

## 2010 Tyler PUBLIC SECTOR EXCELLENCE AWARDS

Tyler Technologies, Inc. is accepting applications for its 2010 Tyler Public Sector Excellence Awards from its solutions clients. As we grow, you grow with us, and Tyler would like to proudly honor your innovations. Your forward-looking and groundbreaking solutions provide quantifiable business value to all Tyler clients, so thank you for applying! Please submit a separate application form and required supplemental information for each category submitted. You may select up to two of the three categories:

**Organizational Efficiency** — Tyler applications or processes improved overall workflow efficiency

**Organizational Responsiveness** — Tyler applications or processes improved your ability to provide information to employees, vendors, or citizens

**Organizational Productivity** — Tyler applications or processes improved staff productivity

Deadline for all submitted materials is **June 30, 2010**. Up to three winners for each Tyler solution will be named. Entries will be judged anonymously and scored on **business value, maturity, innovation** and **relevance**. Winners will be notified by August 16, 2010. All applicants may be notified that a follow-up interview is necessary. To be eligible, a Tyler solution must have been implemented by December 31, 2009. Members of Tyler's Advisory Board are eligible to participate, but cannot vote for their own submission. Additional rules are attached.

If you are NOT applying online, please print and fill out all pages of this form and mail it to:

Tyler Technologies, Inc.  
Tyler Public Sector Excellence Awards  
370 US Route One  
Falmouth, ME 04105

### PUBLIC SECTOR EXCELLENCE AWARDS APPLICATION

#### Personal Information

Name: Honorable Dianne Wilson

Title: County Clerk

Phone: 281-341-8686

Email: [Dianne.wilson@co.fort-bend.tx.us](mailto:Dianne.wilson@co.fort-bend.tx.us)

May we contact you for more information if necessary? Yes

Group Submission? Yes

If Yes, please list all names and corresponding titles: Annie Elliott, District Clerk, Dianne Wilson, County Clerk, John Healey, District Attorney, Connie Heinecke, I.T. Projects Manager, Wesley Wittig, Co-Functional Project Manager and Assistant D.A., Teresa Kubena, Co-Functional Project Manager, Chief Deputy, District Clerk.

#### Client Organization Information

Client Name: Fort Bend County

Client Number: 1004T

Phone: 281-341-4585

Web: [www.co.fort-bend.tx.us](http://www.co.fort-bend.tx.us)

Mailing Address: 500 Liberty St.  
Richmond, Texas 77469

City: Richmond

State: Texas

Zip: 77469

Number of Employees: 1900+

Number of  
citizens or pupils: 558,392

Number of years as a  
Tyler client: 4 years

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### Submission Form

In addition to this form, please submit the following with your application if you are **NOT** filing online:

- Answer each question on a new page
- On this form write SEE ATTACHED if you are not using the space provided
- Answers must be typewritten in 12 point Times New Roman font
- Each answer must abide by the length parameters

**What product are you submitting for (Eagle, Eden, Incode®, Munis® or Odyssey): Odyssey Case Manager**

**What category are you submitting for: Efficiency**

**Provide an overview of the process that provides ROI or ROE (300 words maximum):**

Odyssey's integration between product centers delivers important information in real-time, thus sharing of the right information, with the right people, at the right time with one integrated solution. The courts, clerks and other judicial offices can now share case information and court appearances simultaneously from their desks instead of waiting on each other to produce and deliver paper files and dockets. Included is an imaging solution to scan documents that can be provided not only to users within the county network, but also to the public. This also reduces the number of staff hours spent retrieving files for attorneys or the public because they can now be viewed online from the convenience of their office or home.

With the integration of Odyssey, the county has eliminated over 22 justice applications with the savings of over \$305,000 per year.

**What was the opportunity or problem that led you to create this solution (300 words maximum):**

Being one of the fastest growing counties in the nation, Fort Bend County recognized that its silo applications were outdated and did not keep pace with its growing case load or population. The case load growth challenged the business processes which were inefficient as well as the lack of partnerships between county business entities for proper workflow and integration. This backlogged the judicial environment on all fronts and delayed justice. And justice delayed is justice denied. To achieve efficiencies, Fort Bend County formed a Judicial Steering Team (JST) composed of 11 member stakeholders charged with developing a comprehensive business plan to achieve the goal of integration. These stakeholders signed an agreement to support the project until its completion and to provide resources necessary to ensure its success.

