

Attachment E7 – Tyler Experience with Similar Clients

Tyler provides similar services to xx other state enterprises in addition to the State of Indiana today. Provided below is a listing of each state, it’s size and scope, and the similar services provided to each state.

State Government	Size & Scope	Services Provided by Tyler
Alabama	<p>Alabama Interactive, LLC, now Tyler Alabama, contracted with the State of Alabama to manage the State’s official e-government program in 2002. Tyler – through its local subsidiary dedicated to the contract, Tyler Alabama – provides ongoing management of the State’s official web site, Alabama.gov, as well as ongoing infrastructure refreshment and maintenance, end-to-end e-commerce management, customer service, marketing, project management and training, security, and other services. Through this partnership, Tyler has developed and deployed 425+ interactive online services available through Alabama.gov on behalf of over 850 State and local agencies throughout Alabama.</p> <p>In addition, we processed \$3.7B for Alabama through our Payment Platform in 2022.</p>	<p>Enterprise portal/website management Content Management Third Party Application Management Data sales and management/program management Application development Technology infrastructure management Mobile App Solutions Marketing and public relations Help Desk and Customer support Market research Security Payment processing Policy consulting Project management Performance management Training Cross-boundary agency outreach Local government services Service Level Agreement compliance Accessibility and WCAG compliance services Legacy application replacement Financial and Performance Reporting</p>
Arkansas	<p>In 1997, Arkansas Information Consortium, now a subsidiary of Tyler Technologies, contracted with Arkansas to manage the State’s official e-government program. Through its local subsidiary dedicated to the contract, Arkansas Information Consortium, Tyler, supports 400 state and local agencies in the areas of application development and maintenance, web site development and maintenance, customer support, project management and training,</p>	<p>Enterprise portal/website management Content Management Third Party Application Management Data sales and management program management Application development Technology infrastructure management Mobile App Solutions Marketing and public relations Help Desk and Customer support Market research Security</p>

State Government	Size & Scope	Services Provided by Tyler
	<p>marketing, and security. Tyler has currently developed and deployed 950 online interactive services on behalf of the State of Arkansas that help constituents interact more efficiently with government.</p> <p>Tyler provides the Enterprise Licensing Platform to the Department of Labor and Licensing and provides license renewals to nine agencies. We also provide Engagement Builder, a low-code development platform and have provided 81 applications. In addition, Tyler processed \$524M payments through the Payment Service Suite in 2022.</p>	<ul style="list-style-type: none"> Payment processing Policy consulting Project management Performance management Training Cross-boundary agency outreach Local government services Service Level Agreement compliance Accessibility and WCAG compliance services Legacy application replacement Live chat services Financial and Performance Reporting
Colorado	<p>Tyler Colorado (formerly Colorado Interactive) has developed, maintained, and operated all of the services provided under the current Colorado Portal Integrator contract. Tyler Colorado has launched the following large projects for the State of Colorado in the last few years: Launched in 2018, MyBizColorado enables users to learn about starting a business in Colorado, file with the Secretary of State, and obtain different business licenses.</p> <p>NIC developed a custom solution for the Department of Revenue’s Liquor and Tobacco Enforcement Division. The application enables over 330 local government agencies to report tobacco compliance checks and inspections while enabling Revenue officials to search and monitor activity.</p> <p>In addition, Tyler Colorado designed, developed, and implemented a new site architecture and user experience designed to expedite Coloradans’ access to government resources. Tyler Colorado maintains the Colorado.gov site, as well as the CMS platform on which it and</p>	<ul style="list-style-type: none"> Enterprise portal/website management Content Management Third Party Application Management Data sales and management program management Application development Technology infrastructure management Mobile App Solutions Marketing and public relations Help Desk and Customer support Market research Security Payment processing Policy consulting Project management Performance management Training Cross-boundary agency outreach Local government services Service Level Agreement compliance Accessibility and WCAG compliance services Legacy application replacement Live chat services Financial and Performance Reporting

