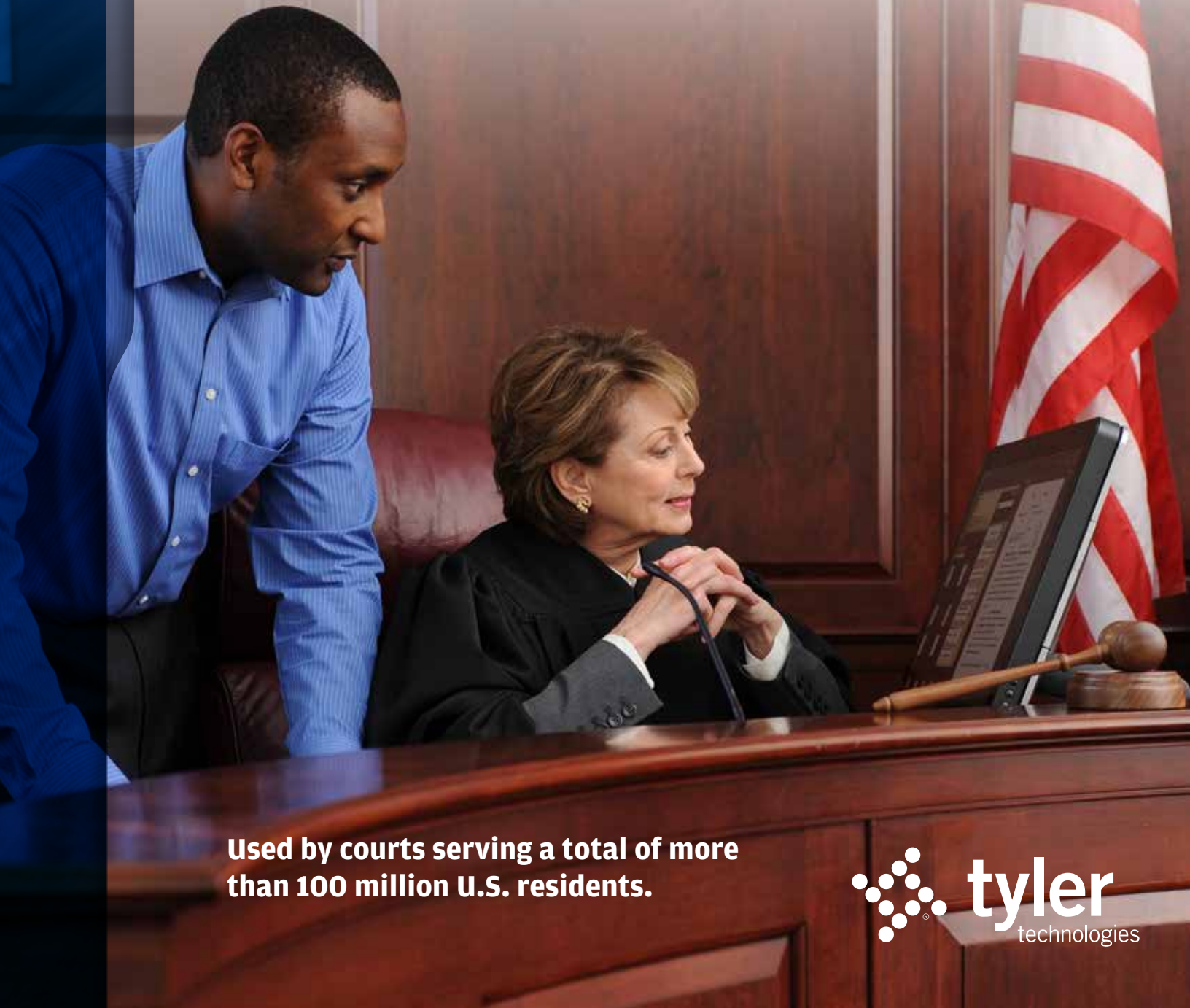




The Most Complete Courts & Justice Solution



**Used by courts serving a total of more
than 100 million U.S. residents.**





The Most Comprehensive Courts & Justice Software Available

What if you could have the best technology in the industry delivered by a reliable partner that creates best-in-class solutions that never become obsolete? Tyler's Odyssey® product suite solves your problems today and evolves over time. Tyler's comprehensive Odyssey case management software has proved so successful over the past decade that it 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, serving clients in more than 600 counties across 21 states — more than 100 million residents, a third of the U.S. population.

