

CITY OF ROME, GA

Population: 36,000

TOWN OF GREENWICH, CT

Population: 63,000

DARE COUNTY, NC

Population: 34,000

VILLAGE OF PLEASANTVILLE, NY

Population: 7,700

**Tyler's Munis Application Service
Provider (ASP) solution:**

"I would absolutely recommend Munis ASP...it's ideal for sites without an IT department on staff or that don't have the budget for costly servers and hardware systems."

- **Mary Schwartz**, Treasurer
Village of Pleasantville, New York

"[Munis ASP] takes the stress out of backups and server upgrades out of our work arena and allows us to concentrate on daily processing for the City."

- **Lisa McClain**, Business Systems Analyst
City of Rome, Georgia

Munis® ASP (Software as a Service): A Cost-Saving Solution

City of Rome, GA • Town of Greenwich, CT
Dare County, NC • Village of Pleasantville, NY

Meeting Today's Challenges

Staff and budget cuts. Rising costs. Fewer resources. Today's towns, cities, counties, and schools are faced with significant challenges that can strain the efficiency, effectiveness, and accessibility of even the most organized office. Departments across the board must reduce spending, employees must do more with fewer resources, and offices must find new and innovative ways to meet their goals, without compromising the quality and accessibility of services to citizens.

For more than 120 public sector entities across the country, Tyler's Munis ASP solution is the answer to reducing costs, improving efficiencies, and providing better services to citizens. Increasingly, it is Tyler's own Munis clients who are making the switch. That's because Munis ASP offers clients the ease of complete enterprise resource planning—without the worries of technology and infrastructure maintenance, or hardware, software, and IT personnel costs.

With Munis ASP, clients utilize Munis software that is hosted and administered by Tyler at our data center in Falmouth, Maine on a subscription rather than a license basis. Experienced Tyler personnel dedicated solely to ASP operations and the Munis product maintain the software, hardware, and servers, and users easily access their Munis applications and data over a secure Internet connection.

Focusing Efforts

Nationwide Tyler has earned a strong reputation as a trusted partner that provides clients with solutions to meet the needs of their citizens—and the Munis ASP solution is no exception. According to Tyler's President and CEO John S. Marr, Jr., "The growing popularity of our ASP solution is indicative of this trust, enabling agencies to focus efforts elsewhere while Tyler manages the hosting and administration of their software."

For the Village of Pleasantville, New York, this trust in Tyler as a true partner played an important role in the decision to move to Munis ASP after four years as a self hosted Munis client. With servers on their last legs, inefficient back up procedures, and no IT person on staff, Village employees faced an important decision: either invest in new servers or select Munis ASP. The choice was easy. "With Munis ASP we knew we wouldn't have to worry about a server breaking down, or about maintaining hardware," said Mary Schwartz, treasurer for Pleasantville. "We could be confident that the work was being done right by experienced professionals."

Dare County, North Carolina faced a similar situation in 2008 after 10 years of using Munis. According to Assistant Finance Director Sally DeFosse, "[The County] was at a point where we were going to have to replace two Munis servers. Our decision to switch to Munis ASP eliminated the need for us to buy new equipment," she said.

...continued on reverse

Munis® ASP (Software as a Service): A Cost-Saving Solution

“Our work is made easier because we no longer have to worry about equipment failures, maintenance, or replacement. And with the Internet interface, it is also much easier for system administrators to run reports and utilities from home after-hours, especially in the case where all users must be out of the system.”

It is this ease of use and confidence in the service that has offered municipal employees at the **City of Rome, Georgia** an opportunity to focus on providing the services citizens need, rather than on the issues often associated with technology systems. “[Munis ASP] takes the stress out of backups and server upgrades out of our work arena and allows us to concentrate on daily processing for the City,” stated Lisa McClain, business systems analyst for the City. “It allows us to provide the needed computer services for the City with a comfort level that we could not maintain in-house.”

Boris Hutorin, IT director for the **Town of Greenwich, Connecticut** echoed these sentiments, stressing that Munis ASP was the ideal solution. “The ASP solution... has allowed us to implement Munis without re-training or re-hiring IT staff,” he said.

Top-notch Service & Support

For more than 25 years Tyler has maintained a legacy of superior support and services—a legacy that is embodied by the Munis ASP service. Empowering clients to help their citizens is an integral part of Tyler’s foundation, and the dedicated Munis ASP staff is focused on meeting the needs of our thousands of individual ASP users, whether by answering routine questions or by ensuring a client has quick and easy access to data even in the event of a disaster. This commitment is just one more reason clients are turning to Munis ASP in increasing numbers: to improve their bottom lines, and ultimately have a positive impact on their citizens.

City of Rome municipal employees enjoy the support, upgrades, backup facilities, and overall comfort level provided by Tyler. “I appreciate Tyler’s personnel as I am the Munis administrator and handle all the interaction with them,” McClain stated. “I have talked with both department heads and frontline support people. I think Tyler’s people are a great asset for us as they are always receptive to my questions and concerns.” Schwartz couldn’t agree more. “The ASP staff is a pleasure to work with. They are knowledgeable and always respond quickly to any issues or questions I have. I simply can’t say enough about them.”

According to DeFosse, Munis ASP professionals manage Dare County’s installations, upgrades, support, and file maintenance. “As an ASP client we receive a higher level of support and response to our needs. We simply have a lot less to worry about under this arrangement,” she said.

“The ASP solution has made it easy and allowed us to implement MUNIS without re-training or re-hiring IT staff.”

Boris Hutorin, IT director
Town of Greenwich, Connecticut

That means local and county governments can focus more of their time, and budget dollars on improving citizen services. In the words of Marr, “[Tyler is] pleased to offer this model to the public sector as another option to help agencies improve service to their constituents.”

Tyler’s Munis ASP: A Cost-saving Solution

Rome’s McClain is happy with the overall cost savings Munis ASP provides for her city. “ASP saves us money in the long run,” she said. “It allows us redundancy without the capital expense for a second site in our area, and it provides us with the personnel to support these changes so we don’t have to pay the expense of constantly sending our people to classes.”

According to DeFosse, the County has realized significant cost-savings in more ways than one: by not having to purchase new equipment, and by utilizing disaster recovery services that are already included with Munis ASP. “With ASP, disaster recovery is no longer needed, thereby saving us those fees,” she noted.

For Greenwich, the town’s initial investment in the ASP service was significantly less than spending for an in-house solution. “Looking at the alternatives, Munis ASP was the best fit and made the most sense for what we were looking for,” noted Hutorin. “Simply stated, Munis works for us just fine.” Pleasantville’s Schwartz agreed, emphasizing that Munis ASP offers many clients the right solution when self-hosting is no longer the best option. “I would absolutely recommend Munis ASP...it’s ideal for sites without an IT department on staff or that don’t have the budget for costly servers and hardware systems.”

McClain added, “Munis ASP is the way to go.”