State Government	Size & Scope	Services Provided by Tyler
	<p>over 500 government sites are hosted. Tyler Colorado has currently developed and deployed more than 1,490 online interactive services on behalf of the State of Colorado that help constituents interact more efficiently with government. Services are deployed under a self-funded model that includes recurring fixed monthly fees for baseline services and both transaction-based and project-based pricing for variable services. Fees are deposited into the State account and disbursed to agencies by the State on a consumption-based model.</p>	
<p>Connecticut</p>	<p>In 2014, our local subsidiary, Connecticut Interactive, now a subsidiary of Tyler Technologies, contracted with Connecticut to manage the State’s official e-government program. Through its local subsidiary dedicated to the contract, Tyler supports over 85 state and local agencies in the areas of web site development and maintenance, payment processing, e-Services, customer support, project management and training, marketing, and security. Tyler has currently developed and deployed over 185 online interactive services on behalf of the State of Connecticut that help constituents interact more efficiently with government.</p>	<p>Enterprise portal/website management Content Management Third Party Application Management Data sales and management program management Application development Technology infrastructure management Mobile App Solutions Marketing and public relations Help Desk and Customer support Market research Security Payment processing Policy consulting Project management Performance management Training Cross-boundary agency outreach Local government services Service Level Agreement compliance Accessibility and WCAG compliance services Legacy application replacement Chat Bot services Financial and Performance Reporting</p>
<p>Hawaii</p>	<p>Our local subsidiary in the State, Tyler Hawaii (fka: , Hawaii Information Consortium), is focused on building, managing, and maintaining electronic government solutions and the</p>	<p>Enterprise portal/website management Content Management Third Party Application Management Data sales and management program management</p>

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	<p>eHawaii.gov State portal and official website for the State of Hawaii. eHawaii.gov was initially launched in 2000. Since then, over 150 web-based applications for over 80 government partners have been deployed and over 2.5 million citizens come to the site annually. Tyler Hawaii is also responsible for the design and development of most of the states department web sites.</p>	<p>Application development Technology infrastructure management Mobile App Solutions Marketing and public relations Help Desk and Customer support Market research Security Payment processing Policy consulting Project management Performance management Training Cross-boundary agency outreach Local government services Service Level Agreement compliance Accessibility and WCAG compliance services Legacy application replacement Live chat services Financial and Performance Reporting</p>
<p>Idaho</p>	<p>In 1999, the State of Idaho contracted with our local subsidiary Tyler Idaho (fka: Idaho Information Consortium), to manage the State’s official e-government program. In addition to designing and managing the State’s official web site, Tyler has helped build dozens of state and local government web sites and support over 500 online services for over 300 state and local government partners. Idaho’s citizen and business users utilize the internet to access a wide range of online government services.</p>	<p>Enterprise portal/website management Content Management Third Party Application Management Data sales and management program management Application development Technology infrastructure management Mobile App Solutions Marketing and public relations Help Desk and Customer support Market research Security Payment processing Policy consulting Project management Performance management Training Cross-boundary agency outreach Local government services Service Level Agreement compliance Accessibility and WCAG compliance services Legacy application replacement Financial and Performance Reporting</p>
<p>Indiana</p>	<p>Tyler Indiana, formerly Indiana Interactive, a our local subsidiary,</p>	<p>Enterprise portal/website management Content Management</p>

State Government	Size & Scope	Services Provided by Tyler
	<p>contracted with the State of Indiana in 1995 to develop and maintain its official e-government portal. Tyler Indiana provides hosting, applications development, and web design services critical to the State portal and also provides live online customer service help to the State’s portal visitors. The services are deployed under a hybrid consumption/self-funded model that includes recurring fixed monthly fees for baseline services and both transaction-based and project-based pricing for variable services.</p> <p>Tyler Indiana has helped build hundreds of state and local government web sites, including installing and developing design templates for the State’s content management system, and developed 851 interactive online services.</p>	<p>Third Party Application Management Data sales and management program management Application development Technology infrastructure management Mobile App Solutions Marketing and public relations Help Desk and Customer support Market research Security Payment processing Policy consulting Project management Performance management Training Cross-boundary agency outreach Local government services Service Level Agreement compliance Accessibility and WCAG compliance services Legacy application replacement Chat Bot and live chat services Financial and Performance Reporting</p>
Iowa	<p>Tyler Iowa, formerly NIC Iowa, our local subsidiary, contracted with the state of Iowa in 2020 to provide payment processing and low/no code platform development in support of e-government services. In 2022, Tyler Iowa processed over \$92M in payments in Iowa.</p>	<p>Enterprise portal/website management Content Management Third Party Application Management Application development Technology infrastructure management Mobile App Solutions Marketing and public relations Help Desk and Customer support Market research Security Payment processing Policy consulting Project management Performance management Training Cross-boundary agency outreach Local government services Service Level Agreement compliance Accessibility and WCAG compliance services Legacy application replacement Chat Bot services Financial and Performance Reporting</p>