**Describe the solution and how you implemented it. Include the department(s) and the application(s) involved (300 words maximum):**

With the support of Commissioners Court, the JST moved forward with the business plan to select an integrated justice system which included District/County/JP Courts, District/County Clerks, Indigent Defense, and District Attorney. The result was Odyssey Case Manager/Prosecutor. Through collaboration and joint effort the JST created a “team model structure” for the implementation of an integrated justice system. The model consists of three project managers, two co-functional representing the business leaders and one representing information technology. In addition, 50+ subject matter experts (SMEs) from each of the business leader’s offices were dedicated to the project. All members of the project team were assigned to a dedicated project room to standardize and consolidate case types, codes, data elements, forms, and processes to streamline workflow and integration within the Odyssey System. This enabled the team to stay on target with quick turnarounds for configuration, resolution, and implementation thus leading to the greatest functionality and integration of the Odyssey Application.

Fort Bend County went live with Phase I, Probate/Mental Health in October 2007 followed by Phase 2, Civil in July 2008. Both applications were on time and under budget. Phase 3, Justice of the Peace went live March 2010 and Phase 4, Criminal/Prosecutor went live late July 2010. Over 50,000 hours were given by the team model structure during the four year implementation period.

**What was the outcome of the solution? Provide / describe the benefits to your organization and any additional ROI or ROE you earned from this project (300 words maximum):**

Overall, the outcome of implementing Odyssey saves the county and the taxpayers' money by working smarter, not harder. Odyssey saves resources by reducing paperwork and staff hours spent on tasks that are now automated. Vital information is easily stored, retrieved, and viewed from multiple locations simultaneously instead of being dependant upon one paper case file. Business processes are now integrated for seamless workflow within the court system. Standardization is recognized and achieved through consolidation of multiple systems. Due to the design of the Odyssey application, end users are able to quickly learn and use the Odyssey application efficiently, thus key resources now serve as Tier 1 Help Desk to other business resources, thus eliminating calls to the Information Technology Help Desk. In addition, being a coastal county, disaster recovery issues are less looming with the integration and conversion to Odyssey.

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### **Is there anything unique about your situation or the outcome of the solution (300 words maximum):**

Fort Bend County received the 2009 Innovation Award presented by the Texas Association of Counties Leadership Foundation for our “Team Model Structure” used for the implementation of Odyssey. The team model structure was so successful that the county has decided to use a similar structure for all major projects.

We believe other counties/clients experience the same compatibility issues, even if on a different scale. While the problems we all face are not unique, the way we solve the problem is. Tyler Technologies and Odyssey provided the best solution to our questions and continually work with us to improve their products.

### **How can this help other Tyler solutions users (300 words maximum):**

As with many counties, technology related projects were previously led by the county technology department and not by the county business leaders. In order to be successful, the business leaders (stakeholders) need to take ownership thus allowing business needs to drive the technology; not technology drive the business. Through the collaboration and joint effort the business leaders created our award winning team model structure for implementation of Odyssey that has proven through each phase to be successful.

It is critical that the client understands the scope of the project and is willing to dedicate experienced resources to partner with the vendor to develop a solution specific to the business needs of the client. In the end, we all work together to ensure that justice is not delayed or denied. Fortunately, Tyler understands that concept.

Do you agree to the Rules of Participation: YES

If you have any questions or need additional information, please contact Cliff George at 800.772.2260 ext. 4150 or [Cliff.George@tylertech.com](mailto:Cliff.George@tylertech.com).

### **Rules of Participation**

1. Must agree to adhere to the above-mentioned rules.
2. Must have senior management approval to participate in Tyler Technologies, Inc.'s Public Sector Excellence Awards contest.
3. Must agree to participate in the Awards presentation at the User Conference if chosen as a winner.
4. Expense paid trip to the Tyler Connect 2011 User Conference includes:
  1. Free admission to the User Conference. You will be reimbursed for admittance if you register for the conference before winners are announced.
  2. Reasonable airfare to the User Conference capped at \$350 round-trip. You must make your own travel arrangements and submit a receipt of airfare purchase to Tyler Technologies to be reimbursed.
  3. Hotel accommodations for three nights and four days (April 26, 27, 28, 29) at the Gaylord Opryland™ Resort. You will be reimbursed after you reserve your room.
4. Tyler Advisory Board members who choose to judge the Awards and enter into the Awards contest must agree to not vote for their submission or solicit votes for their organization's entry.
5. Must agree to and understand that Tyler may use final entries for promotional materials.