

PACE Premium, Designed for Large Organizations

Tyler's Planned Annual Continuing Education (PACE) program is designed to support Munis® clients committed to continual work process improvements by adopting new features and technical enhancements made available with each Munis release. The PACE program offers ongoing, next-level education to train staff on new features and functions as they become available, ensuring your Tyler solution continues to meet the evolving needs of your organization. A fully supported upgrade plan results in more thorough testing and better adoption of new releases and functional improvements offered.

PACE Premium is designed to assist large and complex Munis clients in ensuring long-term improvement and viability. PACE Premium combines discounted training, participation in the annual Tyler Connect conference, and annual investment assessments to help you maximize your Munis investment. PACE is part of Tyler's commitment to EverGuide®, a continuous improvement initiative that includes training and consulting after implementation to ensure clients get the most from their investment.

Benefits of PACE Premium

- **Dedicated PACE project manager** who will provide invaluable oversight and ensure that you are able to take full advantage of the program benefits. Through bi-weekly status meetings, the PACE project manager will help you develop a solid understanding of organizational needs and assist in planning over a long improvement cycle. The PACE project manager will work closely with development and support, advocating for issue resolution and helping you manage open cases.
- **20 PACE days to be used for continuing education**, but may also be used to help with activities that are performed on a more infrequent basis such as year-end close, 1099s and W2s, and budget preparation. If needed, additional days may be added to account for factors such as historical training needs, the projected upgrade path, and/or traditional employee turnover.
- **Annual investment assessment** will be conducted to properly assess the needs of the client and ensure the PACE program is properly designed to meet strategic goals. A Tyler consultant will meet with staff to review procedures relating to a specific product and within two weeks of this meeting, the consultant will deliver a custom document outlining current functions and specific process improvement recommendations.
- **Five (5) annual passes to Tyler Connect** to benefit from all that Tyler offers in continuing education, connect with other similar agencies, and influence future product design. Many classes are approved for continuing professional education (CPE) credits for career advancement.

Provisions

Initiation

The assigned PACE project manager will join the client's regularly scheduled status meeting approximately thirty (30) days prior to the end of onsite, post-live implementation support for each phase of the project. Beginning at the conclusion of each implementation phase, the PACE project manager will work with the client to validate and schedule any services required as the client moves forward in their live environment.

Annual Cycle

PACE Premium's annual cycle will begin the first day of the month in which the first phase implementation services conclude. And will end the last day of the month preceding that date's anniversary the following year. For example, if the organization is set to conclude first phase implementation services on May 18th, the annual cycle will run from May 1st through April 30th.

Expiration

Any unused component (days, investment assessments, or Connect passes) will expire at the end of the annual cycle and may not be carried over to the following cycle.

Cost

The discounted rate for PACE Premium is \$48,000 per year. Purchased individually, the components of PACE Premium would cost over \$70,000.

Note: PACE is available to clients who are live on Munis with active annual maintenance agreements. PACE plans do not include travel costs. PACE days can only be used on modules that have been fully implemented. PACE days expire and renew every 12 months.

Contact your account representative to learn more about
PACE Premium for Munis.