State Regulatory Platform Suite

Licensing, Enforcement, and Inspections Solutions That Put Users First

tyler technologies

State regulatory solutions from Tyler Technologies combine decades of best practices with the transformational power of modernized technology, backed by a team with years of real-world regulatory experience.

Empowering your regulatory organization

means providing solutions that automate your team's routine tasks while at the same time simplifying processes for your applicants and licensees. When all stakeholders can complete required items quickly, correctly, and completely, licensees can get to work faster while the public stays safe.

Tyler's State Regulatory Platform Suite

Every regulatory organization has a unique set of responsibilities. These might include anything from issuing fishing licenses to providing oversight of public service commissions. Regulatory agencies range in size and scope from individual autonomous boards to multi-board agencies. But regardless of the differences, regulators at every level share a need for flexible workflows, multiple communication options, and efficient collaboration to get work done more effectively.

Tyler's State Regulatory solutions help you fulfill your responsibility to protect the public while also providing great service to the industries you regulate. Our software solutions allow you to create exactly the functionality you need to handle your specific regulatory area in a way that puts users first.
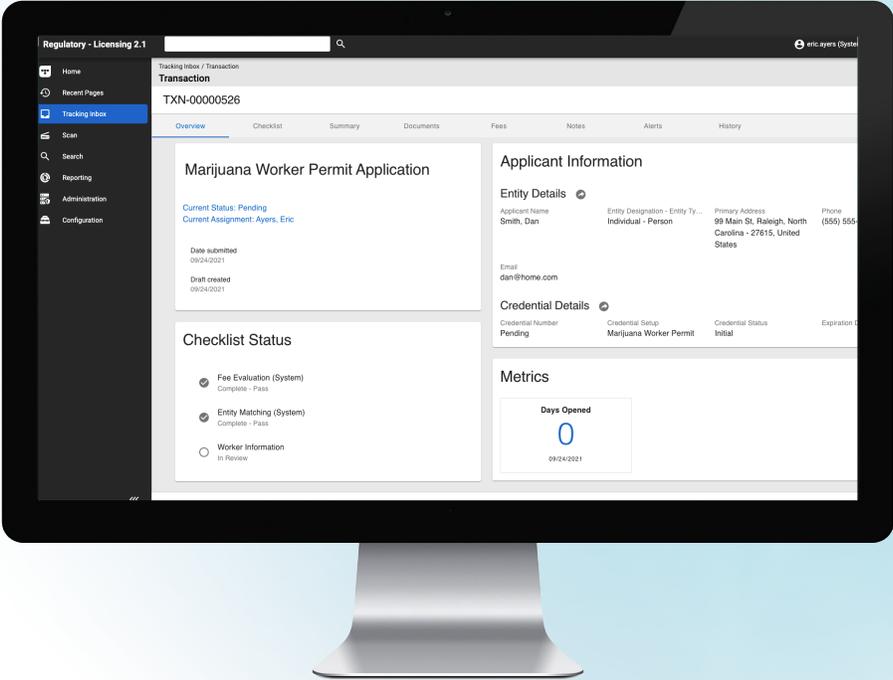
Review, approve, communicate, and collaborate to streamline processes for applicants and licensees.

Automation. Collaboration. Transparency. Mobility.

Automate routine tasks. The Tyler State Regulatory Platform Suite can completely automate licensing and renewal. Processes including notice generation, transactions, intake, validation of completeness and accuracy, and the updating of status and expiration dates can all be streamlined — so your team can focus on your clients, not filling out forms.

Communicate and collaborate. Flexible options for interacting with clients and internal stakeholders enable you to stay in touch and keep processes moving. Depending on the correspondence type and the client's preferences, you can work together via texts, emails, postal mail, or through the Regulatory Access online portal.

Find what you need. The easy-to-use, modern interface of the State Regulatory Platform Suite makes it easy for regulators to find information to help their clients, and the Regulatory Access portal makes it easy for clients to find information themselves. Reporting and analytics capabilities included with the suite also enable you to source and share data mandated by government for full transparency at every level.

