

# Business Intelligence

**BRIEF DESCRIPTION:** Business intelligence (BI) is a series of activities to gather and analyze data that improve decision-making capabilities and increase efficiencies by sharing information. Information is shared in a more meaningful way through charts, graphs and summaries.

- KEY BENEFITS:**
- BI enables users and managers to quickly analyze massive amounts of data and spot trends using easy-to-read, summarized charts and graphs.
  - Tyler's analytical offering builds on our deep understanding of the underlying Odyssey® OLTP data, providing a unique capability to correctly provide analytical data.
  - BI provides analytical data across the entire Odyssey product suite.
  - Tools used are the standard Microsoft® suite blended into Odyssey products.

**FEATURES / DETAILED DESCRIPTION:** Business Intelligence provides the ability to take the inter-relationships between massive sets of facts and use them to advance towards better decision making trends, while providing historical content. Tyler's analytical offering uses our understanding of the Odyssey OLTP data to create several comprehensive analytical data cubes to quickly provide trend data for several key metrics. This data allows decision makers to quickly see summary data, trends and calculations to assist in answering questions about the efficiency and effectiveness of their office. It allows users to spend their time analyzing information not tracking down, reconciling, reformatting and consolidating data.

The Odyssey analytical model is updated and versioned with each new release of Odyssey. This means that as a new release becomes available, the analytical model will include any updates to enhance and maintain existing BI reporting and solutions. There is no lag time waiting on a third-party vendor to update their model to conform to new Odyssey functionality.

The Odyssey BI solution uses the standard suite of Microsoft products, including Microsoft Sharepoint and Office. This provides a familiar user experience and an ease of sharing information throughout your organization. Microsoft's next generation Office suite provides more tools and capabilities to further extend the analytical power of the Odyssey solution through the use of PowerPivot and the ability to include information from various outside sources.

Odyssey Enterprise Custom Reporting; Third Party Commercial Off-The-Shelf (COTS) Business Intelligence Tools

**FREQUENTLY ASKED QUESTIONS:**

**Q:** Even though Tyler's offering provides charts/graphs with drill down capabilities, can I utilize the underlying data cubes with other BI surfacing technologies?  
**A:** Yes. There are more than a dozen commercially available business intelligence tools that can provide additional visualization capabilities against Tyler's analytical cubes.

**PRODUCT CENTER(S):** Case Manager focusing on the five CourTools® **RELEASE AVAILABLE:** Odyssey 2011 metrics that apply to case management

**PREREQUISITES:** SQL Server 2008 R2, additional hardware for storage/processing of data cubes