



Impact



Innovation



Relevance



Efficiency &
Productivity



Responsiveness



TYLER EXCELLENCE AWARD

2026

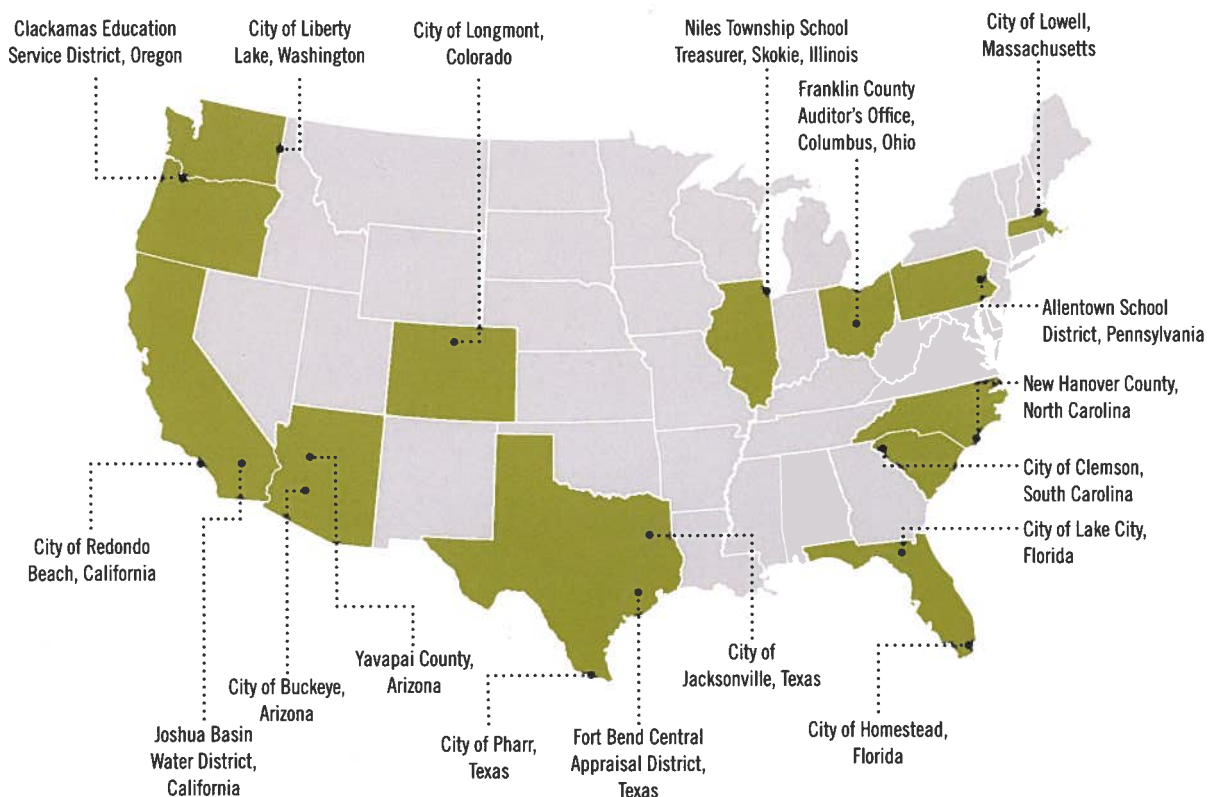
PUBLIC ADMINISTRATION AND K-12 EDUCATION EXCELLENCE AWARD WINNERS

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The **Tyler Excellence Awards (TEA)** were established to acknowledge clients who demonstrate leadership, innovation, and excellence in developing, deploying, and maintaining Tyler solutions in new ways — because our clients are a big part of why our solutions are so successful.





Assessment & Tax Pro



Fort Bend Central Appraisal District, Texas

Fort Bend Central Appraisal District transitioned Assessment & Tax Pro to a Tyler-hosted cloud environment to support rapid growth and reduce on-prem security risks. The shift:

- Offloaded routine maintenance, updates, and security patching.
- Avoided new storage costs.
- Reduced extended downtime periods.