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Kansas	<p>The State of Kansas represents Tyler’s longest-tenured state partner. Our Kansas subsidiary, Tyler Kansas (fka: Kansas Information Consortium), executed its initial contract with the State of Kansas in 1991. The state of Kansas launched the nation’s first electronic state government services in 1992 through its partnership with NIC. Kansas was also the first state to use a self-funding model to fund online government services, and many more states have since adopted the same business model to build e-government solutions <i>without using upfront general tax dollars</i>.</p> <p>During the last 32 years, Tyler has worked with more than 700 Kansas agencies to develop more than 400,000 pages of content for www.Kansas.gov, the State’s official web portal, have developed and deployed 1,355 interactive government services for businesses and citizen users, and processed over \$600M in payments in 2022 alone.</p>	<ul style="list-style-type: none"> Enterprise portal/website management Content Management Third Party Application Management Data sales and management program management Application development Technology infrastructure management Mobile App Solutions Marketing and public relations Help Desk and Customer support Market research Security Payment processing Policy consulting Project management Performance management Training Cross-boundary agency outreach Local government services Service Level Agreement compliance Accessibility and WCAG compliance services Legacy application replacement Chat Bot and live chat services Financial and Performance Reporting
Kentucky	<p>Our subsidiary in the Commonwealth, Tyler Kentucky (fka: Kentucky Interactive), contracted with Kentucky in 2003 to manage its official e-government program. Tyler has now helped build more than 2,500 online services for state and local government agencies by leveraging the funding stream created through the fee-based services deployed in the Commonwealth.</p>	<ul style="list-style-type: none"> Enterprise portal/website management Content Management Third Party Application Management Data sales and management program management Application development Technology infrastructure management Mobile App Solutions Marketing and public relations Help Desk and Customer support Market research Security Payment processing Policy consulting Project management Performance management Training Cross-boundary agency outreach

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		Local government services Service Level Agreement compliance Accessibility and WCAG compliance services Legacy application replacement Financial and Performance Reporting
Louisiana	Tyler has been providing e-Services and payment processing to the State of Louisiana since 2015 through our local subsidiary, Tyler Louisiana (fka: Louisiana Interactive). These services are self-funded, transaction based. Tyler processed over \$404M in payments for the state in 2022 alone.	Data sales and management program management Application development Technology infrastructure management Help Desk and Customer support Security Payment processing Policy consulting Project management Performance management Training Local government services Service Level Agreement compliance Accessibility and WCAG compliance services
Maryland	Our local subsidiary, Maryland Interactive, now Tyler Maryland, has been providing statewide enterprise e-government services since 2011. Tyler provides these services via the self-funded model established in the State by Tyler; we provide website development and transaction-based services; and have helped develop over 130 interactive online services for 50 partners across the state.	Enterprise portal/ website development and management Content Management Third Party Application Management Data sales and management program management Application development Technology infrastructure management Mobile App Solutions Marketing and public relations Help Desk and Customer support Market research Security Payment processing Policy consulting Project management Performance management Training Cross-boundary agency outreach Local government services Service Level Agreement compliance Accessibility and WCAG compliance services Legacy application replacement Chat Bot services Financial and Performance Reporting

