new world
a tyler erp solution

New World ERP:
Integrated Solutions for the Public Sector

Empowering people who serve the public®

tyler
technologies

Stable

Innovative

Focused

Reliable

Proven

Reliable partner for cities, counties and special districts/authorities

Tyler Technologies' stability, technology innovation, proven implementation expertise and ongoing world-class support provide a solid foundation for long-term partnerships. At Tyler we focus all our efforts on more than 14,000 public sector organizations nationwide who rely on our solutions to improve citizen service and create efficiencies.

Built for local government

Built on the latest Microsoft®.NET technology, Tyler's public sector software suite is a comprehensive and government-specific solution built from the ground up to meet the needs of local government. Each application is part of a unified suite of software that provides time-saving workflow and detailed information from a single database.

Unrivaled research and development keeps software current

Tyler continues to invest millions of dollars in research and development and employs hundreds of software developers who work with organizations to continuously enhance the New World ERP suite. This protects your long-term investment and ensures solutions work the way you do to lower costs and enable a more streamlined approach to local government administration.

Finance

Advantages

- Flexible chart of accounts
- Completely integrated purchasing
- Highly flexible budgeting capabilities
- Integrated receivables and cash receipting
- Robust project accounting and grant management
- Powerful tools for work order tracking and management
- Adheres to GAAFR, GAAP and GASB reporting standards

Simplify government financial management

Local government financial management has never been more complex as governments are asked to do more with less, while remaining transparent and accountable. Justifying costs along with adhering to changing accounting and reporting standards adds to this need for transparency.

The technology and complete integration within New World Financial Management can help cities and counties simplify their accounting and budgeting processes.

New World streamlines these processes, enabling local governments to spend more time delivering services to citizens.

Save time, paper and reduce data entry

Built-in advanced workflow, electronic approvals, seamless integration to Microsoft Excel® and Outlook®, and the ability to automate imports, reduce data entry and increase efficiency. Information flows freely throughout the New World suite and users have the ability to view, email, save and store reports online, which reduces paperwork and printing costs.

More access to information and streamlined reporting

With familiar Windows navigation, New World provides centralized and decentralized access to more information faster than any other solution on the market.

Save hours of employee time when generating reports and gathering intelligence from the New World suite with Financial Management's configurable chart of accounts, 100+ standard government financial reports, easy-to-use drill-down inquiries, integration to Business Analytics and Decision Support, and streamlined GASB reporting.

Integrated fund accounting and budgeting

New World Financial Management simplifies budgeting with centralized and decentralized capabilities that are configurable by department, along with its ability to attach notes, documents and comments. Seamless integration to Excel allows users to export and import information for detailed analysis, trending and manipulation.

Software that streamlines.
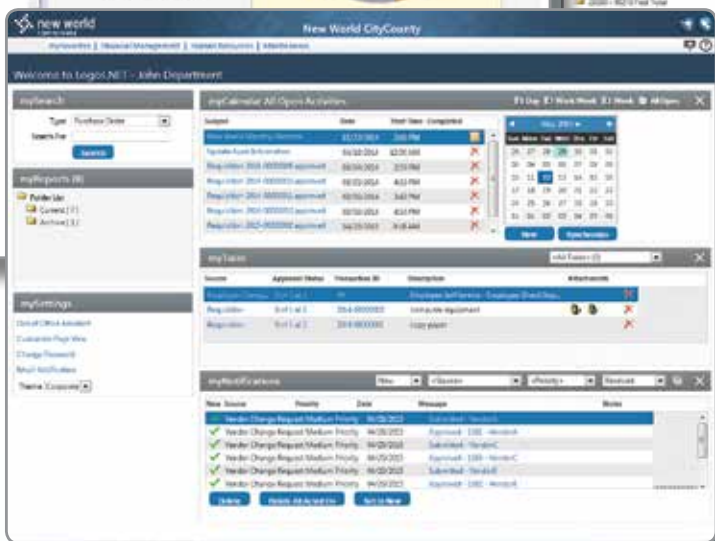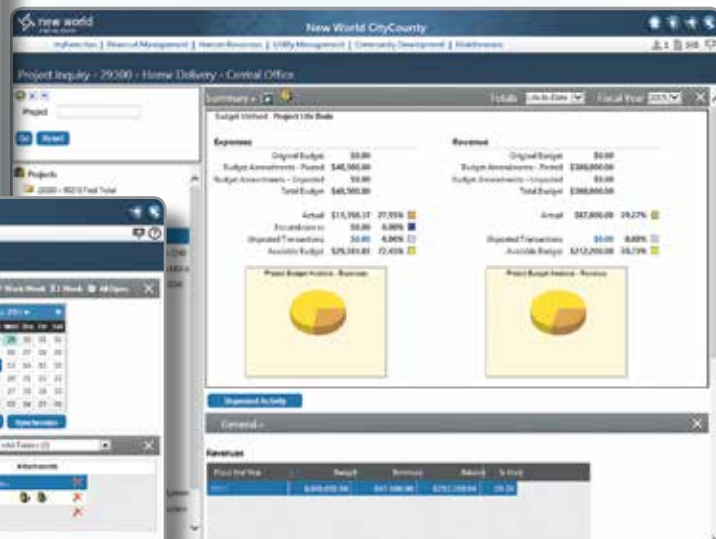
Control costs with streamlined purchasing