With more than 20 years of partnership, the district continues working with Tyler to enhance the system and support long-term sustainability.

Enterprise Assessment & Tax

Franklin County Auditor's Office, Ohio

The Franklin County Auditor's Office modernized operations with Enterprise Assessment & Tax — replacing unsupported legacy systems and unifying data into a single source of truth. The SaaS platform:

- Strengthened security.
- Automated updates.
- Enabled a seamless migration of all historical and production data.

They redesigned core business processes, created a real-time data exchange between the auditor and treasurer to improve accuracy, communications, and reduce manual processes.





Enterprise Asset Management



City of Lowell, Massachusetts

Lowell centralized asset data across facilities, infrastructure, fleets, schools, and parks by implementing Enterprise Asset Management, which is fully integrated with Enterprise ERP and Enterprise Service Requests creating a unified system for work orders, asset condition tracking, preventative maintenance, and performance analytics. The solution:

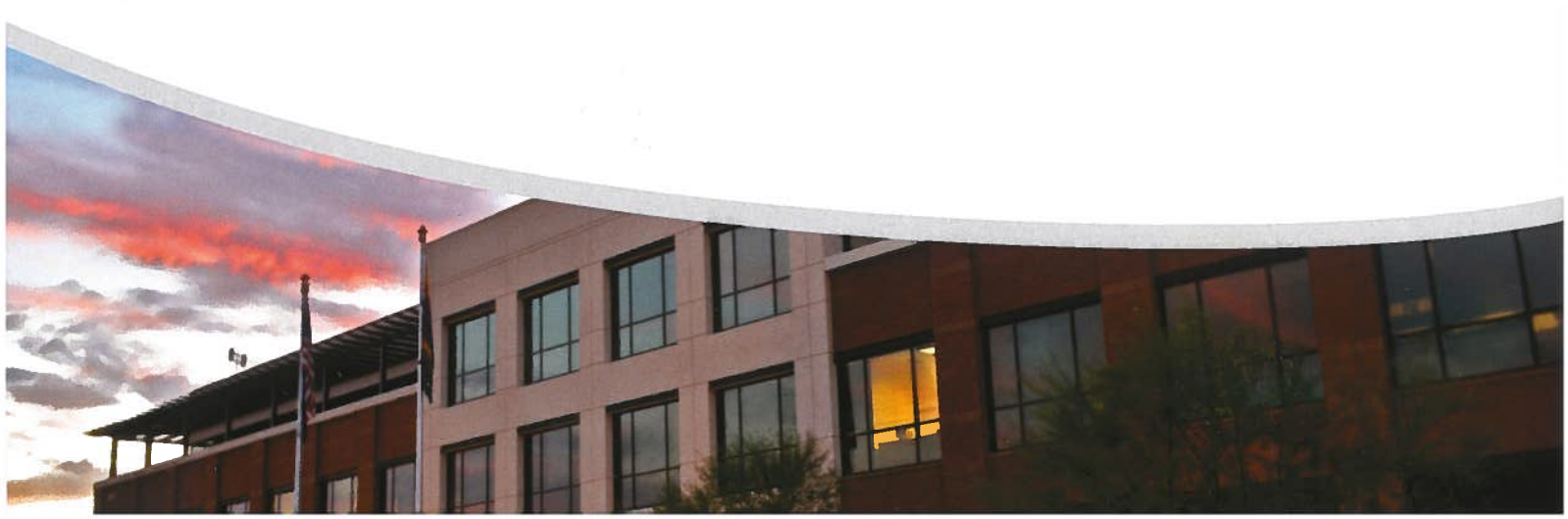
- Improved transparency and cross-department coordination.
- Enabled data-driven decision-making.
- Extended asset lifecycles for stronger taxpayer value.