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Maine	<p>Maine Information Network, now Tyler Maine, executed a contract with the State of Maine for portal services management and e-commerce services in 1999. Tyler built and has managed Maine’s official web portal (www.maine.gov) since 1999 under a self-funded model established in the State by Tyler. In addition to designing and managing the State’s official web site, Tyler has helped build dozens of state and local government web sites and developed and deployed over 1,700 interactive online services for over 500 state and local partners.</p>	<p>Enterprise portal/website management Content Management Third Party Application Management Data sales and management program management Application development Technology infrastructure management Mobile App Solutions Marketing and public relations Help Desk and Customer support Market research Security Payment processing Policy consulting Project management Performance management Training Cross-boundary agency outreach Local government services Service Level Agreement compliance Accessibility and WCAG compliance services Legacy application replacement Financial and Performance Reporting</p>
Mississippi	<p>Our local subsidiary, Tyler Mississippi (fka: Mississippi Interactive), contracted with the State in December 2010 to build self-funded e-government services for the State’s official web portal, branded MS.gov.</p> <p>Tyler is responsible for the development of over 350 new interactive online services for 100 state partners and secure payment processing for all online services for the State of Mississippi. Tyler processed over \$196M in payment processing for Mississippi in 2022 alone.</p>	<p>Enterprise portal/website management Content Management Third Party Application Management Data sales and management program management Application development Technology infrastructure management Mobile App Solutions Marketing and public relations Help Desk and Customer support Market research Security Payment processing Policy consulting Project management Performance management Training Cross-boundary agency outreach Local government services Service Level Agreement compliance Accessibility and WCAG compliance services</p>

State Government	Size & Scope	Services Provided by Tyler
		Legacy application replacement Chat Bot services Financial and Performance Reporting
Nebraska	<p>Tyler Nebraska, formerly Nebraska Interactive, is the Network Manager contracted by the Nebraska State Records Board (NSRB) in 1994 to provide online services for Nebraska government agencies, including the State’s portal, www.nebraska.gov. This is all made possible with funds generated by user fees on select services with transactional revenue, removing the need for Nebraska tax dollars.</p> <p>Tyler Nebraska has developed and maintains over 1,175 interactive online services for more than 475 partners across the state and processed over \$473M in payments in 2022 alone.</p>	Enterprise portal/website management Content Management Third Party Application Management Data sales and management program management Application development Technology infrastructure management Mobile App Solutions Marketing and public relations Help Desk and Customer support Market research Security Payment processing Policy consulting Project management Performance management Training Cross-boundary agency outreach Local government services Service Level Agreement compliance Accessibility and WCAG compliance services Legacy application replacement Financial and Performance Reporting
New Mexico (Taxation & Revenue Department, Motor Vehicle Division)	<p>Launched in 2009, our local subsidiary, Tyler New Mexico (fka: New Mexico Interactive), is responsible for the development and management of e-government services for the State of New Mexico Motor Vehicle Division. Tyler New Mexico provides services to over 325 government entities in the state and processed over \$11M in payments in 2022.</p>	Enterprise portal/website management Content Management Third Party Application Management Data sales and management program management Application development Technology infrastructure management Mobile App Solutions Marketing and public relations Help Desk and Customer support Market research Security Payment processing Policy consulting Project management Performance management Training Cross-boundary agency outreach

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		Local government services Service Level Agreement compliance Accessibility and WCAG compliance services Legacy application replacement Financial and Performance Reporting
New Jersey	<p>Since awarded the contract in 2009, Tyler New Jersey (fka: New Jersey Interactive), our New Jersey-based subsidiary, has provided zero-dollar, self-funded eGovernment services to all participating New Jersey departments and agencies. Tyler New Jersey is providing over 3,400 online eGovernment services to more than 1,100 government partners across the state.</p> <p>Tyler New Jersey worked closely with the state Motor Vehicle Commission to develop an electronic vehicle temp tag system that allows car dealers to enter information and print out a temporary vehicle registration at the time the car is sold. Dealers create secure accounts in order for their staff to access the system. The tag, printed on weather-resistant paper, becomes a live plate immediately. All of the data on the tag, designed to be clearly legible, is online and traceable for law enforcement.</p>	Enterprise portal/website management Content Management Third Party Application Management Data sales and management program management Application development Technology infrastructure management Mobile App Solutions Marketing and public relations Help Desk and Customer support Market research Security Payment processing Policy consulting Project management Performance management Training Cross-boundary agency outreach Local government services Service Level Agreement compliance Accessibility and WCAG compliance services Legacy application replacement Financial and Performance Reporting
Oklahoma	<p>OK.gov is a collaborative effort between the Oklahoma Office of Management and Enterprise Services (OMES) and our local subsidiary, Tyler Oklahoma (fka: , Oklahoma Interactive), to help Oklahoma government entities web-enable their information services. Tyler Oklahoma initially contracted with the State in 2001 and since that time, has helped build over 150 state and local government websites and developed over 300 interactive online services. OK.gov is a self-funding portal; meaning it is funded primarily through transaction-based</p>	Enterprise portal/website management Content Management Third Party Application Management Data sales and management program management Application development Technology infrastructure management Mobile App Solutions Marketing and public relations Help Desk and Customer support Market research Security Payment processing Policy consulting