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” eight times and included four times on the Barron's 400 Index, you get both. This means more than simply delivering great 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). Our staying power is a testament of our 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

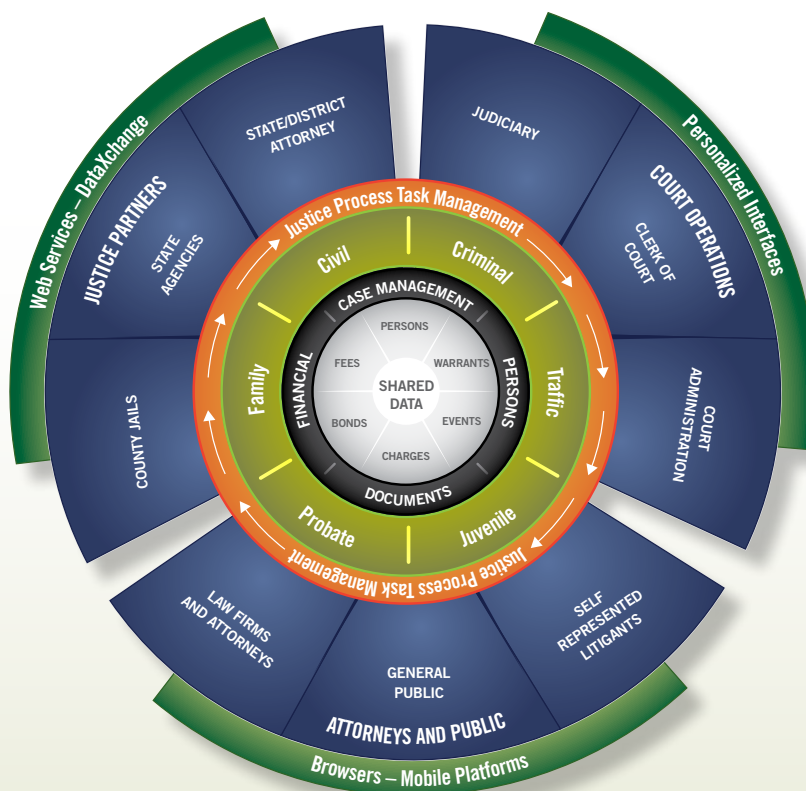
At the heart of the Odyssey solution, Tyler's Odyssey Case Manager meets the needs of small or large organizations. Whether functioning as a single case-type system or as the hub of a unified case management system, Case Manager provides a comprehensive view of party and case records that results in 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. Odyssey provides a birds-eye view that shows demographic data and enables users to access 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.

Integrated Justice — Share Data and Improve Operational Efficiencies

Unlike any other case management solution on the market today, the Odyssey product suite offers the option of truly integrated justice by enabling users to easily share critical data among justice partners. Shared data is the crux of Odyssey's power, fueling core applications with unified case management, integrated document management and improved workflow processes. Odyssey also helps clients share data among all of the offices in the justice system — courts, prosecutors, supervision, law enforcement and jail. Jurisdictions that choose Odyssey Attorney Manager, Odyssey Jail Manager or Odyssey Supervision, in addition to Odyssey Case Manager, make the task of sharing information with justice partners completely seamless. This integration saves time and money and creates efficiencies — reduces redundancies, decreases errors and eliminates paper for clerks, judges, jailers, attorneys and others. It also enables courts to be more responsive to their citizens.

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
- **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
- **Download court sessions** to a third-party calendaring system and synchronize with your personal digital assistant
- **Leverage 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's integrated structure enables information sharing across all justice partners — courts, attorneys, the public and justice agencies.

