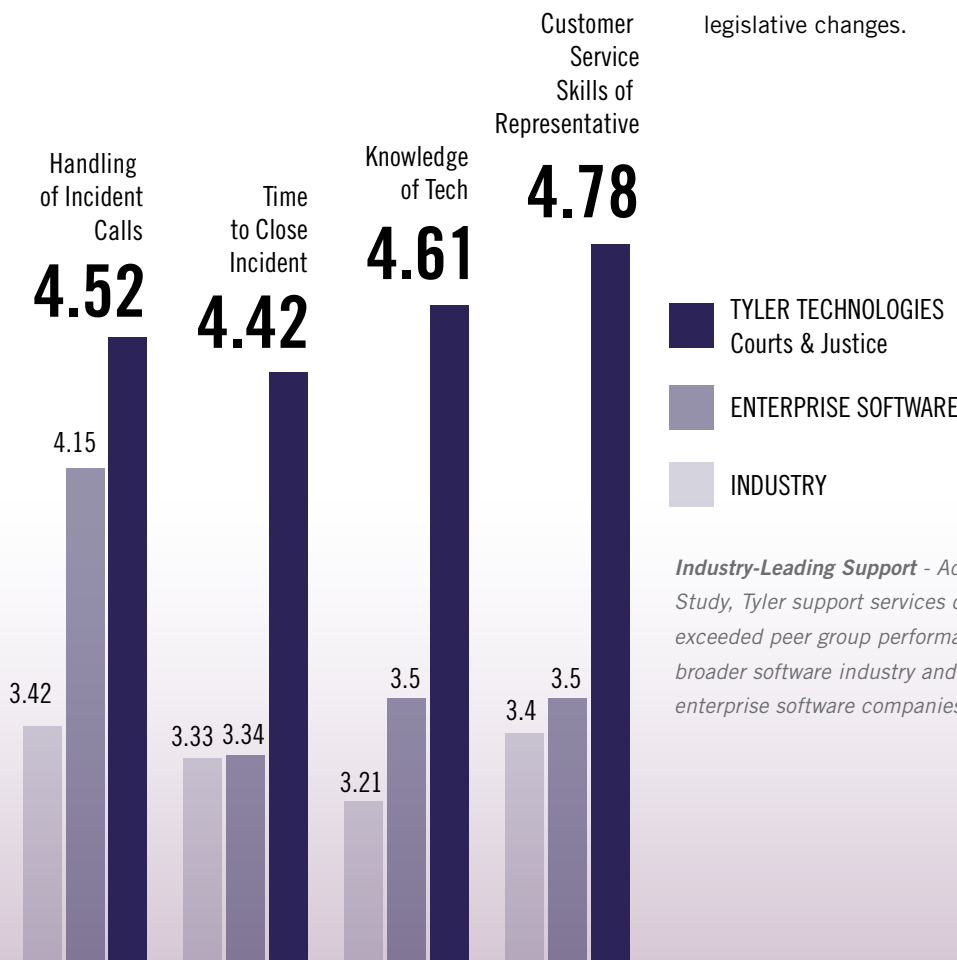
Tyler-certified environments are fully supported and include remote assistance for Odyssey applications. Tyler can also provide support and consulting services for client infrastructure, components and user desktops as they relate to Odyssey. Coverage also includes a consultation on Odyssey requirements and best practices.

### 24/7 Emergency Support

Tyler Technologies offers a toll-free number for emergency issues that occur outside of normal support hours, including any incident that renders your system unusable for daily critical processes. Emergency Support provides diagnosis and resolution of catastrophic system issues, such as total application failure and system-wide inability to log in. Weeknights, weekends and holidays are all included.

### Legislative Updates Support

Tyler continually stays abreast of legislative changes that affect our clients and our products. Legislative-based application updates that modify existing functionality, such as changes to reporting, templates and fee calculations are critical to ensuring that our clients are in compliance. Tyler is always prepared for inevitable legislative changes.



**Industry-Leading Support** - According to a TSIA Benchmark Study, Tyler support services customer satisfaction scores exceeded peer group performance. This includes both the broader software industry and the smaller group of similar enterprise software companies.

## Software that thinks like you do.

At Tyler Technologies (NYSE: TYL), we have a single mission: enable the public sector to be more efficient, more accessible and more responsive to the needs of citizens.

That's what we do. And that's all we do — in partnership with more than 10,000 clients, including local government and school offices in all 50 states, Canada, the Caribbean and the United Kingdom.

Tyler Technologies is a leading provider of information management solutions and services for the public sector — and Tyler is the largest company in the country solely dedicated to providing software and IT services to the public sector market. Forbes has named Tyler one of “America’s Best Small Companies” five times in the last six years.

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**Empowering people who serve the public®**