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	<p>applications, which do not require any tax expenditures from the state.</p> <p>Tyler Oklahoma also provides payment processing services and in 2022 alone processed over \$434M in payments.</p>	<p>Project management Performance management Training Cross-boundary agency outreach Local government services Service Level Agreement compliance Accessibility and WCAG compliance services Legacy application replacement Chat Bot and live chat services Financial and Performance Reporting</p>
Oregon	<p>Tyler’s subsidiary in the State, Tyler Oregon (fka: Oregon Information Consortium), contracted with the State in 2011 to build self-funded e-government services for the State’s official web portal, branded Oregon.gov.</p> <p>Tyler Oregon is responsible for the development of over 300 new interactive online services for 100 state partners and secure payment processing for all online services for the State of Oregon. Tyler Oregon processed over \$646M in payment processing for Oregon in 2022 alone.</p>	<p>Enterprise portal/website management Content Management Third Party Application Management Data sales and management program management Application development Technology infrastructure management Mobile App Solutions Marketing and public relations Help Desk and Customer support Market research Security Payment processing Policy consulting Project management Performance management Training Cross-boundary agency outreach Local government services Service Level Agreement compliance Accessibility and WCAG compliance services Legacy application replacement Chat Bot and live chat services Financial and Performance Reporting</p>
Rhode Island	<p>Tyler Rhode Island (TRI), formerly Rhode Island Interactive, has been managing and developing the State of Rhode Island’s award-winning official web portal and online services under a statewide contract since 2001. Deployed through Tyler Rhode Island’s traditional public-private partnership model, TRI has developed more than 90 agency web sites using the RI.gov design template.</p>	<p>Enterprise portal/website management Content Management Third Party Application Management Data sales and management program management Application development Technology infrastructure management Mobile App Solutions Marketing and public relations Help Desk and Customer support</p>

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	<p>TRI also manages the State’s portal, which offers 139 interactive government services for businesses and citizen users. In addition, TRI processed over \$2B in payments in 2022 alone.</p>	<p>Market research Security Payment processing Policy consulting Project management Performance management Training Cross-boundary agency outreach Local government services Service Level Agreement compliance Accessibility and WCAG compliance services Legacy application replacement Chat Bot and live chat services Financial and Performance Reporting</p>
<p>South Carolina</p>	<p>South Carolina Interactive, now Tyler South Carolina (TSC) contracted with the state of South Carolina in 2004 to provide services via traditional self-funded model to provide e-government services and payment processing. In 2022, the state transitioned to a consumption-based self-funded model that includes recurring fixed monthly fees for baseline services and both transaction-based and project-based pricing for variable services. Fees are deposited into the State’s account and disbursed to agencies by the State based on a consumption-based model.</p> <p>Throughout our support of the state of South Carolina, TSC has provided over 1,250 interactive online services for over 550 local and state government agencies across the state. In addition, TSC processed over \$830M in payments in 2022 alone.</p>	<p>Enterprise portal/website management Content Management Third Party Application Management Data sales and management program management Application development Technology infrastructure management Mobile App Solutions Marketing and public relations Help Desk and Customer support Market research Security Payment processing Policy consulting Project management Performance management Training Cross-boundary agency outreach Local government services Service Level Agreement compliance Accessibility and WCAG compliance services Legacy application replacement Chat Bot and live chat services Financial and Performance Reporting</p>
<p>Utah</p>	<p>Our subsidiary in the State, Tyler Utah (fka: , Utah Interactive), contracted with the State in 1999 to manage the State’s e-government program. In addition to designing and managing the State’s official web site, Tyler Utah has helped</p>	<p>Enterprise portal/website management Content Management Third Party Application Management Data sales and management program management Application development</p>