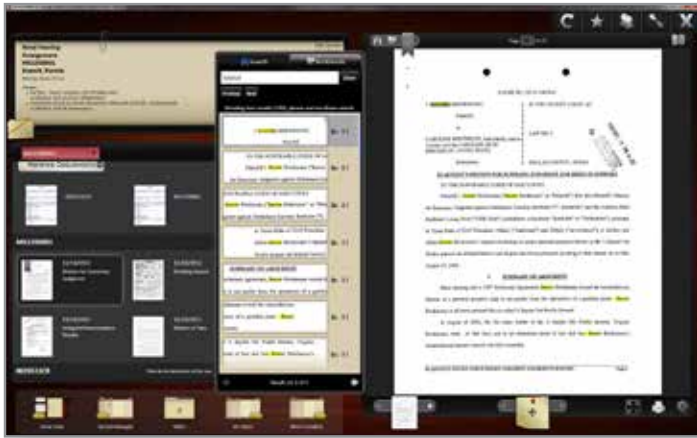
Innovative Products Drive Greater Efficiencies

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 thousands 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 touch-screen 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 — *Allows judges to view essential case information faster*

Innovative, easy-to-use touch screen creates an electronic courtroom by enabling judges to find critical case information faster and more securely. With Judge Edition, judges can search text inside of court documents to easily find what they need and work with multiple defendants or cases simultaneously. If you're still burdened by mounds of paper and files, we've made it easy to become electronic.

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. The system works by accepting electronic documents from attorneys and other filers via Odyssey File & Serve and puts them in review queues. After clerk review, filing data and documents are seamlessly integrated with the court's case management system. This streamlines the process, eliminates paper and reduces the need for manual data entry, which creates efficiencies for the court and for attorneys.

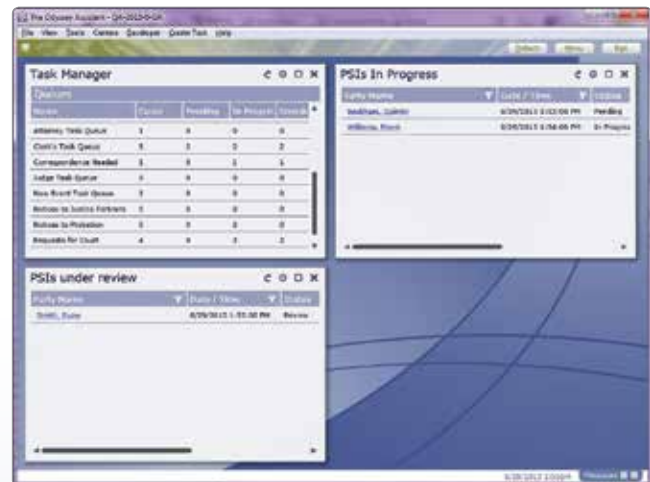
Odyssey Guide & File — *Simplifies access for self-represented litigants*

The Odyssey Guide & File module enables the authoring of self-guided online interviews that lead self-represented litigants (SRLs) through the process of completing court forms and filing cases. Divorces, evictions, small claims cases and more can be filed easily by SRLs on the Web, without waiting in long lines or visiting the court. Odyssey Guide & File frees up court resources for other priorities.

RECENT INNOVATIONS

dataXchange — *Enables Tyler clients to share real-time information across agencies*

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 and 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

MyOdyssey Workspace — *Customizes data that is most important to the user*

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 displays information like Work Queues, Upcoming Hearings or a Process Checklist and appropriately presents information as a list to the user.

An electronic task manager automates workflow by supporting complex workflow paths for routing and escalation, as well as presents task views for additional context about tasks.

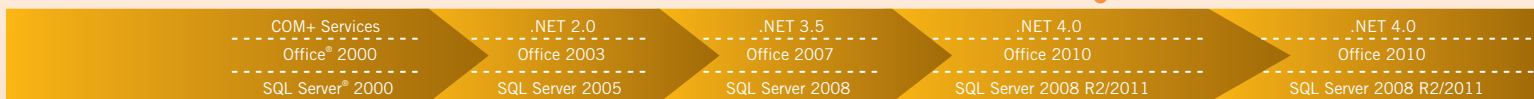
The Latest Technology Via Continuous Improvement

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 approach, we've ensured that your organization will never get left behind. Software that evolves with you and stands the test of time.

Odyssey Evolves as Our Client Base Expands



LET OUR EXPERIENCE LEAD TO YOUR SUCCESS

Oregon - Up and running within 15 months of signing a contract

The Oregon Judicial Information Network (OJIN) had reached the limit of available programming resources. The state judiciary had a progressive vision for what the eCourt system should do. In 2011, they signed a contract with Tyler and within 15 months, Odyssey was up and running in a pilot court. The initial implementation was in Yamhill County in 2012 with most of the state's population being served by Odyssey by the end of 2014, including mandatory e-filing. Oregon's eCourt provides a virtual statewide courthouse and certain court records, calendars and electronic payments are available 24x7x365.

