Section 10 CLIENT REFERENCES

> 3.10 Client References (Section10)
>
> The Vendor must provide at least five references from clients that are similar in size and complexity to the City. The format for completing the Vendor references is provided in section 6.13 of this document. In addition, the City requests a listing of all municipal clients. If possible, at least one of these references should be a Vendor-hosted solution.

10.1 CLIENT REFERENCE FORM

Vendor name:	Tyler Technologies
Customer name:	City of Green Bay, WI
Customer contact:	Dawn Foeller, Finance Director
Customer phone number:	920-448-3026
Customer E-mail address	dawnfo@greenbaywi.gov
System which Solution Replaced	Harris - GEMS

Describe Nature of Project and Services Provided to This Client:

The City of Green Bay, Wis., chose Tyler's Munis® enterprise resource planning (ERP) solution to replace the city's 30-year-old system that does not fully support its current business needs. The agreement included related software licenses, professional services, training and support.

Munis will help meet the city's long-term vision of moving from a transaction-focused environment to one that utilizes data for analytical purposes and to reduce dependency on paper-driven processes. To achieve its vision, the city implemented multiple Munis software applications, including employee self-service, project and grant accounting and content management. The city also selected Tyler Pulse for advanced analytical reporting.

Green Bay has more than 104,000 residents and is Wisconsin's oldest and third-largest city, after Milwaukee and Madison. The city of Madison is also a Tyler client, using Munis ERP and Incode municipal court solutions.

Customer Date: Sept 2013
Annual Budget: $101M

Employees: 1,500

Population: 104,000

Munis Products Implemented:

- Accounting/GL/Budgeting/AP
- Project & Grant Accounting
- Purchasing
- Contract Management
- Bid Management
- Fixed Assets
- Payroll/ESS
- HR Management
- Employee Expense Reimbursement
- Accounts Receivable
- General Billing
- Munis Analytics & Reporting
- CAFR Statement Builder
- Self-Service
- Content Manager

Configuration of Solution Implemented (Hardware, Software):

Munis v10.5

Windows 2008 R2

SQL 2008 R2 EE

City of Appleton, WI
ERP System and Implementation Services

10.2 CLIENT REFERENCE FORM

Vendor name:	Tyler Technologies
Customer name:	City of Racine, WI
Customer contact:	Kathy Kasper, Purchasing Director
Customer phone number:	(262) 636-9143
Customer E-mail address	kathryn.kasper@cityofracine.org
System which Solution Replaced	Harris - GEMS

Describe Nature of Project and Services Provided to This Client:

The City of Racine invested in a wide range of Tyler's MUNIS financial, human resource and Tax Billing applications with the goal of improving its business operations through the automation of processes, enhanced tracking and reporting, and workflow features offered by Munis.

Customer Date: April 2014
Annual Budget: $148M
Employees: 1,300
Population: 82,000
Munis Products Implemented:

- Accounting/GL/Budgeting/AP
- Project & Grant Accounting
- Purchasing
- Contract Management
- Fixed Assets
- Payroll/ESS
- HR Management
- Applicant Tracking
- Accounts Receivable
- General Billing
- Business Licenses
- Tax Billing
- Munis Analytics & Reporting
- Self-Service
- Content Manager

Configuration of Solution Implemented (Hardware, Software):

Tyler Technologies, Inc.

Munis v10.5

Windows 2012 R2

SQL 2012 Standard

City of Appleton, WI
ERP System and Implementation Services

10.3 CLIENT REFERENCE FORM

Vendor name:	Tyler Technologies
Customer name:	City of Oshkosh, WI
Customer contact:	Tony Neumann, Director of IT
Customer phone number:	(920) 236-5148
Customer E-mail address	tneumann@ci.oshkosh.wi.us
System which Solution Replaced	Harris Evolve

Describe Nature of Project and Services Provided to This Client:

The City of Oshkosh has been a long time Payroll/HR only customer since 2007. The City recently selected Tyler to implement Munis Financials, Tax Billing & Utility Billing.