State Government	Size & Scope	Services Provided by Tyler
	<p>build dozens of state and local government web sites and developed more than 600 interactive online services for over 80 state and local agencies. Utah’s citizens and businesses can access these wide range of online government services on their desktop or mobile device.</p>	<p>Technology infrastructure management Mobile App Solutions Marketing and public relations Help Desk and Customer support Market research Security Policy consulting Project management Performance management Training Cross-boundary agency outreach Local government services Service Level Agreement compliance Accessibility and WCAG compliance services Legacy application replacement Financial and Performance Reporting</p>
<p>Vermont</p>	<p>Tyler Vermont (fka: Vermont Information Consortium), our local subsidiary in the State, contracted with the State of Vermont in October 2006 to manage the State’s official e-government services. In addition to redesigning the State’s official web site, Tyler Vermont has developed over 260 interactive online services and websites to more than 90 state government agencies. In addition, Tyler Vermont processed over \$72M in payments in 2022 alone.</p>	<p>Enterprise portal/website management Content Management Third Party Application Management Data sales and management program management Application development Technology infrastructure management Mobile App Solutions Marketing and public relations Help Desk and Customer support Market research Security Payment processing Policy consulting Project management Performance management Training Cross-boundary agency outreach Local government services Service Level Agreement compliance Accessibility and WCAG compliance services Legacy application replacement Chat Bot and live chat services Financial and Performance Reporting</p>
<p>Virginia</p>	<p>Tyler Virginia, formerly Virginia Interactive , our subsidiary in Virginia, contracted with the State in 2013 to provide e-government services to</p>	<p>Enterprise portal/website management Content Management Third Party Application Management Data sales and management program</p>

State Government	Size & Scope	Services Provided by Tyler
	<p>develop and maintain electronic, web, and payment processing services. Tyler Virginia is providing over 250 interactive online services to our more than 50 government partners in the state. More than \$1.8B in payments were processed in 2022 alone.</p>	<p>management Application development Technology infrastructure management Mobile App Solutions Marketing and public relations Help Desk and Customer support Market research Security Payment processing Policy consulting Project management Performance management Training Cross-boundary agency outreach Local government services Service Level Agreement compliance Accessibility and WCAG compliance services Legacy application replacement Chat Bot and live chat services Financial and Performance Reporting</p>
<p>West Virginia</p>	<p>Tyler Technologies West Virginia (TTWV), formerly West Virginia Interactive, our subsidiary in West Virginia, now contracted with the State in July 2007 to manage the State’s official e-government services. The services are developed and maintained under TTWV’s proven self-funded model. To date, TTWV has launched over 475 eGovernment applications and websites as well as two redesigns of the State’s web portal. TTWV developed and launched online vehicle registration renewals for West Virginia, the first state in the nation to digitize its titling process.</p> <p>TTWV processed over \$97M in payments in West Virginia in 2022.</p>	<p>Enterprise portal/website management Content Management Third Party Application Management Data sales and management program management Application development Technology infrastructure management Mobile App Solutions Marketing and public relations Help Desk and Customer support Market research Security Payment processing Policy consulting Project management Performance management Training Cross-boundary agency outreach Local government services Service Level Agreement compliance Accessibility and WCAG compliance services Legacy application replacement Live chat services Financial and Performance Reporting</p>

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Wisconsin	<p>Tyler Wisconsin, formerly Wisconsin Interactive Network, our subsidiary in Wisconsin, contracted with the State in 2013 to manage the State’s e-government program. In addition to designing and managing the State’s official web site, Tyler Wisconsin has helped build dozens of state and local government web sites and developed more than 140 interactive online services for over 75 state and local agencies.</p> <p>In addition, Tyler Wisconsin processed over \$24M in payments in Wisconsin in 2022.</p>	<p>Enterprise portal/website management Content Management Third Party Application Management Data sales and management program management Application development Technology infrastructure management Mobile App Solutions Marketing and public relations Help Desk and Customer support Market research Security Payment processing Policy consulting Project management Performance management Training Cross-boundary agency outreach Local government services Service Level Agreement compliance Accessibility and WCAG compliance services Legacy application replacement Chat Bot and live chat services Financial and Performance Reporting</p>