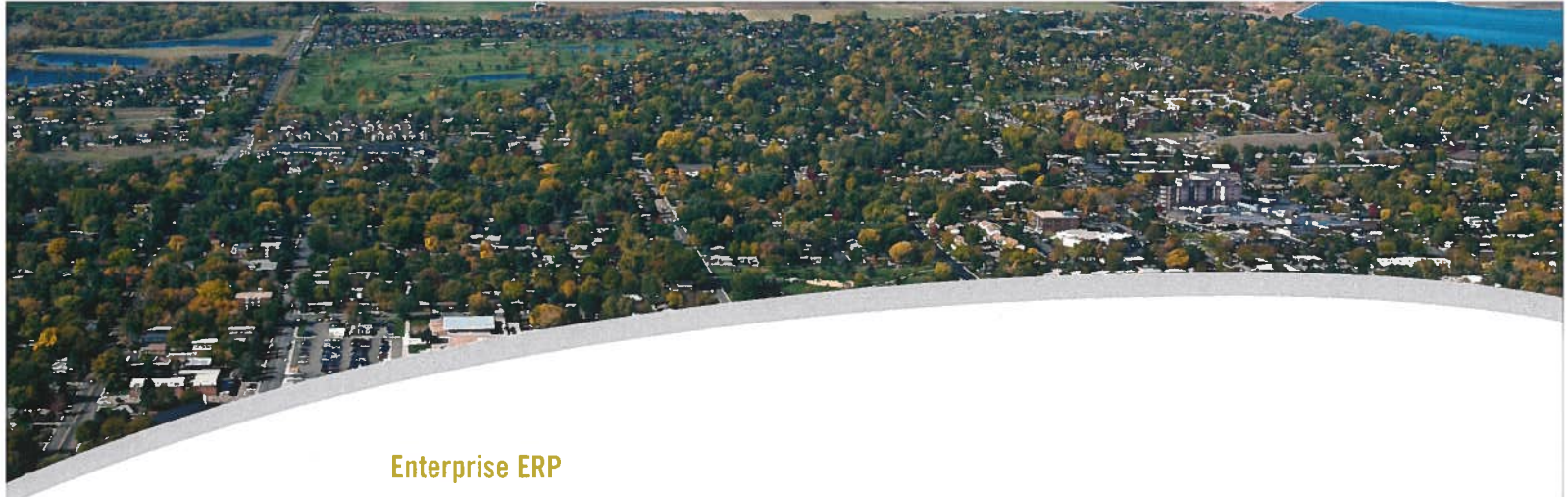
Enterprise ERP

City of Buckeye, Arizona

The city of Buckeye enhanced community communication and improved internal workflows when they launched Tyler's Notify platform integrated with Enterprise ERP. Notify supported business processes across the department and:

- Closed communication gaps across departments.
- Enabled email, text, and call reminders for various city needs.
- Supported Utility Billing and city clerk passport appointment notifications.
- Strengthened and complemented existing systems.





Enterprise ERP



City of Longmont, Colorado

The city of Longmont modernized work order management for electric and broadband services using Enterprise ERP and Enterprise Asset Management. The full suite:

- Captured labor, materials, equipment, and vendor costs in one system.
- Reduced manual reconciliation and duplicate data entry.
- Enabled real-time reporting and improved financial transparency.
- Reduced operational risk by replacing outdated software.

Enterprise ERP

City of Redondo Beach, California

The city of Redondo Beach modernized its aging ERP environment by moving to cloud-based Enterprise ERP, improving reliability and reducing risk. The modernization:

- Retired legacy servers and eliminated unsupported infrastructure.
- Expanded automation and self-service tools.
- Reduced ERP outages from monthly to near zero.
- Expanded Tyler's Cashiering to three departments and enabled ACH payments.
- Reduced cybersecurity risk for systems containing financial, payroll, and personally identifiable information.