Be everywhere you need to be. Mobile-first design ensures that the public, applicants, and licensees can access the services you offer whether they are on a computer, a smart phone, or a tablet. At the same time, it also ensures that your inspection team has what they need to capture evidence, complete forms, view results, and capture signatures in the field.
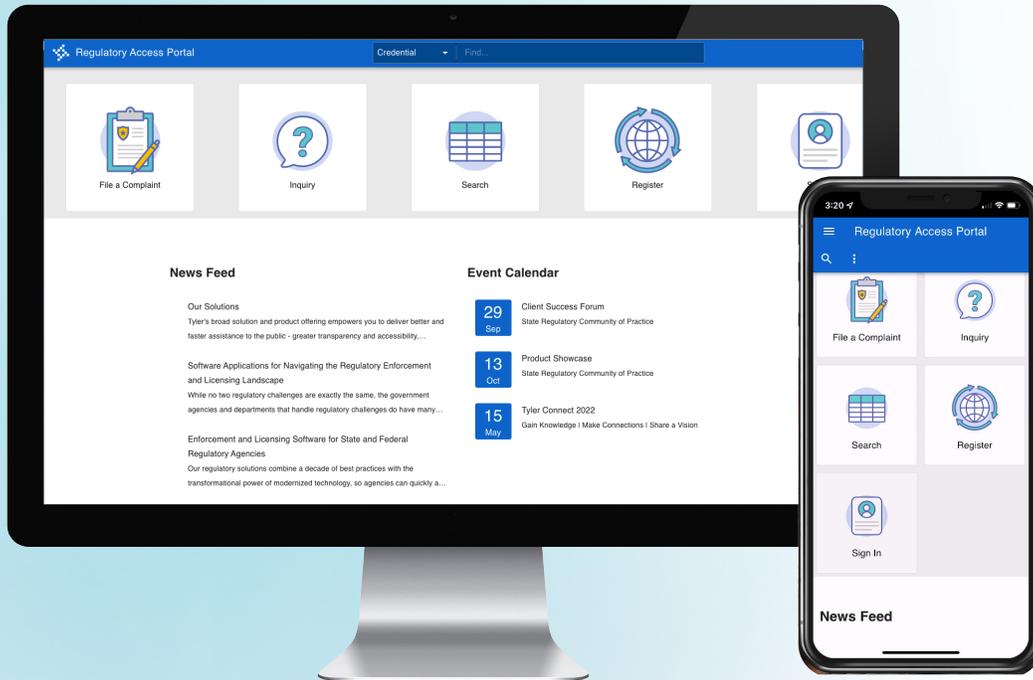
The mobile-responsive online portal enables you to configure the self-service functionality your constituents need.

Full functionality for regulators

The State Regulatory Platform Suite provides functionality that enables regulators to streamline processes while ensuring accuracy and completion.

Intuitive, mobile-responsive data form capture ensures that customers provide correct and complete responses to satisfy requirements of applications and renewals.

Analytical capabilities identify and alert your team to potential of higher risk.

Robust validation rule capabilities and flexible workflow processing mean that your team can expedite approvals while ensuring a high level of compliance.

Status views give clients increased transparency and visibility into transaction processing.

Online complaint intake and streamlined assignment allows you to solve issues and satisfy clients faster.

Seamless integration capabilities with many online payment processor options, including Tyler Payments and NIC Common Checkout, makes payment easier.

