

# INTEGRATED SOLUTIONS

## MUNIS® APPLICATION SERVICE PROVIDER

With the MUNIS® Application Service Provider (ASP) solution, we will host and manage the MUNIS applications from our facilities. We will provide the ongoing support, maintenance, and upgrades of the applications, hardware, and operating system.

You receive clear and concise documentation, defining all aspects of the relationship. You will receive a Contract (Commitment to Partner), a Statement of Work (clearly defines Scope, Roles, and Responsibilities of both partners), and a Service Level Agreement (Measurable Expectations of Performance).

### Features

The MUNIS ASP model is reliable, available and secure. There are no code changes to the client or server without proper notification. It offers complete redundancy with no single point of failure. In addition, it utilizes data encryption and Virtual Private Networks (VPN) to transmit all data.

- **System Administration:** Tyler performs daily administrative tasks. We address the installation, upgrade, support and file maintenance of the MUNIS application and database servers, operating system, database and application files.
- **Security Administration:** Tyler provides secure data transmission paths from each client workstation to the MUNIS servers. User Ids, passwords and application access rights for the VPN and the MUNIS application are administered by Tyler with the client's final approval.
- **Hardware Performance Maintenance:** Tyler supplies and maintains all necessary hardware required to provide workstation access to the MUNIS applications at standard industry performance levels. All repairs, upgrades, and replacements to server hardware are the responsibility of Tyler.

- **Disaster Recovery & Fault Tolerance:** Tyler backs up all system & data files and stores them in a secure off-site location. We have fully redundant telecommunications access, electrical power, and required hardware to provide access to the MUNIS applications in the event of a disaster or component failure.

### Benefits

- **Easy Budgeting:** The lease is a set fee, flattening the peaks and valleys associated with the acquisition of software and services. Leasing dramatically lowers initial costs. It provides a consistent quarterly fee that can be easily budgeted for the duration of the agreement.
- **No Secondary Operational Fees:** No additional fees, such as maintenance and support are required
- **Expandable:** Additional MUNIS applications are easily added, as needed
- **IT Management Reports:** Tyler supplies monthly management reports containing detailed information regarding access, usage, performance, and availability for all hosted applications

*Why consider an ASP solution?  
It allows IT resources to work  
on more strategic initiatives.  
There are no server acquisition,  
upgrade, and maintenance  
issues. No specialized skills are  
required such as UNIX, or NT  
Server administration.*

*It establishes a flat fee, for  
which it is easy to budget  
and plan.*