Free up valuable employee time and eliminate paperwork with an integrated and configurable purchasing process. New World helps to streamline approvals and processing so you can get back to serving your community.

Using New World Requisition Processing, Contract Accounting, Bid and Quote Management and integrated purchasing card functionality, organizations can improve purchasing management and have access to all required information in one centralized location.

Modern revenue collection with Tyler Cashiering

Designed to streamline cashiering for public sector agencies, Tyler Cashiering™ features a versatile, easy-to-navigate interface developed in the Microsoft®.NET platform. This scalable application centralizes the collection process, creating a single point of entry for data from multiple applications.

Robust project accounting

New World offers the most robust project accounting solution available by tracking all types of activity and project aspects, including costs, expenditures and more, from a single location. New World Project Accounting is the right solution for communities investing in multi-year projects, including capital improvements and special programs.

Ease of use

New World's browser-based environment and use of Microsoft navigation tools, such as icons, menus, hovers and breadcrumbs, create a familiar and intuitive user experience.

Human Resources

Advantages

- Centralized workforce and payroll information
- Employee self-service via the internet
- Centralized and decentralized hours entry
- Single-screen payroll manager
- Rule-based processing for accruals, longevity and benefits administration
- Flexible and easy reporting

Integrated position control and budgeting

Forecast future salary and benefit costs with New World Position Control and Budgeting. The New World suite was designed to integrate with the General Ledger, which allows your organization to test hypothetical scenarios.

Position Control and Budgeting also provides current and historical position and benefit information that helps organizations make informed decisions that impact their local talent and community.

Complete workforce administration

Detailed information is tracked and maintained for each employee in one accessible location, which allows authorized users to quickly access employees' personal, employment, job and payroll information.

Everything needed for complete workforce management, including attachments, proactive alerts and integration throughout New World, puts information at your fingertips.

Automate payroll and eliminate paper

New World saves organizations time and improves efficiency by seamlessly integrating Payroll and Financial Management to automate all payroll activities, including calculations based on time entry, adjusted hours and deductions.
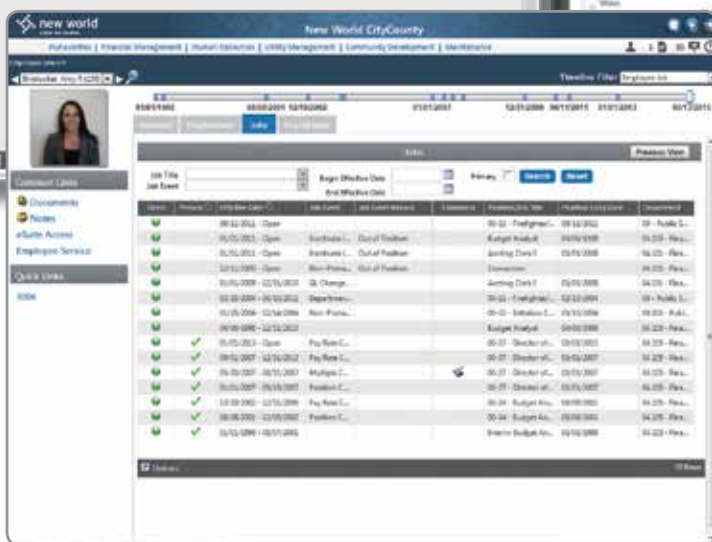
Improve employee engagement with New World's self-service functionality through eSuite and reduce paper with direct deposit capabilities. Your employees will thank you.