Customer Date: Feb 2007
Annual Budget: $101M
Employees: 700
Population: 63,000
Munis Products Implemented:
- Payroll/ESS
- HR

Configuration of Solution Implemented (Hardware, Software):

Munis v9.4

Windows 2008

SQL 2012

City of Appleton, WI
ERP System and Implementation Services

10.4 CLIENT REFERENCE FORM

Vendor name:	Tyler Technologies
Customer name:	City of Madison, WI
Customer contact:	Patty McDermott, Accounting Manager
Customer phone number:	(608) 266-4478
Customer E-mail address	pmcdermott@cityofmadison.com
System which Solution Replaced	

Describe Nature of Project and Services Provided to This Client:

"The City of Madison chose Tyler's integrated solutions because they proactively position the city for the future," said Accounting Services Manager Patricia A. McDermott, CPA. "By implementing Tyler, the city will be able to offer Web-based services for citizens, vendors and our employees. Munis will allow the city to incorporate leading business practices across departments, eliminating manual processing and making better use of employees' time, all while providing a high return on investment."

Madison has invested in a broad range of Munis financial, human capital management, content management, and citizen services applications. In addition to software licenses, the agreement includes maintenance, support and related professional services, including dedicated on-site implementation services.

Customer Date: May 2010
Annual Budget: $455M
Employees: 2,000
Population: 210,000
Munis Products Implemented:
- Accounting/GL/Budgeting/AP
- Project & Grant Accounting
- Purchasing
- Contract Management
- Bid Management
- Fixed Assets
- Payroll/ESS
- HR Management
- Applicant Tracking
- Employee Expense Reimbursement
- Accounts Receivable

- General Billing
- Utility Billing
- Munis Analytics & Reporting
- Content Manager

Configuration of Solution Implemented (Hardware, Software):
Munis v10.5 Windows 2008 SQL 2012

10.5 CLIENT REFERENCE FORM

Vendor name:	Tyler Technologies
Customer name:	City of Waukesha, WI
Customer contact:	Tim Turner, Project Manager
Customer phone number:	(262) 524-3573
Customer E-mail address	tturner@ci.waukesha.wi.us
System which Solution Replaced	JD Edwards

Describe Nature of Project and Services Provided to This Client:

The City of Waukesha invested in a wide range of Tyler's MUNIS financial and Tax Billing applications with the goal of improving its business operations through the automation of processes, enhanced tracking and reporting, and workflow features offered by Munis.

Customer Date: August 2011
Annual Budget: $94M
Employees: 600
Population: 65,000
Munis Products Implemented:
- Accounting/GL/Budgeting/AP
- Project & Grant Accounting
- Purchasing
- Fixed Assets
- Payroll/ESS
- Accounts Receivable
- General Billing
- Animal Licenses
- Tax Billing
- Cashiering
- CAFR Statement Builder
- Munis Analytics & Reporting
- Content Manager

Configuration of Solution Implemented (Hardware, Software):

Munis v10.3

Windows 2008

SQL 2008

City of Appleton, WI
ERP System and Implementation Services

10.6 CLIENT REFERENCE FORM

Vendor name:	Tyler Technologies
Customer name:	Winnebago County, WI
Customer contact:	Chuck Orenstein, Director of Finance
Customer phone number:	(920) 232-3443
Customer E-mail address	corenstein@co.winnebago.wi.us
System which Solution Replaced	PeopleSoft

Describe Nature of Project and Services Provided to This Client:

Winnebago County invested in a wide range of Tyler's MUNIS financial and human resource applications with the goal of improving its business operations through the automation of processes, enhanced tracking and reporting, and workflow features offered by Munis.