Enterprise Permitting & Licensing

City of Homestead, Florida



The city of Homestead modernized permitting, compliance, payments, and improved collaboration with Enterprise Permitting & Licensing, Payments, and Cashiering. DigEPlan integration enabled a connected system, improving access, efficiency, and collaboration. The city:

- Integrated Enterprise Permitting & Licensing with DigEPlan for electronic reviews, allowing simultaneous markup and feedback coordination in one platform.
- Cut review time from 3-4 weeks to 7 days.
- Cut permit issuance time from 88 days to 44 days.

Enterprise Permitting & Licensing

New Hanover County, North Carolina

New Hanover County improved service delivery and rebuilt community trust by modernizing its permitting process with Enterprise Permitting & Licensing. The county:

- Reduced annual call volume by 46% through automated communications.
- Cut permit setup times from 7-11 days to 1 day.
- Reduced incomplete or incorrect submittals and cut revision times by 29% for commercial and 40% for residential projects.





Enterprise Records Management

Yavapai County, Arizona



To improve efficiency and strengthen service across their geographically large, rural community, the Yavapai County Recorder's Office added Recording Access and a scan-first process to enhance its Enterprise Records Management solution. They also added a free fraud-alert notification service for their residents. These enhancements:

- Reduced postage costs and the risk of document loss.
- Streamlined staff workflows.
- Limited the need for residents to travel long distances to record documents.

ERP Pro

City of Clemson, South Carolina

Managing seasonal surges of more than 1,000 student utility accounts, the city of Clemson implemented ERP Pro's online connection and disconnection services to streamline intake, reduce call volume, and improve processing accuracy. Since adding this functionality, the city has:

- Empowered staff to handle peak demand without extended work hours.
- Digitized customer data collection to improve accuracy and reconciliation.
- Increased utility customer satisfaction with online account management.





ERP Pro



City of Jacksonville, Texas

As accounts payable demands outgrew their small finance team's bandwidth, the city of Jacksonville replaced paper-driven processes with ERP Pro's AP Automation. The solution streamlined invoice routing and strengthened controls without adding staff. Since implementation, the city has:

- Reduced review time by 90% to free staff for higher-value work.
- Eliminated duplicate payments to improve accuracy and audit-readiness.
- Streamlined check runs to ensure on-time vendor payments.

New World ERP

Lake City, Florida

The city of Lake City modernized operations by streamlining financial reporting and budgeting with New World ERP. The system automated production of the city's annual budget book and reduced manual financial data work. The city:

- Reduced manual financial data work by 70%.
- Automated production of the annual budget book.
- Launched Enterprise Permitting & Licensing for online applications.
- Improved transparency, efficiency, and service delivery.





Priority Based Budgeting



City of Liberty Lake, Washington

The city of Liberty Lake modernized its budgeting process to align investments with strategic priorities. The city implemented Priority Based Budgeting to move beyond traditional line-item reviews with a community-driven framework. Adoption:

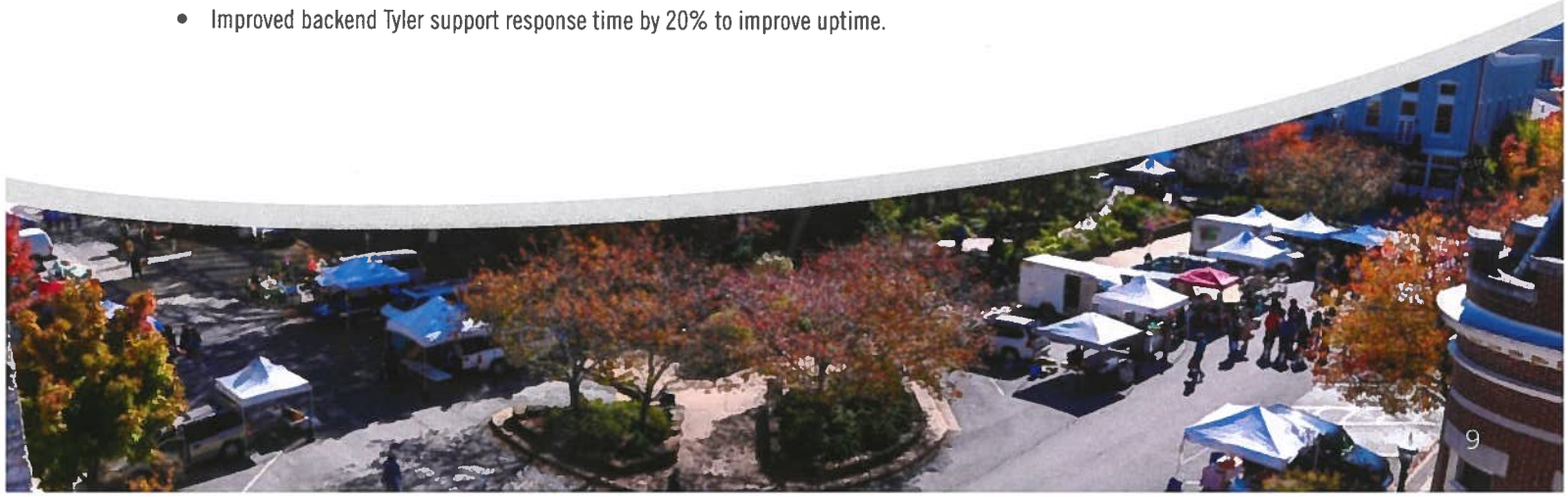
- Aligned budget investments with the city's strategic plan.
- Documented resource allocation using ROI reports.
- Evaluated new requests based on return on investment.

School ERP Pro

Clackamas Education Service District, Oregon

With the limitations of on-premises hosting, Clackamas Education Service District (ESD) migrated to cloud-based School ERP Pro to access advanced features, boost security, and improve system performance for 10 districts and the ESD. Since migration, the ESD has:

- Eliminated manual patching and upgrades to free staff for other strategic initiatives.
- Reduced disaster recovery and licensing costs to deliver ongoing savings.
- Improved backend Tyler support response time by 20% to improve uptime.





School ERP Pro



Niles Township School Treasurer, Illinois

To drive efficient use of School ERP Pro across member districts, Niles Township School Treasurer partnered with Tyler to standardize configurations, strengthen payroll validation, and centralize training. Since identifying and implementing operational improvements, the office has:

- Aligned payroll expenses with budgeted positions to eliminate external calculations.
- Validated complex pension contributions to boost data integrity.
- Created a governance mechanism to continue system optimization.

Student Transportation

Allentown School District, Pennsylvania

After identifying inefficiencies and missed subsidy opportunities, Allentown School District brought bus routing in-house and implemented Tyler's Student Transportation software to align transportation performance to state funding requirements. Since adopting the solution, the district has:

- Projected \$2 million more in state subsidy to strengthen district funding.
- Optimized tiered routes to maximize mileage and bus capacity.
- Fine-tuned routes and schedules for real-world traffic challenges.





ERP Pro

City of Pharr, Texas

To modernize their utility processes and customer experience, the city of Pharr implemented ERP Pro Utility Billing to automate billing, enhance reporting, and expand online account management for residents. Since implementing the solution, the city has:

- Reduced manual reporting to improve budget management accuracy.
 - Preserved general ledger structure to maintain audit integrity and compliance.
 - Improved reporting precision to increase data clarity.
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ERP Pro

Joshua Basin Water District, California

Looking to enhance budget accountability in a complex responsibility structure, Joshua Basin Water District used ERP Pro's customizable financial configurations to align accounts with responsible staff, improve oversight, and drive efficiency. Since leveraging this functionality, the district has:

- Reduced manual reporting to improve budget management accuracy.
- Preserved general ledger structure to maintain audit integrity and compliance.
- Improved reporting precision to increase data clarity.



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 45,000 successful installations across 15,000 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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