Software that simplifies.

Employee Job History
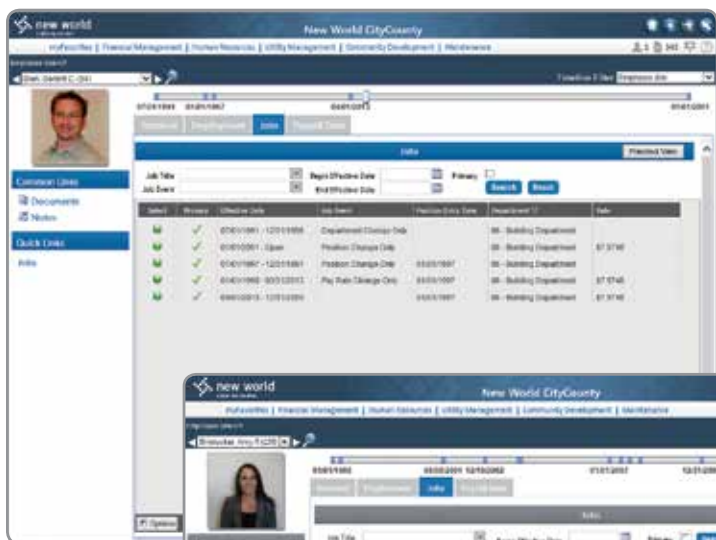
eSuite

Workforce Administration

Simplify employee management

Intuitive tools allow authorized personnel to track employee events and easily access information. Leveraging modern technology, intuitive workflow and rules-based processing for accruals and longevity, New World saves time during setup, reduces errors and completes complex calculations to simplify employee management.

Save time and empower employees

New World empowers employees and saves time for human resources staff by providing secure self-service capabilities online. Combined with Tyler's eSuite solution, employees can securely view and manage their personal information online, including benefits and costs, through open enrollment.

New World reduces paperwork and frees human resources staff from fielding requests and data entry, which allows them to focus on additional value-added tasks for your organization.

Advanced workflow

Information flows freely throughout the unified New World suite to streamline workflow, reduce paper usage, automate business processes and ensure that policies are always followed.

Community

Advantages

- Centralized parcel and address information for complete parcel management

- Integrated geographic information systems (GIS)

- Streamlined business licensing

- Robust inspections processing

- Automated, flexible permitting

- Detailed code enforcement tracking

- Certified contractor listing with expiration tracking

- Increased mobility with myInspections™ iPad® app and myCommunity™ mobile platform

Increase efficiency with parcel management

With comprehensive parcel management, New World enables users to easily track and access information from a single screen. This information includes permits, licenses, code enforcement cases, projects, property owner, history, attached documents, maps, address information and more.

New World provides real-world context with native Esri® GIS technology that displays your data on a map.

Enhance service levels and internal productivity

Combined with eSuite, New World Community Development empowers citizens with self-service capabilities that reduce calls and visits from citizens and contractors. This results in fewer interruptions for employees and more time to focus on strategic activities.

With secure web access, citizen and vendors can review information, obtain licenses and permits, print completed paperwork, schedule inspections and enter service requests online.

More access to information

New World extends access to information throughout the organization. A wide variety of intuitive inquiry screens and flexible reporting functionality, combined with Decision Support and Business Analytics, offer many options to export, trend and analyze data to make more informed decisions.

Complete project tracking

Public sector organizations need to be able to track projects from start to finish from a centralized management system. New World Community Development provides a dashboard format that offers easy access to general project information, associated activities, permits, parcels, fees and more.

Software that's effective.

