

Tyler Software as a Service (Cloud)

Secure • Scalable • Knowledgeable

Tyler's Cloud model is unique and powerful in its ability to meet a variety of the City of Peoria's needs. For instance, Tyler clients using the Cloud experience cost savings from off-site IT services, overall lowered cost of ownership, and elimination of the usual cost-of-business overhead to run, maintain, and upgrade their own software and hardware. These cost savings will enable the City to meet our application needs with minimal associated operating and capital expenditures.

Tyler's Cloud Benefits: Secure Hosting by Design

By moving to Tyler's Cloud, we would be joining more than 8,800 Tyler client organizations and their databases, equating to nearly 1.5 million Tyler-hosted users, which translates to more than 5.1 million end users utilizing their e-services. That speaks volumes to their integrity, resources, technology, and trustworthiness. In terms of cost savings, the benefits are considerable and span both soft and hard costs. In fact, the City of Peoria will realize an overall Return on Investment (ROI) and Total Cost of Ownership (TCO) with benefits such as:

- No depreciation of hardware—as technology and ERP requirements become more complex with additional features, Tyler maintains our environment
- Up-to-date application and technology, with specialized support by Tyler experts
- Continuously monitored storage allocations with Tyler's disaster recovery
- Eliminated downtime and off-site backup included with disaster recovery services
- Multiple layers of redundancy to ensure no single point of failure
- Tyler's management of time-consuming backups of our database, ensuring data integrity and eliminating the potential for performance degradation
- A fully audited and compliant data center, with 99% uptime as part of contracted Service Level Agreement (SLA) 24 hours a day, 7 days a week, 365 days a year
- Management of software, including upgrades on our schedule, by the people who created it
- Multi-year, fixed rate contract with no hidden costs
- Secure remote access to our end users, thereby ensuring connectivity during emergency situations and eliminating virus threats and the associated negative impacts
- Freeing up our IT staff to focus on more value-added tasks

Client Testimonial

The City of Hartford, CT upgraded to Tyler's cloud-based solutions in 2014, where Tyler deploys, configures, maintains, and updates software applications and related data for the city. Fast forward to the spring of 2020 and, due to procedures implemented during the pandemic, Hartford's employees started working 100% remote. Tyler's secure, cloud-based solutions have become even more valuable to the city. "The offering is just incredible; I mean, it's solid. We've had no problems with employees connecting to our database remotely while working from home. It's been a tremendous benefit to have this solution, and, honestly, I don't know what [we] would have done without it."

- City of Hartford, CT

A Total Tyler Solutions Community since 2005

