



everGuide®



## EverGuide

Maximizing Your Investment,  
Partnering for the Long-Term

Empowering people who serve the public®



**tyler**  
technologies

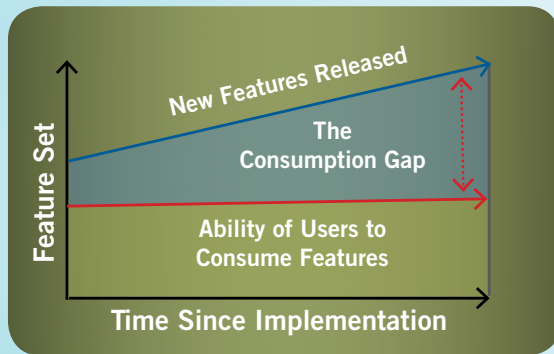
# What is EverGuide?

EverGuide® is Tyler's continuous improvement initiative. It includes training and consulting to ensure you get the most from your investment.

## Why is EverGuide helpful?

Every office experiences it — at some point after software is implemented, trained staff leave and new employees are hired. Or maybe the latest update includes new functions because of legislative changes, in addition to new features developed to improve efficiency. How do you keep up with everything in the latest release, let alone the functionality you may have put off learning, thinking you'll get to it when you have more time? These situations create what we call a "consumption gap."

EverGuide is the natural next step to Tyler's evergreen philosophy, which ensures you have up-to-date technology for the life of your product. EverGuide helps you make the most of that technology by providing a knowledgeable partner and a family of benefits to support you.

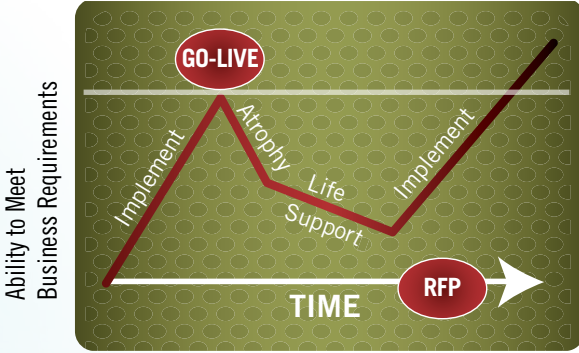


*The realities of a busy office environment can often create a consumption gap.*

Long-term relationships and outsta

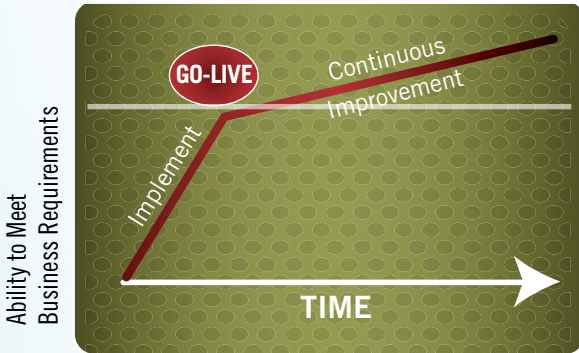
# Continuous Improvement — Key to Long-Term Success

When you view an implementation as the beginning of a continuing, supportive relationship, you can breathe easier knowing you won't be left dangling after go-live. Tyler is committed to helping you make the most of your Tyler software.



## Conventional Approach

- One chance to get it right
- Everything must happen during implementation
- Tendency to risk unnecessary enhancements
- Training all at once, sometimes too early in the process



## Tyler Approach

- On time
- On budget
- Safely retire the legacy system
- Go-live is the beginning of continuous improvement
- Continuing support for existing and new staff

ngoing support set Tyler apart from all other

# Maturity Model

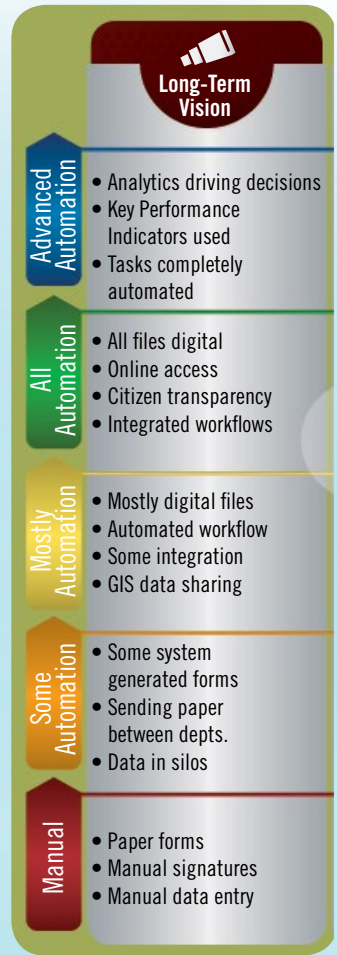
Public sector offices advance and acquire technology in different ways and at different rates. With more than 14,000 clients, Tyler has worked with agencies in all phases of automation, from paper-based manual processes to advanced digital analytics and paperless efficiencies.

The EverGuide initiative is Tyler's commitment to improving support for all our clients and helping them analyze where their office falls on the maturity model continuum, with the goal of planning next steps now and into the future.

## Making the Most of EverGuide

Tyler's EverGuide initiative helps your staff understand your software product and empowers you to take full advantage of Tyler's product offerings. We will help you with these efforts:

- Identify ways to address and avoid the consumption gap
- Keep current on your Tyler product releases
- Invest in your staff through training and change management
- Proactively communicate with staff
- Ensure solid IT governance
- Fully use Tyler's support offerings



*Sample maturity model.  
Detail will vary by agency.*

public sector software companies.



## EverGuide Family of Benefits\*

- Tyler Community – a 24/7/365 community of support and information
- Tyler University – online, comprehensive training
- Webinars, personalized training
- Tyler Connect user conference
- Regional user conferences and user group meetings
- Consulting and strategic planning services
- Available expertise, with defined integration points and common support methodology
- Defined “maturity model” to help prepare for more efficient operations

*\*Offerings may vary by product group.*

## You serve the public. We serve you.

Tyler Technologies is the largest software company in North America focused exclusively on the public sector. We provide end-to-end software and services to help state and local government and schools be more effective, efficient and responsive to the people they serve. Because of our singular mission and decades of industry experience, we have a unique understanding of and expertise in all aspects of public sector, whether we are working with payroll clerks, property assessors, judges, planning commission members, finance managers, police officers, court clerks, transportation managers or any other employee of 14,000+ jurisdictions and agencies who are part of the Tyler story.

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