Parcel Information

eLicense
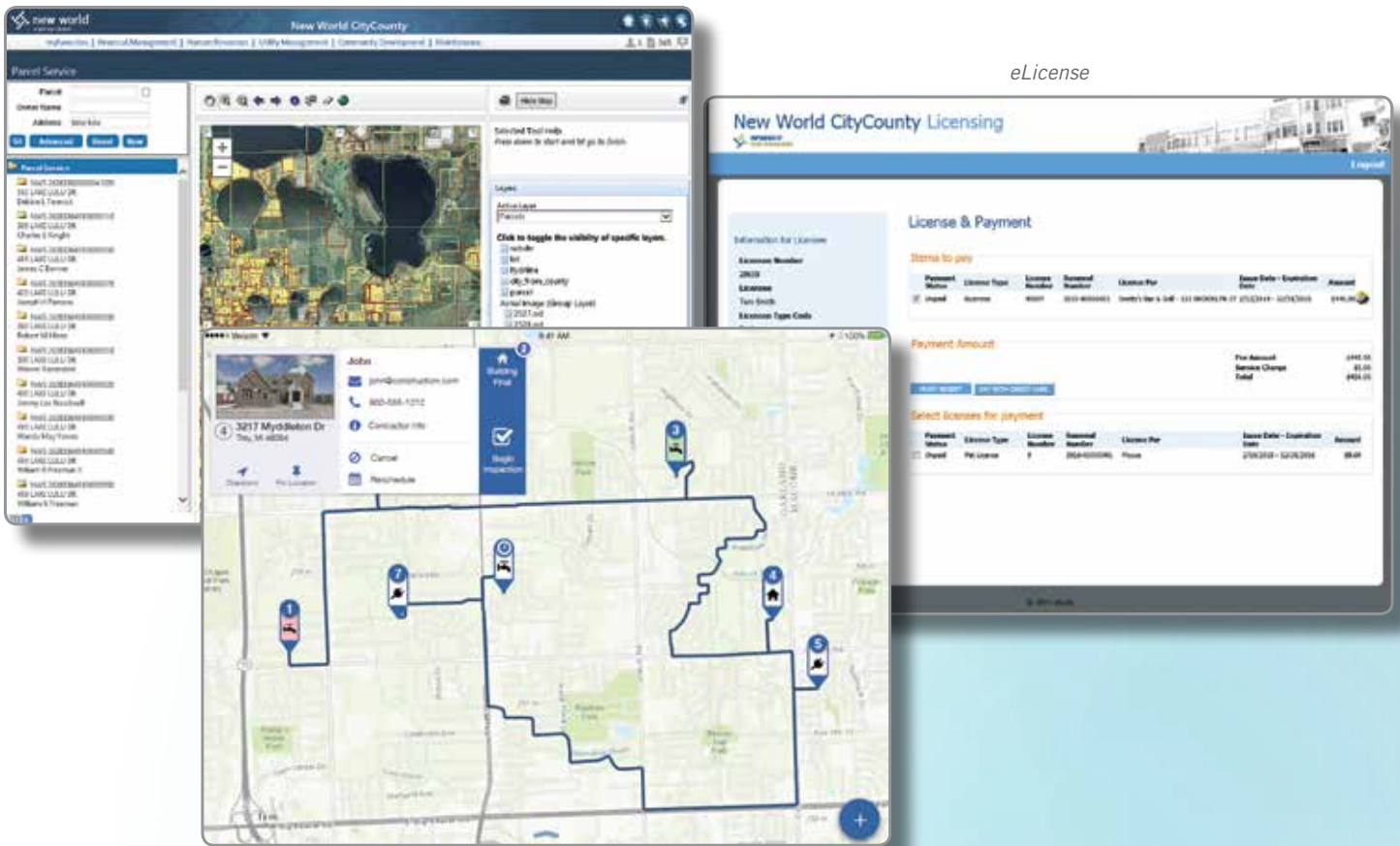
myInspections iPad App

Optimize mobility with myInspections iPad app

New World's myInspections iPad app, which is built on the myCommunity mobile platform, leverages the latest technology to empower inspectors to spend less time in the office and more time out in the field by maximizing existing resources. Inspectors and administrators will benefit from myInspections' GIS capabilities, which provides a map-centric view of all scheduled inspections and optimizes the routing process. The app also enables users to:

- Instantly access details of any case, license, permit, address or parcel
- Attach photos, comments, notes and code violations to cases
- Obtain signatures, schedule follow-ups and print results in the field

Manage important revenue generating practices

New World provides advanced workflow, highly configurable processes and electronic approvals to help organizations define and manage important revenue generating activities that drive economic growth. With Business Licensing, New World provides an easy-to-use permit process and streamlines inspection scheduling to better align with your organization's unique business rules for permits, licensing and code enforcement.