Collin County, Texas - Integrating jail, prosecutor, law enforcement and court into a single system

The implementation of Odyssey's integrated justice solution connected Collin County's court, jail, DA and law enforcement into a unified system, enabling them to share information seamlessly, resulting in increased accuracy and improved efficiencies. The implementation retired more than 30 legacy systems that resulted in a reduction of errors and enhanced service levels, saving the county approximately \$1.4 million.

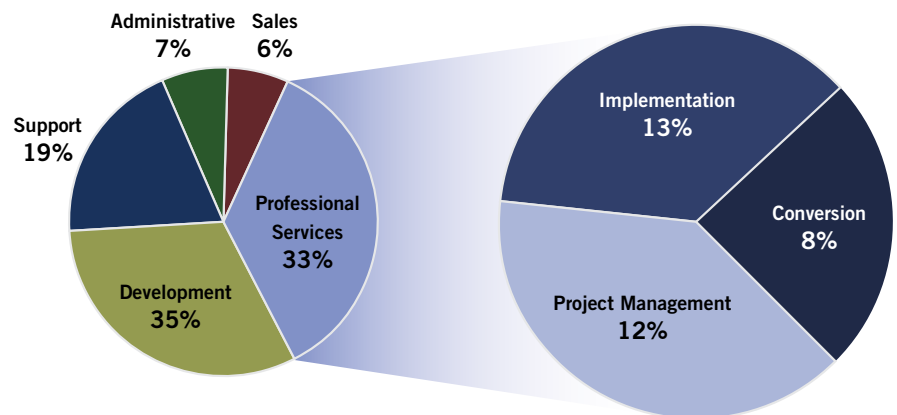
eFileTexas - A tipping point to eliminating paper and automating processes

At the end of 2012, the Texas Office of Court Administration (OCA) announced a plan to provide an e-filing system to be used across the state, and identified Tyler as the system provider. E-filing became mandatory for civil matters, starting January 1, 2014. Within nine months, the eFileTexas system went live on a pilot basis. On January 1, 2014, Texas became the most populous state in the U.S. to implement a mandatory electronic filing system for its courts. Today, more than 90 percent of Texas' population has access to e-filing and more than 20,000 new filings are processed on a typical day. In 2014, the system surpassed 3.5 million filings by more than 90,000 registered users.

OUR EXPERTS KNOW COURT OPERATIONS INSIDE AND OUT

More than 400 specialists exclusively focused on Courts & Justice

More than 130 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 — more than 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 with a 98 percent success rate, and with Tyler's sizeable client base, you're in good company.

Training That Keeps Your Staff Productive

As the central hub for client training, Tyler University (Tyler U) offers valuable job-related training that Odyssey clients can access anytime, from any location with Internet access using an Adobe Flash compatible personal computer or mobile device. Tyler University reduces the time, effort and cost associated with training your workforce. It delivers training curriculums that can be tailored to the needs of your organization based on Tyler's comprehensive library of available courses.

More than 1,200 classes and 140 On Demand eLearning courses are available in Tyler U, covering Odyssey Case Manager, Odyssey Jail Manager, Odyssey Attorney Manager, Law Enforcement, Supervision, Odyssey Financial Manager and Check Manager product centers, as well as Odyssey File & Serve, eFileTexas, myOdyssey, Odyssey Guide & File, Odyssey Portal, Odyssey Jury, SessionWorks and Annual Release Training. Tyler U also boasts a new self-help website where you can go to register for Tyler U, view a catalog of eLearning content or search a knowledge base. From the website, you can also watch videos on how to search for classes, assign curriculum, monitor progress and run reports in Tyler U. This content is included in your maintenance agreement at no cost and is updated regularly as part of Tyler's evergreen philosophy. Tyler U helps new staff get up to speed quickly and ensures existing staff understand how to use the latest Odyssey features and capabilities, making them more efficient and productive.

TYLER UNIVERSITY

My Calendar Saba Centre My Account Help Log Out Welcome Tyler Admin

Go To: Home

saba OnDemand

Home My Success Plan My Learning My Skills and Competencies My Profile Reports

Welcome to Tyler University!