KEY FEATURES

- Online Transactions
- Public Search
- Online Payments
- Correspondence
- Workload Assignments
- Transaction Checklists / Validation Rules
- Integration Capabilities
- Renewals
- Automation
- Availability Rules
- Online Complaints
- Case Processing Time Calculations
- Case Alerts, Notifications, Integration between Enforcement and Licensing
- Case Workflow subway model
- Case Display configurations
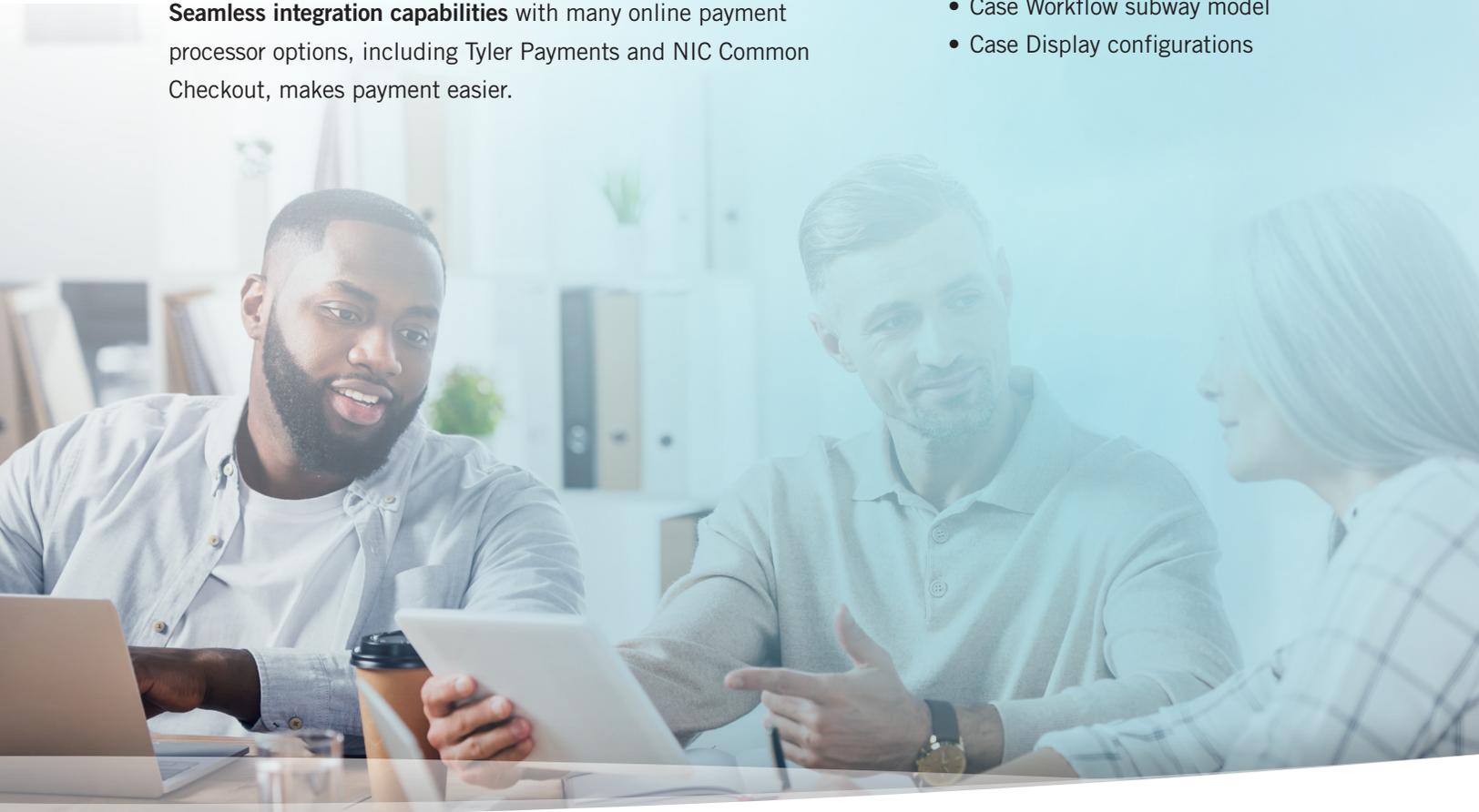
Configured to your needs

Built on Tyler's Application Platform, the State Regulatory Platform Suite is easily configured to your agency's exact requirements prior to deployment so you can get to work quickly. Better still, agency system administrators can continue to configure the solution as legislation, policies, and procedures evolve. Configurability options might include:

- Fee definition setup, to remove the burden of implementing fee configuration changes at a specific date/time

- Configuration of new and existing transactions such as applications, renewals, reinstatements, and who should have access to these transaction types

- New Credential Setup configurations for licenses, permits, registrations, etc., as legislation requires you to regulate additional professions or business types

- Letterhead updates, to easily change all templates at once to accommodate new contact information

- Intuitive template configurations to create correspondence that can include hard-coded content or variable, merged content

- Board setup to ensure that the proper logo and contact information is associated with each Board's transactions

- Configuration of new case types using pre-built, easily modified templates that include data elements and workflows

- Groups and transaction checklists, configured to automatically assign workloads based on transaction type or profession, occupation, institution, or facility.