New World maintains pertinent information on the application process, expiration dates, associated fees and maps. The unified solution collects all receipts and posts them directly to the General Ledger for real-time reporting.

Time-saving integration

With tight Microsoft integration and web services, New World seamlessly extends functionality into everyday Microsoft applications such as Excel and Outlook, as well as many other third-party productivity tools.

Utilities

Advantages

- Single-screen, real-time access to customer information
- Seamless interface with automatic meter reading (AMR)
- Automated internal billing calendar
- Integrated work orders
- Integrated form letters (individual or mass)
- Complete parcel information with built-in GIS integration

Fast access to complete customer information

Designed with a strong focus on customer service, New World provides users with real-time access to customer information from a single-screen customer dashboard. Users can easily see a customer's current billings, past payments, payment collection, delinquencies and late notices, consumption history, credit report scoring, change of address and more to quickly answer questions.

The system tracks a complete history for the physical service address, individual or company with built-in GIS and the ability to monitor large and top users as needed.

Operate efficiently and effectively

New World Utility Management reduces redundant data entry, improves business intelligence and eliminates risk for organizations. Tight integration to Financial Management ensures all transactions are automatically posted to the General Ledger.

Information is also widely accessible through intuitive inquiries, easy-to-use tools that simplify complex reporting, and integration with New World Business Analytics and Decision Support, improving analysis and enabling more informed decision making.

Improve service to the community

New World enhances the way local governments serve their communities by giving users fast access to an integrated database of information.

Combined with eSuite, New World Utility Management empowers citizens with the ability to view consumption and bills, request service changes and submit payments online 24/7. This saves time for staff and makes it more convenient for citizens to do business with the municipality.

Software that's efficient.

Meter Read Entry

eUtilities
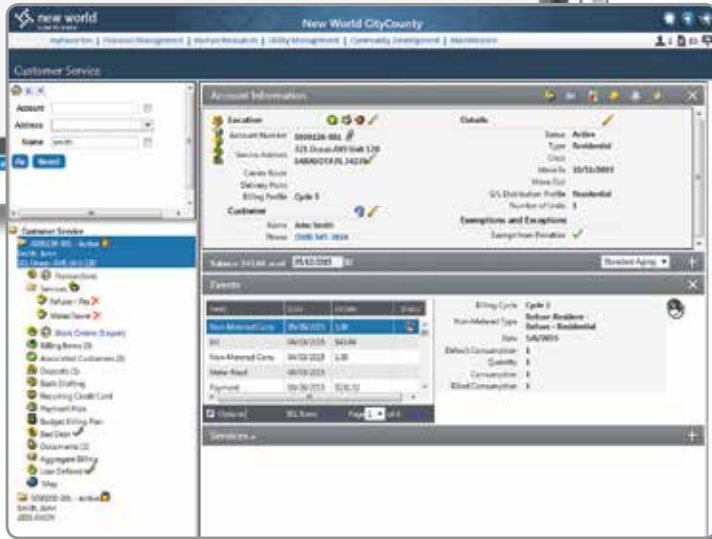
Customer Service Information

Simplify billing and reduce paper

New World makes utility billing easier and offers the tools to help organizations lower costs and increase efficiency. With a robust rate structure, New World supports the ever-evolving and varying needs of organizations across the country. Organizations can enhance revenue collection with automatic tools to ensure the accuracy of utility bills and maintain properly configured accounts.

Features including automatic audits, an automated billing calendar and system-wide alerts, verify accuracy and ensure nothing is overlooked. New World supports multiple payment methods enabling organizations to go paperless and reduce costs with eBills.

Efficient meter reading and inventory

New World helps local governments stay connected to their customers and keep ahead of technology. Regardless of the type of meters, reading equipment or communication technologies, New World offers seamless integration with AMR systems. It can also interface with advanced metering infrastructure (AMI) or smart meters.

Utilizing the most current technologies and best practices, Tyler ensures organizations are positioned for new reading solutions as they emerge. New World also monitors and controls device inventory, providing reports that help organizations track the status of meters in the community.

Effortless access to information

With a Microsoft.NET foundation, New World incorporates SQL Server Reporting Service (SSRS), Microsoft Analysis Services and best practices in business intelligence to simplify reporting, analysis and trending.

eSuite

Software that empowers.