Customer Date: August 2010

Annual Budget: $150M

Employees: 980

Population: 165,000

Munis Products Implemented:

- Accounting/GL/Budgeting/AP
- Project & Grant Accounting
- Purchasing
- Contract Management
- Payroll/ESS
- HR Management
- Applicant Tracking
- Accounts Receivable
- General Billing
- Munis Analytics & Reporting
- Content Manager

Configuration of Solution Implemented (Hardware, Software):

Munis v10.5

Windows 2008

SQL 2012

176

Tyler Technologies, Inc.

10.7 Client Reference Form

Vendor name:	Tyler Technologies
Customer name:	Portage County, WI
Customer contact:	Jennifer Jossie, Finance Director
Customer phone number:	(715) 346-1330
Customer E-mail address	jossiej@co.portage.wi.us
System which Solution Replaced	In-House Written

Describe Nature of Project and Services Provided to This Client:

In 2014, Tyler Technologies contracted with Portage County, Wis., for Tyler's Munis®enterprise resources planning (ERP) solution. The agreement included software licenses, related professional services, maintenance and support.

Tyler's Munis applications will provide Portage County with the integration necessary to share data across departments and eliminate manual processes. A high degree of functionality was particularly important to Portage County because as one of Wisconsin's larger counties, it has more complex needs.

To help meet its goals, the county chose multiple Munis applications, including financial management and human resources and payroll capabilities. The integrated solution also incorporates employee and citizen self-service, which will help increase efficiencies in the county's business operations.

"Munis will deliver Portage County various benefits, primarily by standardizing business processes across all operations," said Chris Hepburn, senior vice president of Tyler's ERP & School Division. "These benefits will enable the county to move away from a transaction-focused environment to one that uses real-time data to drive decision making. We are excited to partner with Portage County, and we look forward to a long relationship."

Customer Date: March 2014
Annual Budget: $97M
Employees: 880
Population: 70,000
Munis Products Implemented:
- Accounting/GL/Budgeting/AP

177

- Project & Grant Accounting
- Purchasing
- Contract Management
- Bid Management
- Fixed Assets
- Inventory
- Work Orders
- Payroll/ESS
- HR Management
- Applicant Tracking
- Professional Development
- Employee Expense Reimbursement
- Accounts Receivable
- General Billing
- Munis Analytics & Reporting
- Content Manager

Configuration of Solution Implemented (Hardware, Software):
Munis v10.5
Windows 2008
SQL 2012

City of Appleton, WI
ERP System and Implementation Services

Other Wisconsin Clients:

- City of Beloit
- City of Eau Claire
- City of Brookfield
- City of Green Bay
- City of La Crosse
- City of Madison
- City of Mequon
- City of New Berlin
- City of Oshkosh
- City of Racine
- City of River Falls
- City of Sheboygan
- City of Sun Prairie
- City of Waukesha
- Village of Pleasant Prairie
- Madison Metropolitan School District
- Dane County
- Sauk County
- Lincoln County
- Marinette County
- Monroe County
- Portage County
- Walworth County
- Winnebago county

In addition, the City requests a listing of all municipal clients. If Vendor hosting is being proposed, at least one (1) of these references must be a Vendor-hosted solution.

Tyler Munis is currently being used by over 1,400 Public Sector organizations. Below are the most recent contracts and there are many that are vendor-hosted. Tyler currently has over 400 "Vendor Hosted" clients using MUNIS.

•	City of Madera, CA	8/2015	(MAIS Financials)
•	Lenoir County, NC	7/2015	(replaced Logics LLC)
•	City of Perris, CA	7/2015	(replaced SunGard Pentamation)
•	Madison County, TN	7/2015	(replaced Local Government Solutions)
•	City of Surprise, AZ	6/2015	(replaced Daffron)
•	Weber County, UT	6/2015	(replaced Custom In-House)
•	City of Pleasanton, CA	5/2015	(replaced Mitchell Humphrey)
•	Carroll County, GA	5/2015	(replaced RDA Systems/ADP)
•	La Plata County, CO	5/2015	(replaced Harris GEMS/Sage)
•	Garrett County, MD	4/2015	(replaced USL Public Sector)
•	City of Waco, TX	4/2015	(replaced SunGard HTE)
•	Town of Randolph, MA	4/2015	(replaced VADAR)
•	City of Upland, CA	3/2015	(replaced Harris eVolve)
•	Morgan County, AL	3/2015	(replaced New World Systems)
•	City of Pinellas Park, FL	3/2015	(replaced New World Systems)

Tyler Technologies, Inc.

