



incode
a tyler solution

Tyler OnDemand | Application Availability Solutions

Losing your data and equipment doesn't have to mean missing payrolls or disrupting collections and cash flow. Tyler OnDemand application availability solutions can have you back up and running your critical processes within 12 business hours. Tyler provides the servers, the operations staff, and your information, stored from the previous night at a data center in Dallas.

It would take days for any IT staff to acquire replacement hardware and reinstall and configure an entire INCODE environment from the operating system up. Tyler OnDemand will enable your INCODE system to be back up and running within hours. Clearly, you have a lot of worries, but your INCODE data is not one of them.

What happens when the disaster is monumental and you have no electricity or access to systems? Where do you start? First and foremost you need to take care of your employees and your community. Our OnDemand services can even run your payroll from the Dallas data center, if necessary, making it possible for you to deliver payroll and thereby produce a positive ripple effect in your community. And meeting payroll means your paid employees now have money to put back into the community when it's needed most—while recovering from a disaster. The cumulative effect of this cash flow is vital to helping a community get back on its feet. Clearly, Tyler OnDemand application availability solutions are more than just hardware.

Tcp/Ip Data Transfer And Integrity Check

We will facilitate the transfer of INCODE data from your server to our network every 24 hours Monday through Friday over existing Internet connections. This provides you with a safety net in case disaster strikes your network. Tyler will maintain these transfers via File Transfer protocol (FTP). After transfer, Tyler will verify the integrity of your data and perform random test restores for data verification. Bi-weekly reporting of your local tape backup solution is provided for users of Windows NT Backup and Symantec Backup Exec.

...Continued on reverse

**Hurricane, fire,
faulty sprinkler
systems...**

**Any number of
unexpected disasters
can strike at any time
without warning. All
you have left is a
backup data cartridge
that may or may not be
current and a payroll
that has to go out
tomorrow.**

What are your plans?

Empowering people who serve the public™



For more information, visit
www.tylertech.com

or email
info@tylertech.com

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Off-Site Storage

As an added precaution, you may pull one of your weekly backup tapes out of rotation each month and send it to Tyler for off-site storage. When we receive your second tape and each tape thereafter, we will return the tape from the prior month to you.

How It Works

While your network is down because of a disaster, Tyler will act as an Application Service provider (ASp) for your INCODE applications. Once you open a trouble ticket, we will start to prepare your data for remote access for five pre-determined contacts (a maximum of five contacts will be established at the time of contract). You will be able to access your data through a secured Citrix XenApp client session within four business hours after opening the trouble ticket. The client computers using the ASp must run Microsoft Windows 2000 professional, Windows Xp professional or Windows Vista, and have an active Internet connection. If you modify your data while it is hosted on Tyler's server and you want us to provide the current data after disaster circumstances have passed, you must allow additional time for your data to be sent to you. Depending on which method is available, we will overnight media to you or transfer data over the Internet to bring your data back online faster. You will be able to print most reports and forms to some printers while your data is being hosted on Tyler's server.