Advantages

- Anytime, anywhere self-service capabilities
- eFinance
- eHR
- eUtility
- eCommunity

Increase transparency and streamline procurement

New World eSuite improves financial transparency and makes organizations more productive by allowing vendors, employees and citizens to access information and conduct business with the municipality 24/7. Whether it's a vendor checking the status of an invoice, a citizen paying a bill, or a customer requesting to change information, it can all be done online, saving time and effort for both the municipality and their community.

Increase human resources efficiency

New World offers cost-effective, time-saving self-service for employees, which allows access to modify personal information, reprint pay stubs, submit hours, enroll for benefits and much more.

eSuite also streamlines the hiring process with online applications and position listings. New World saves money by enabling streamlined paperless payroll and direct deposit.
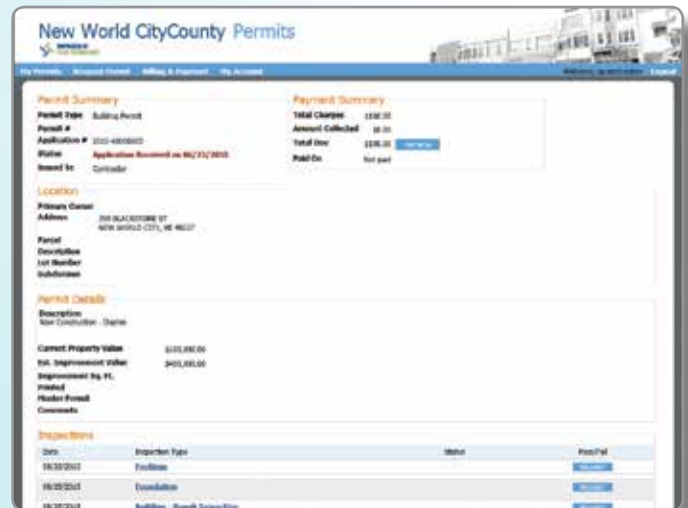
Empower the community

eSuite reduces the time and effort it takes to apply for a permit or license, schedule an inspection or submit service requests online. Citizens and businesses can also review utility bills — including past consumption and transaction history — pay bills, and even set up recurring credit card payments anytime, anywhere.
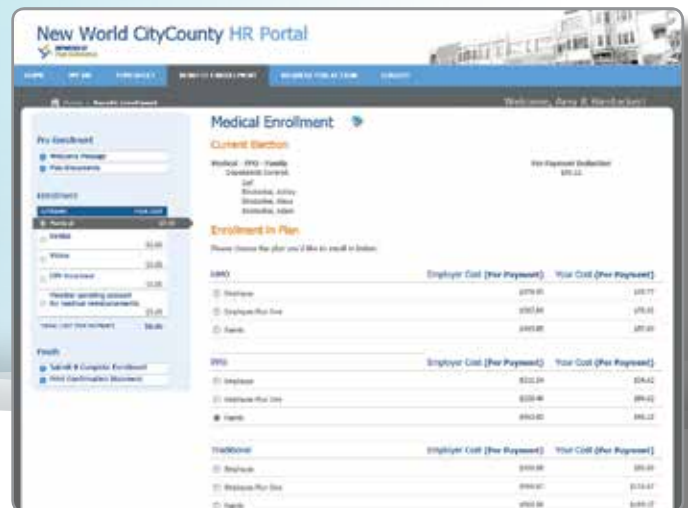

eSupplier

ePermits

eHR

Intelligence

Software that analyzes.

Advantages

- Enhanced decision making

- Simplified reporting for all departments

- Refresh saved reports with a single click

- Leverages Microsoft Analytics technology and everyday applications

- Gain a clearer understanding of your operations

More intelligence for enhanced decision making

New World Decision Support transforms data into information that public sector organizations can then use to make fully informed decisions that impact their community. Utilizing Microsoft SQL server technology and best practices in business intelligence, Decision Support delivers the right information in the right format to make executive decisions.

Information at a glance

Provide your decision makers with a high-level overview of operations and performance with New World Decision Support. Configurable and role-based, Decision Support combines different elements of information to provide a starting point for users to drill down into areas of concern for more detailed analysis.