- City of Dublin, OH   3/2015   (replaced SunGard HTE)
- City of Mankato, MN   3/2015   (replaced SunGard HTE)
- Marinette County, WI   3/2015   (replaced Custom In-House)
- City of Bend, OR   2/2015   (replaced SunGard HTE)
- Town of Addison, TX   2/2015   (replaced Harris GEMS)
- City of Louisville, CO   2/2015   (replaced American Data Group)
- City of Bristol, TN   2/2015   (replaced Local Gov't Solutions)
- City of Marysville, OH   1/2015   (replaced Software Solutions, Inc)
- Village of Elk Grove, IL   1/2015   (replaced SunGard HTE)
- Village of Woodridge, IL   12/2014   (replaced SunGard HTE)
- City of Murray City, UT   12/2014   (replaced SunGard HTE)
- Cumberland County, NC   12/2014   (replaced CGI/AMS)
- Marin County, CA   12/2014   (replaced SAP)
- City of Buckeye, AZ   11/2014   (replaced Casselle)
- City of Salina, KS   10/2014   (replaced New World Systems)
- City of Mobile, AL   10/2014   (replaced Oracle)
- City of Leavenworth, KS   10/2014   (replace Harris GEMS)
- Tioga County, NY   10/2014   (replaced Custom In-House)
- Allegany County, PA   10/2014   (replaced JD Edwards)
- Jefferson County, AL   9/2014   (replaced SAP)
- Oklahoma County, OK   9/2014   (replaced Oracle)
- Altamonte Springs, FL   9/2014   (replaced SunGard HTE)
- North Miami Beach, FL   8/2014   (replaced Custom In-House)
- Lyon County, NV   8/2014   (replaced Custom In-House)
- City of Midland, TX   7/2014   (replaced CGI)
- City of Frankfort, IN   7/2014   (replaced Keystone Information)
- Town of Vienna, VA   7/2014   (replaced SunGard Pentamation)
- City of Fremont, CA   7/2014   (replaced SunGard Bi-Tech)
- City of Huntsville, AL   6/2014   (replaced Custom In-House)
- City of South Jordan, UT   6/2014   (replaced Microsoft Great Plains)
- City of Watsonville, CA   6/2014   (replaced Harris GEMS)
- Clarke County, VA   6/2014   (replaced RDA Systems)
- City of Lancaster, PA   6/2014   (replaced New World Systems)
- City of Murfreesboro, TN   6/2014   (replaced Programs Unlimited)
- City of Tracy, CA   5/2014   (replaced Harris MS Govern)
- City of Wichita Falls, TX   5/2014   (replaced SCT Banner)
- Crow Wing County, MN   4/2014   (replaced SunGard BiTech)
- City of Racine, WI   4/2014   (replaced Harris GEMS)
- City of College Station, TX 4/2014   (replaced SunGard HTE)
- City of New Port Richey, FL 3/2014   (replaced SunGard HTE)
- City of Grant Pass, OR   3/2014   (replaced SunGard HTE)
- City of Rowlett, TX   3/2014   (replaced New World Systems)
- City of New Port Beach, CA   3/2014   (replaced SunGard Pentamation)
- Chatham County, NC   3/2014   (replaced SunGard HTE)
- City of Rapid City, SD   3/2014   (replaced SunGard Bi-Tech)
- Portage County, WI   3/2014   (replaced Custom In-House)
- Town of Herndon, VA   3/2014   (replaced SunGard HTE)
- City of Greenville, NC   2/2014   (replaced SunGard HTE)
- Monroe County, WI   2/2014   (replaced ACS)
- City of Bloomington, MN   1/2014   (replaced SunGard HTE)
- City of West Jordan, UT   1/2014   (replaced SunGard Pentamation)
- City of Lafayette, IN   1/2014   (replaced New World Systems)
- City of Allen, TX   1/2014   (replaced SunGard HTE)
- City of Ukiah, CA   1/2014   (replaced ACS)
- Washington Township, OH   1/2014   (replaced Software Solutions Inc.)
- Lincoln County, NC   12/2013   (replaced New World Systems)