Announcements

New Training Available as of February 10, 2014!

To find specific content, simply search for it in the Knowledge Center section by entering keywords for the content you are looking for and clicking the search button.

Courses have been added or updated in the following areas:

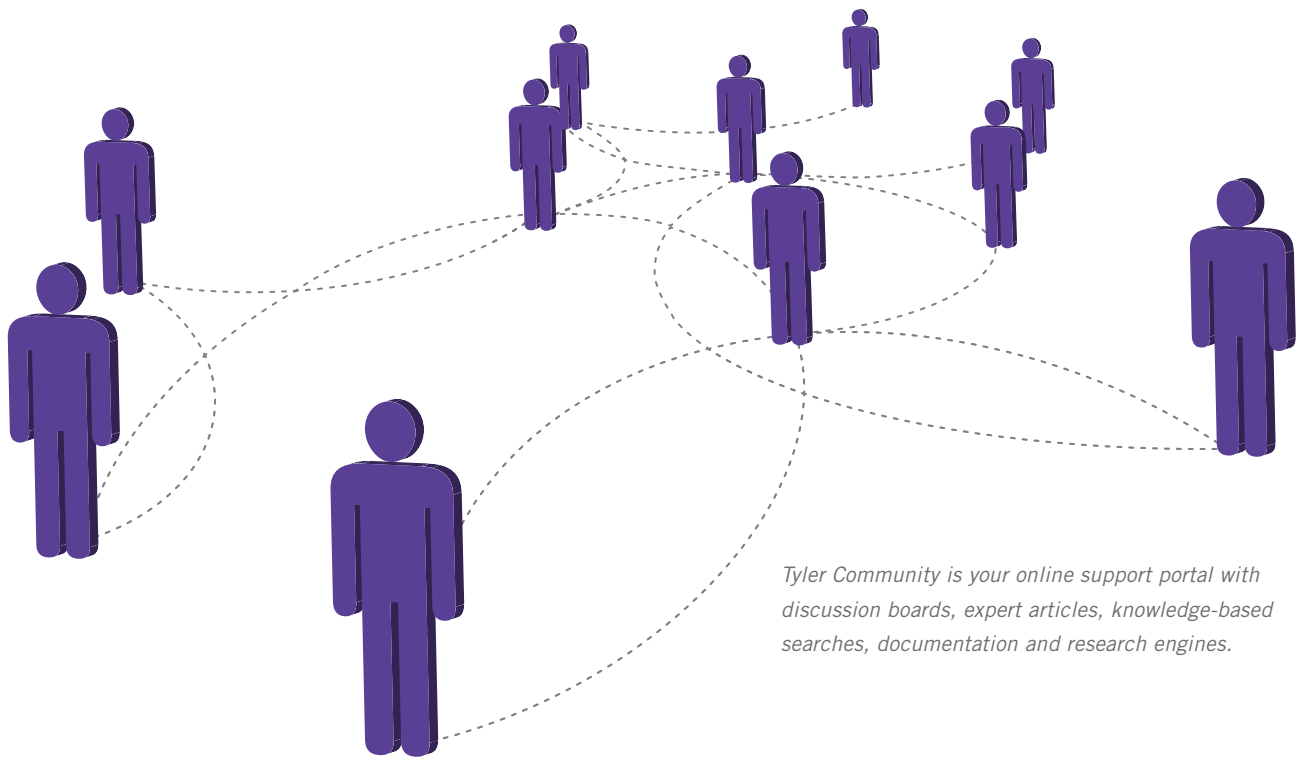
Odyssey 2013 Annual Release

- All
- Attorney Manager
- Case Manager
- Check Manager
- File & Serve
- Financial Manager
- Jail Manager
- Law Enforcement
- Supervision
- Training

In-Progress Learning Activities

Sort: By Registration Date

Name	Registration Date	Actions
Tyler Jury Basics	02/17/2014	Launch
Odyssey Portal Administration	01/22/2014	Launch
Odyssey Portal Basics	01/22/2014	Launch
eFile, TX Courts.gov Basics	12/13/2013	Launch
Odyssey Case Manager CUIIS	10/25/2013	Launch
Odyssey File and Serve FI	10/02/2013	Launch
Odyssey File and Serve In	10/02/2013	Launch



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 who become a part of something bigger than themselves. That is the true spirit of Tyler Community — to share knowledge with your peers about all things Odyssey and to empower each other.