Optimize organizational performance, planning and resource allocation

With faster and easier trend analysis, forecasting and performance measurement, organizations have more information to increase productivity and run efficiently. New World Decision Support provides the tools to gain more insight into financial performance, plan ahead with flexible budgeting capabilities, easily analyze employee information, monitor employee costs, better understand utility consumption, trend revenue and projects.
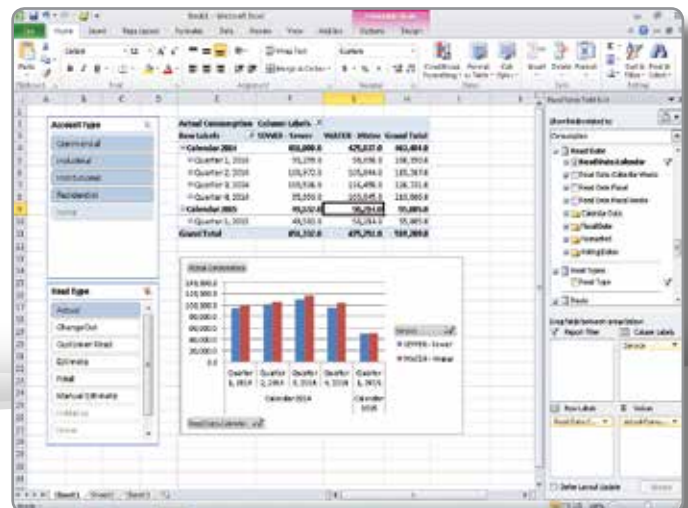

Decision Support Analytics
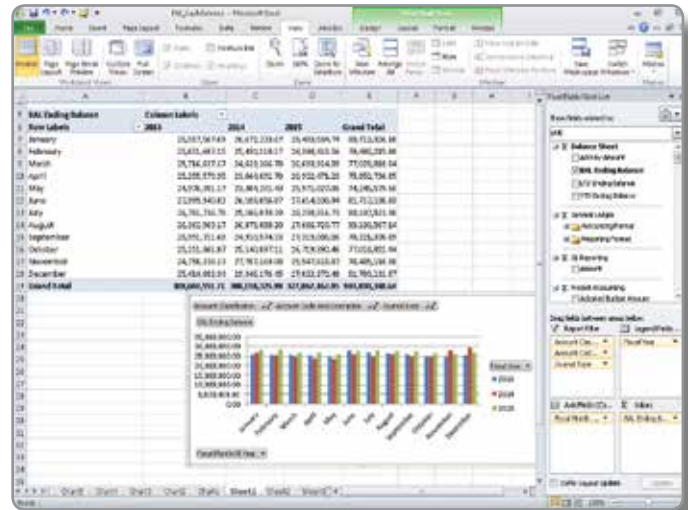
Decision Support Info Dashboard

Enhanced Decision Making

Enabling Innovation

Solutions that grow to meet your future needs

Tyler ensures the investment you make today will continue to deliver a solid return over the long term. We're committed to providing you with the most current technology available at minimal cost to you. The foundation behind New World enables a natural transition to Microsoft product upgrades instead of a complete solution re-write and regularly allows us to easily incorporate new productivity tools as they are developed.

With significant yearly research and development investments, as well as development partnerships with industry leaders like Microsoft and Esri, Tyler provides powerful, straightforward solutions for local government organizations.

Innovation drives business value

A true innovator combines thought leadership with leading technology to meet their client's current and future needs. New World was developed from the ground up on advanced technology.

Because of a substantial investment in a single solution platform and continuous commitment to organic growth, Tyler clients are positioned to leverage information, workflow and innovative business practices now and for years to come.

Focused on you: client-driven development

Working closely with hundreds of clients across the country, Tyler focuses its efforts on building solutions that meet the real-world needs of local government. From user groups to advisory groups and early adopter programs, our clients have many ways to get involved and provide guidance during the development of our solutions.