- Role permissions, to ensure that data elements are only searchable, visible, or editable by those who need to know

- Display configurations to give each user quick access to the navigation options, inboxes, and other functionality they use each day
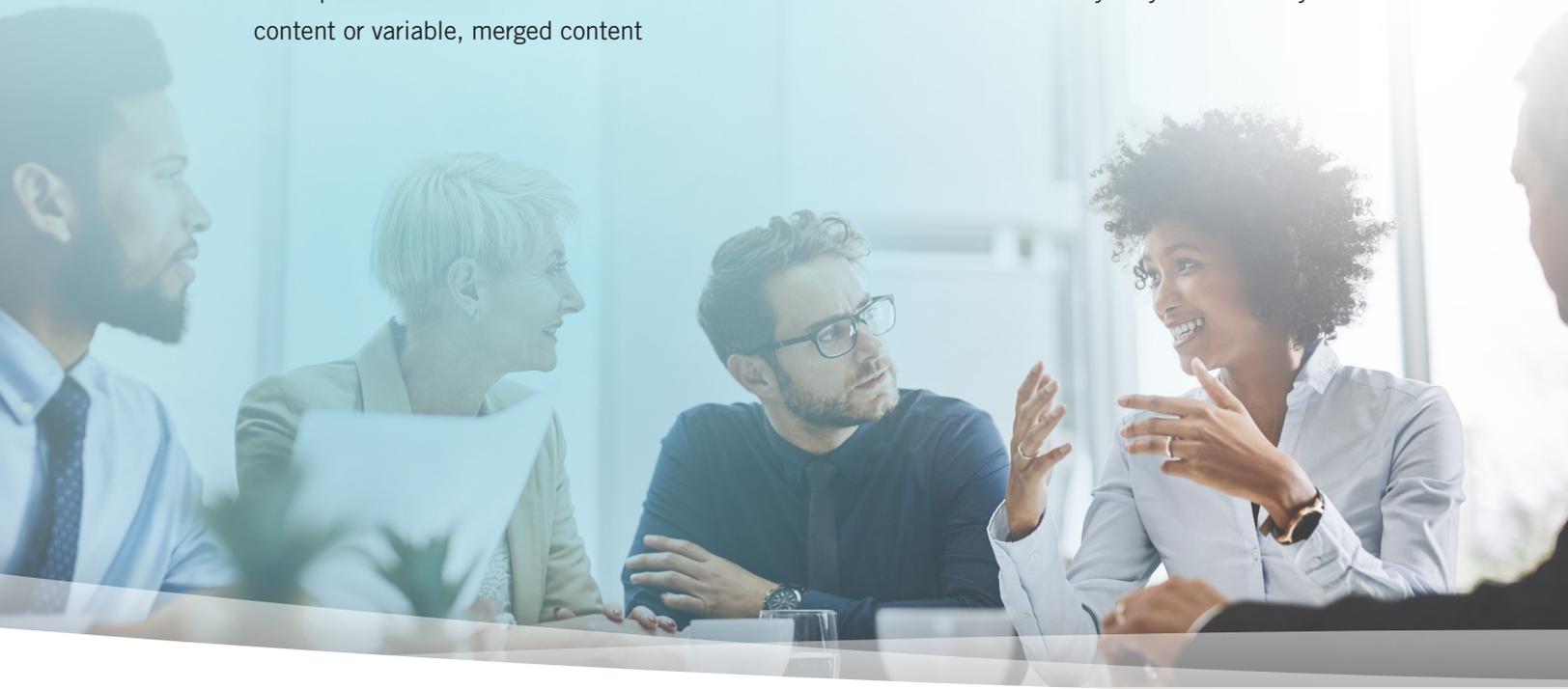
Flexible to fit any scenario

Because no two regulatory scenarios are the same, the available applications and modules within Tyler's State Regulatory Platform Suite can be combined and configured to precisely support your processes as well as your legal requirements. This composable architecture allows you to deploy exactly what you need without having to pay for or maintain anything you don't.

Key applications

LICENSING: This application is the primary engine that allows regulatory agencies to oversee Banking as well as Professional and Occupational licenses. Nurses, doctors, plumbers, electricians, cosmetologists, and individuals in dozens of other licensed professions can acquire and renew their licenses using the licensing application.

ENFORCEMENT: This application allows regulators to oversee and investigate license holders when there are complaints or for other programmatic reasons.

INSPECTIONS: This application empowers regulatory agencies to assign and dispatch inspectors and track inspection results.

