

## Jefferson City, Missouri, Goes Live with Tyler Technologies' Enterprise Computer-Aided Dispatch Solution

*City upgraded public safety solution during remote implementation*

**PLANO, Texas** (June 30, 2020) – [Tyler Technologies, Inc.](#) (NYSE: TYL) today announced that the Jefferson City Police Department in Missouri has successfully gone live with Tyler's New World Enterprise CAD™, a computer-aided dispatch solution. Due to the coronavirus pandemic, the entire implementation, including two weeks of CAD training, was done remotely by Tyler's team.

"The Tyler team was able to demonstrate everything on a projector for our CAD staff and train everyone as if they were here live," said Chad Stieferman, Jefferson City Police Department lieutenant. "While there is no substitute for an in-person trainer, this was the next best thing."

Erin Gabathuler, Jefferson City Police Department communications operator added, "The remote training went much better than I expected. I think without the technology in place, it would have been more difficult for our operators to understand the content; this was a great plan B option."

The remote go live and training was a first for many Tyler team members, as well.

"We're accustomed to being face to face with the client, so it was challenging at times not to be able to observe things in person," said Bryan Proctor, president of Tyler's Public Safety Division. "Fortunately, we have many technology and communication tools in our arsenal that we were able to use throughout the process. We were able to communicate constantly to ease any stress and were able to see through a very successful go live."

The Jefferson City Police Department has been a Tyler client since 2007. In addition to New World Enterprise CAD, the department also uses Tyler's Law Enforcement Records Management System™; Law Enforcement, Fire, and Police Mobile™; Field Reporting™; and Incode® court. The department's recent upgrade and go live of the New World Enterprise CAD solution is already bringing increased efficiency to its staff.

The upgraded CAD solution decreases 911 call processing times, allowing for faster emergency response. This, in turn, makes dispatchers more efficient, being able to arrive to the scene quicker and help keep the community safer. The solution also enables enterprise-wide data access, integrated automatic vehicle location, and enhances situational awareness for first responders with Esri® ArcGIS mapping capabilities.

Jefferson City is the capital city of Missouri and has a population of more than 42,000 with a commuter weekday influx of more than 80,000. It is situated along the Missouri River in the central part of the state.

**About Tyler Technologies, Inc.**

Tyler Technologies (NYSE: TYL) provides integrated software and technology services to the public sector. Tyler's end-to-end solutions empower local, state, and federal government entities to operate more efficiently and connect more transparently with their constituents and with each other. By connecting data and processes across disparate systems, Tyler's solutions are transforming how clients gain actionable insights that solve problems in their communities. Tyler has more than 26,000 successful installations across more than 10,000 sites, with clients in all 50 states, Canada, the Caribbean, Australia, and other international locations. Tyler was named to Forbes' "Best Midsize Employers" list in 2019 and has been recognized three times on Forbes' "Most Innovative Growth Companies" list. More information about Tyler Technologies, an S&P 500 company headquartered in Plano, Texas, can be found at [tylertech.com](http://tylertech.com).

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