

Software Assist for EnerGov



FEATURES

- Subscription-based software administration service
- Access to Tyler's knowledgeable staff
- Training on best practices and software optimization



BENEFITS

- No additional purchase of hardware/software
- No need to outsource tasks to a third party or hire additional resources
- Comprehensive and personalized software administration

Tyler's Software Assist for EnerGov™ is the next level of software administration services. You can choose the level of assistance you want to receive to meet the needs of your organization. Tyler's knowledgeable staff will optimize existing software and provide training on best practices to ensure users get the most out of their EnerGov product.

MULTIPLE SERVICE OPTIONS

Software Assist comes in three packages: Basic, Complete, and Advanced. Each package offers a different level of service to fit the needs of any site.

BASIC

The Basic package is designed for agencies that need help with fundamental software administration and configuration. Configuration requests go through a standard queue and receive responses from Tyler's configuration specialists. The Basic package does not cover GIS or DBA administration.

COMPLETE

With the Complete package, agencies get a thorough software administration package. Configuration requests are managed by a dedicated EnerGov representative instead of the standard queueing system used in the Basic package. The Complete package covers GIS and DBA administration.

In addition, the Complete package offers:

- Investment Assessment every 18 months
- Advisory consultations every 18 months
- Access to Tyler's virtual software training program with multiple live, instructor-led classes per month
- One pass to Tyler Connect, Tyler's annual user conference

WHY SOFTWARE ASSIST?

Software administration requires a wide range of varying skill sets, many of which your in-house staff may not possess. Fortunately, Tyler's Software Assist provides you with the services and skills you need to adopt new features and functions as they become available, ensuring EnerGov continues to meet the evolving needs of your organization.

This subscription-based service gives you full access to our team of experts at lower costs than if you were to outsource to a third party or hire additional resources.

Our years of experience and strong relationships with our clients make Software Assist the most comprehensive software administration service available.

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ADVANCED

The Advanced package includes everything from the Complete package, but is designed for agencies that require a more complex level of configuration. In addition to enhanced reviews and more individualized care, the Advanced package offers upgrade testing against the client site's databases to ensure smooth rollouts.

If your agency could use a more comprehensive and personalized software administration experience, look no further than Software Assist.

Contact us today for more information:

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