LICENSING   **ENFORCEMENT**   **INSPECTIONS**

DOCUMENT MANAGEMENT

REGULATORY ACCESS MODULE | FIELD INSPECTOR MODULE | ANALYTICS MODULE | CONTINUING EDUCATION MODULE | PAYMENTS MODULE

STATE REGULATORY PLATFORM SUITE
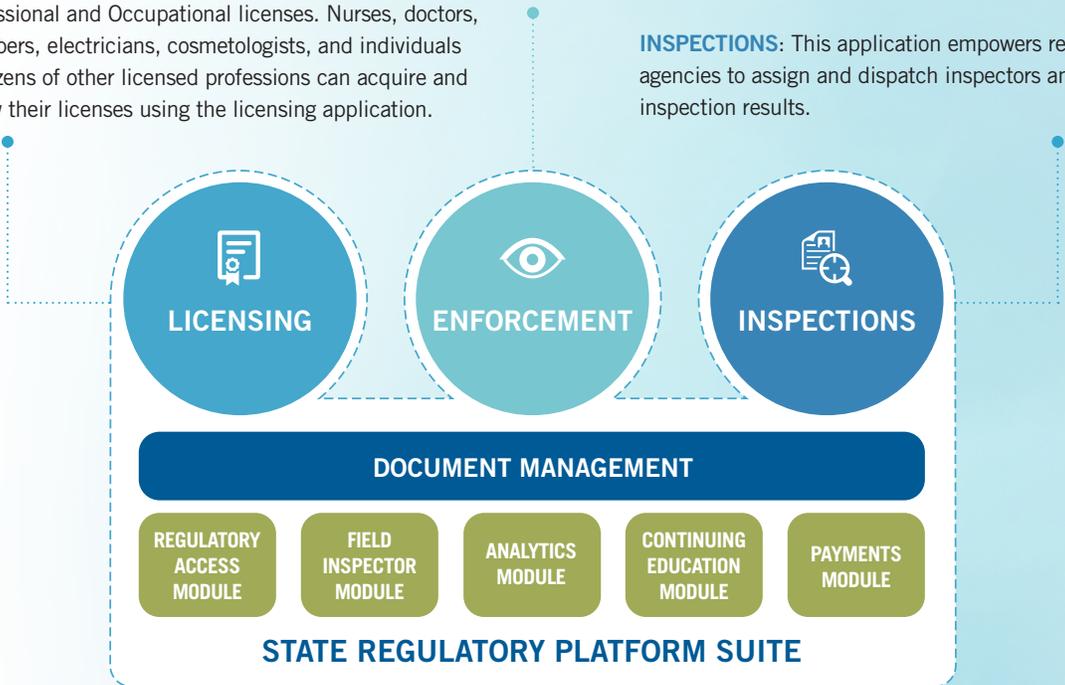
All three of the State Regulatory Platform Suite's key applications, Licensing, Enforcement, and Inspections, come with full-featured document management functionality to handle markup, redaction, commenting and more, with planned integrations with third-party document management systems you may already be using.

Available modules

REGULATORY ACCESS
An easy-to-use online portal for licensees and other stakeholders. Licensees can apply for, renew, and update their license account, while the public can use the Regulatory Access module functionality to confirm a licensee's status or to make or follow up on complaints.

FIELD INSPECTOR
Allows regulators to inspect licensed facilities through a mobile-optimized interface. They can capture evidence and photographically document inspection results and stream them to the back-office inspection system of record.

ANALYTICS
The analytics module supports accountability and transparency by allowing you to drill down into your results and create visualizations to help you understand, use, and share your data.

CONTINUING EDUCATION
Manage the process of earning and reporting CE credits, from tracking when a licensee needs to complete additional education to storing and verifying credits received.

FUTURE INTEGRATIONS
As needed, additional modules will be created and/or integrated to ensure that each regulatory client has a solution tailored to its specific needs.

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 efficiently and transparently with residents and each other.

By connecting data and processes across disparate systems, Tyler's solutions transform how clients gain actionable insights into opportunities and solutions for their communities. Tyler has more than 40,000 successful installations across nearly 13,000 locations, with clients in all 50 states, Canada, the Caribbean, Australia, and other international locations.

Tyler has been recognized numerous times for growth and innovation, including *Government Technology's* GovTech 100 list. More information about Tyler Technologies, an S&P 500 company headquartered in Plano, Texas, can be found at **tylertech.com**.

info@tylertech.com | 1.800.772.2260 | tylertech.com

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