Tyler Technologies, Inc.

- Madison County, NY   12/2013   (replaced Systems East)
- El Paso County, TX   12/2013   (replaced Harris Cogsdale)
- City of Columbus, IN   12/2013   (replaced Keystone Information Systems
- Horry County, SC   12/2013   (replaced Custom In-House)
- Pasco County, FL   12/2013   (replaced AMS)
- City of Pasadena, CA   12/2013   (replaced PeopleSoft)
- City of San Marcos, TX   12/2013   (replaced Oracle)
- Sumner County, TN   12/2013   (replaced Local Government Solutions)
- City of Mission Viejo, CA   11/2013   (replaced SunGard Bi-Tech)
- Town of Greenburgh, NY   11/2013   (replaced ACS)
- Town of Bridgewater, MA   11/2013   (replaced WTI)
- Jefferson County, NY   11/2013   (replaced New World Systems)
- City of Hopewell, VA   11/2013   (replaced Harris Gems)
- City of Marco Island, FL   11/2013   (replaced American Data Group)
- City of Columbia, MO   11/2013   (replaced SunGard HTE)
- City of Opelika, AL   10/2013   (replaced SunGard HTE)
- Franklin County, VA   10/2013   (replaced Harris GEMS)
- Northumberland County, PA 9/2013   (replaced Harris GEMS)
- Forsyth County, GA   9/2013   (replaced Harris GEMS)
- City of Joliet, IL   9/2013   (replaced SunGard HTE)
- City of Clinton, SC   9/2013   (replaced QS/1 Government Solutions)
- Town of Windham, CT   9/2013   (replaced SunGard Phoenix)
- Newton County, GA   9/2013   (replaced Harris TBS)
- City of Boulder, CO   8/2013   (replaced Harris Cogsdale)
- City of Green Bay, WI   8/2013   (replaced Harris GEMS)
- City of Hallandale Beach, FL 7/2013   (replaced SunGard HTE)
- City of Lynnwood, WA   7/2013   (replaced Harris GEMS)
- Rowan County, NC   6/2013   (replaced SunGard HTE)
- City of West Lafayette, IN   6/2013   (replaced Custom In-House)
- Town of Hopkinton, MA   6/2013   (replaced IMG Financials)
- Town of Saugus, MA   6/2013   (replaced ACS)
- City of Pueblo, CO   6/2013   (replaced SunGard HTE)
- Town of New Milford, CT   5/2013   (replaced R Walsh)
- Baltimore County, MD (TAX) 5/2013   (replaced Custom In-House)
- City of Longmont, CO   4/2013   (replaced Custom In-House)
- City of River Falls, WI   4/2013   (replaced Civic Systems)
- Otero County, NM   4/2013   (replaced Custom In-House)
- Town of South Kingston, RI 3/2013   (replaced ADMINS)
- Town of Goffstown, NH   3/2013   (replace Interware Dev)
- City of Paso Robles, CA   3/2013   (replaced Harris Govern)
- El Dorado County, CA   3/2013   (replaced Harris Cogsdale)
- Union County, OH   3/2013   (replaced MFCD)
- City of Wheaton, IL   3/2013   (replaced IDC)
- City of Chaska, MN   3/2013   (replaced Gemini)
- City of Kannapolis, NC   2/2013   (replaced Harris GEMS)
- Village of Pleasant Prairie, WI 1/2013   (replaced Cassell)
- City of Oakland Park, FL   1/2013   (replaced Harris Govern)
- City of Beverly Hills, CA   12/2012   (replaced SunGard Pentamation)
- City of Lebanon, TN   12/2012   (replaced Local Government Corp)
- Gila River Indian Community 12/2012   (replaced Fundware/ADP)
- Fauquier County, VA   12/2012   (replaced Brite)
- City of Round Rock, TX   12/2012   (replaced PeopleSoft)
- Livingston County, MI   12/2012   (replaced Harris Cogsdale)
- City of Santa Barbara, CA   11/2012   (replaced ADMINS)
- Sweetwater County, WY   11/2012   (replaced SunGard HTE)
- City of Mesquite, TX   10/2012   (replace Harris MSI)