Schools
- Tyler SIS™
- Versatrans®
- Traversa®

Cloud Hosting
- Disaster Recovery
- SaaS

Community Programs
- Tyler Parks and Rec™

Financial Operations
- New World™ ERP
- Revenue Collection
- CAFR Statement Builder
- Tyler Cashiering™
- Tax Billing
- ExecuTime™

NEW WORLD ERP

TYLER CONNECTED COMMUNITIES

Citizen Services
- Tyler Citizen Transparency™

Communications
- Tyler Notify™

Digital Records and Documents
- TylerForms™
- Tyler Content Manager™

Planning, Regulatory and Maintenance
- EnerGov™

DATA

Integrated Software Solutions for Cities, Counties and Special Districts/Authorities

Financial Management Software

Base Suite
General Ledger
Budget Management
Annual Budget Preparation
Accounts Payable
Revenue/Cash Receipting
Misc. Billing and Receivables
Bank Reconciliation
Dynamic Reporting
State Reporting
Third Party Document Inteface
Data Mart/Analytics and Dashboards
Decision Support

Additional Modules
Asset Management
Grant Management
Project Accounting
Government (GASB) Reporting
Work Orders
Tyler Content Manager
TylerForms

Tyler Cashiering
Integrated Credit Card Processing
EMV Technology
PC Cash Register Interface

Procurement Management Suite
Purchasing Base Package
Requisition Processing
Bid and Quote Management
Contract Accounting
Inventory Management

Human Resources Management Software

Base Suite
Payroll Processing
Personnel Management
Position Control

Human Resources
Employee Event Tracking
Personnel Action Processing
Roster Cards (N.Y. Specific)

Benefits Management
Benefits Administration
COBRA Billing Administration
Workers Compensation Administration
Employee Retirement Tracking
Employee Reimbursement and Advances
Leave Management

Additional Modules
Applicant Tracking
Position Budgeting
Time and Attendance Interface
Benefit Tracking (Non-Employee)
Tyler Content Manager
TylerForms

Utility Management Software

Base Suite
Water/Sewer/Refuse Base Package
Electric Base Package
Gas Base Package

Additional Modules
Automatic Meter Read (AMR) Interface
Meter and Device Inventory
Service Order Processing

Utility Cash Register Interface
Tyler Content Manager
IVR Interface for Account Balance and Payment

Community Development Software

Base Suite
Business Licensing
Animal Licensing
Vehicle Licensing
Parcel Management
Permits
Municipal Inspections
Project Planning

Code Enforcement
Requests for Services Tracking
Special Assessments
Tyler Content Manager
IVR Interface for Permits and Scheduling Inspections

Additional Modules
EnerGov
GIS Integration
  - Community Development
  - Utility Billing
  - Financial Management
myCommunity Mobile Platform
  - myInspections iPad App

eSuite Self-Service Software

eFinance
eSupplier
eBid
eMisc Billing
ePayments

eHR
eEmployee
eTimesheets
eBenefits Administration
eTraining
eRecruit

eUtility
eUtilities

eCommunity
eParcels
ePermits
eLicense
eRequest

Tyler SaaS (Software as a Service)

Powering High Performance Government with Worry-Free Solution Administration

Tyler SaaS offers the same powerful and integrated solutions without the costs and burden of technology and infrastructure maintenance on your organization.

It is a private cloud solution, which includes all the hardware, software and expertise necessary to provide a stable and secure solution environment.

With a SaaS subscription, your organization has 24/7/365 access to New World software and your data.

The comprehensive solution provides secure, reliable and affordable administration, hardware and software maintenance, and support. It is a cost-effective way to free your organization from system maintenance, enabling you to focus solely on streamlining operations and serving your community.

NOTE: Software capabilities are available in base package or optional modules, which are subject to change.

Software that thinks like you do.

Tyler Technologies (NYSE: TYL) is a leading provider of end-to-end information management solutions and services for local governments. Tyler partners with clients to empower the public sector — cities, counties, schools and other government entities — to become more efficient, more accessible and more responsive to the needs of their constituents. Tyler's client base includes more than 14,000 local government offices in all 50 states, Canada, the Caribbean, the United Kingdom and other international locations. In 2016, Forbes ranked Tyler on their "Most Innovative Growth Companies" list, and it has also named Tyler one of "America's Best Small Companies" eight times. The company has been included six times on the Barron's 400 Index, a measure of the most promising companies in America. More information about Tyler Technologies, headquartered in Plano, Texas, can be found at www.tylertech.com.

info@tylertech.com | 1.248.269.1000 | www.tylertech.com

tyler technologies

Empowering people who serve the public®