

INTEGRATED SOLUTIONS

MUNIS® DISASTER RECOVERY SERVICES

Losing your data and equipment need no longer signal panic over missing payrolls, or disrupting collections and cash flow. Tyler's MUNIS® Disaster Recovery can have you back up and running your critical processes within hours. Tyler provides the servers, the operations staff, and your data stored from the previous night. We do it all from our Falmouth, ME office.

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

What happens when the disaster is monumental? 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. MUNIS Disaster Recovery services will help put you back on track even in the wake of a major disaster.

Our Disaster Recovery services can even go so far as to run your payroll from our Falmouth office, if necessary, making it possible for you to deliver payroll and ultimately 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 to get back on its feet. Clearly, MUNIS Disaster Recovery is more than just hardware.

How It Works

Utilizing our state-of-the-art Data Center, Tyler can transparently retrieve a copy of your data every night, thereby ensuring your critical users can always process work via modem or by traveling to one of two Tyler locations.

- The Disaster Recovery team helps you identify critical business processes and users, define and document recovery procedures, printing solutions, etc.
- Tyler provides disaster recovery services for your MUNIS applications, including: off-site backup, recovery server, alternate processing location & remote access
- A database export is transferred every night to a server in Maine using a network efficient 'sync' process that enables the transfer to be completed in minutes, even for extremely large databases
- In the event of a disaster your live database is loaded into a MUNIS environment on the Recovery Server and your critical users are setup to access that server

- You can access your MUNIS Disaster Recovery Environment using an SSL (Secure Sockets Layer) VPN client from any remote location with an Internet connection, or come to one of our offices and utilize our facilities

Disaster Declaration

- A disaster is an unplanned event that shuts down your system, threatening your financial standing or public image. It does not include hardware or network failures that are covered by standard service agreements, or repairs that can be made within 24 hours. Provided we have your data, we guarantee you'll be back in business within 12 business hours.
- A disaster may be declared between the hours of 8AM and 6PM, EST Monday-Friday

Post-Disaster Services

- Tyler delivers an export of your database
- Our OSDBA Department provides on-site installation services free of charge to customers with a current OSDBA contract. Otherwise, this is a billable service

APPRAISAL & TAX
CITIZEN SERVICES
COURTS & JUSTICE
DOCUMENT MANAGEMENT
FINANCIAL MANAGEMENT
LAND & VITAL RECORDS
PENSION MANAGEMENT
PUBLIC SAFETY
SCHOOL SOLUTIONS

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

What are your plans?

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TECHNOLOGIES