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 Service Level Agreements (SLAs) 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.



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

The Odyssey Support Dispatcher is the person you call when you have an issue that needs to be resolved or a question about how to become more efficient. The Support Dispatcher will connect each incident with a knowledgeable support representative who can most effectively resolve issues or answer questions. Additional support staff is available to help with day-to-day training, problem identification and escalation of application-related issues.

Technical Help Desk Support

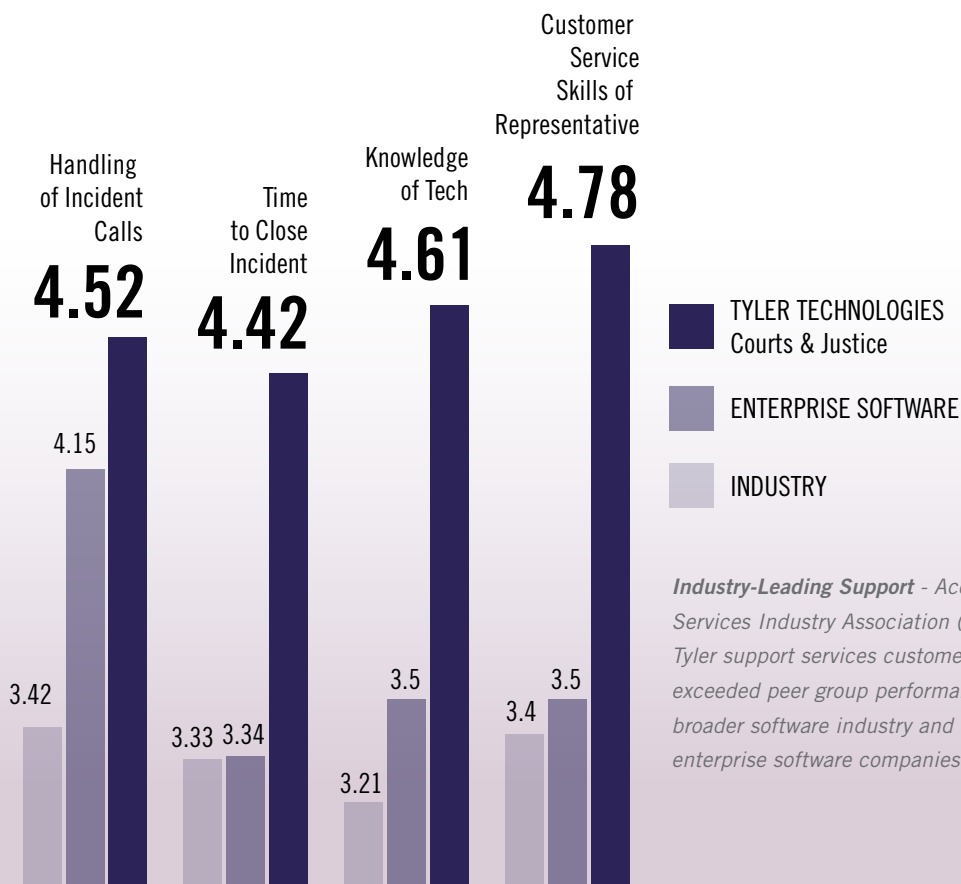
Tyler-certified environments are fully supported and include remote assistance for Odyssey applications. Tyler can also provide support and consulting services for client infrastructure, components and user desktops as they relate to Odyssey. Coverage also includes a consultation on Odyssey requirements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

Tyler Technologies (NYSE: TYL) is a leading provider of end-to-end information management solutions and services for local governments. Tyler partners with clients to empower the public sector — cities, counties, schools and other government entities — to become more efficient, more accessible and more responsive to the needs of citizens. Tyler's client base includes more than 11,000 local government offices in all 50 states, Canada, the Caribbean, the United Kingdom and other international locations. Forbes has named Tyler one of "America's Best Small Companies" eight times and the company has been included four times on the Barron's 400 Index, a measure of the most promising companies in America. More information about Plano-based Tyler Technologies can be found at www.tylertech.com.

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Empowering people who serve the public®