Tyler Technologies, Inc.

- City of Iowa City, IA   9/2012   (replaced ADMINS)
- City of Naples, FL   9/2012   (replaced SunGard HTE)
- Laramie County, WY   9/2012   (replaced SunGard HTE)
- Miami County, OH   9/2012   (replaced Custom In-House)
- City of Cape Girardeau, MO   9/2012   (replaced Harris GEMS
- Berrien County, MI   8/2012   (replaced Custom In-House)
- City of Cortland, NY   8/2012   (replaced Custom In-House)
- City of Fairhope, AL   7/2012   (replaced Custom In-House)
- Town of Mount Desert, ME   7/2012   (replaced Harris Trio)
- Clinton County, OH   7/2012   (replaced Custom In-House)
- Butler County, OH   7/2012   (replaced Oracle)
- City of Gillette, WY   6/2012   (replaced SunGard HTE)
- City of Charlotte, NC   6/2012   (replaced PeopleSoft)
- Williamson County, TN   6/2012   (replaced Local Gov't Corp)
- City of Manassas Park, VA   6/2012   (replaced Brite)
- Person County, NC   5/2012   (replaced Logics LLC)
- City of Lenexa, KS   5/2012   (replaced Sungard Pentamation)
- City of Boulder City, NV   5/2012   (replaced SunGard HTE)
- City of Sierra Vista, AZ   5/2012   (replaced SunGard HTE)
- City of Hayward, CA   4/2012   (replaced Unisys)
- Seneca County, NY   4/2012   (replaced AMS)
- City of Baltimore, MD   3/2012   (replaced Great Plains)
- St Lawrence County, NY   3/2012   (replaced Harris GEMS)
- City of Sioux Falls, SD   3/2012   (replacing SunGard HTE)
- City of Des Moines, IA   1/2012   (replaced PeopleSoft)
- City of New Bedford, MA   12/2011   (replaced Harris GEMS)
- Ottawa County, MI   10/2011   (replaced New World Systems)
- City of Culver City, CA   9/2011   (replaced JD Edwards)
- Town of Jupiter, FL   9/2011   (replaced SunGard HTE)
- City of Alexandria, VA   8/2011   (replaced Harris Cogsdale)
- Sussex County, DE   8/2011   (replaced JD Edwards)
- City of Bountiful, UT   8/2011   (replaced New World Systems)
- City of Sanibel, FL   8/2011   (replaced SunGard HTE)
- City of Roswell, GA   8/2011   (replaced SunGard Pentamation)
- City of Smyrna, GA   8/2011   (replaced SunGard Pentamation)
- City of Plant City, FL   7/2011   (replaced American Data Group)
- City of Lewiston, ID   7/2011   (replaced Harris GEMS)
- City of Waukesha, WI   7/2011   (replaced JD Edwards)
- City of Miramar, FL   6/2011   (replaced SunGard Pentamation)
- Mason County, GA   6/2011   (replaced Compu Tech)
- Prince George County, VA   6/2011   (replaced SunGard Pentamation)
- City of Alpharetta, GA   6/2011   (replaced SunGard HTE)
- City of Florence, SC   4/2011   (replaced homegrown system)