Tyler
Content Manager

Go Paperless...

Gain Efficiency & Save Money.

tyler
technologies

Tyler Content Manager

A full-service Enterprise Content Management (ECM) solution provider should offer project management, consulting, ECM software, implementation, training and support.

"Strong demand continues for document imaging technology as enterprises look to automate document-centric processes and reduce the costs of managing and distributing paper documents[1]."

— Karen M. Shegda, Gartner® Research

With 85% of a business' information in documents, and 15% of an organization's revenues spent creating, managing and distributing those documents[2], document management isn't just nice to have … it is essential for efficient, accurate and cost effective operations.

With Tyler Content Manager (TCM) your office becomes more efficient using the resources you already have. You will realize significant savings, and your productivity will increase — providing a good return on investment.

Automated and comprehensive, TCM streamlines and simplifies the management process from planning and budgeting to business performance — so you realize both soft and hard savings in labor, communication and decision making.

TCM … It's simply good business.

1. Shegda, K M. (2011, July 4). *"Reduce Costs and Gain Efficiencies by Going Paperless"*. Gartner Research
2. Records and Data Management. https://recordsanddatamanagement.com/FAQs.html

The TCM suite includes all the critical components of an ECM — back-file scanning, indexing and redaction, micrographics conversion, disaster recovery, and highly secure off-site document storage. TCM also works with third-party applications, using Batch Print Capture to print multiple documents directly into TCM.

Additionally, TCM Application Connector provides seamless integration between applications and TCM. You'll improve accuracy and have quick access to related documents without leaving an application — saving valuable time navigating throughout multiple applications to find vital, related files.

More than "document management", TCM supports multiple file types ranging across multiple departments in distributed locations. Electronic files include scanned images (TIFF, PDF, etc.), photos (JPEG), office documents (Microsoft® Word, Excel®, PowerPoint®, etc.), drawings (DWF, DWG, etc.), or any other file you want to store and manage.

3. Lyons, D (2008, December 1). Xerox Green Machine. Newsweek, E6

4. Conservartree. *"How Much Paper Can Be Made From A Tree?"*. (2012, January 26). http://www.conservatree.com/learn/EnviroIssues/TreeStats.shtml

5. DeRosa, J. "*Helping Companies Reduce Greenhouse Gases.*" (2007, May 3). <http://www.greenpdf.com/graphics/TheGreenPDFRevolution.pdf>

Go Green with TCM

Paperless reporting makes office printing a thing of the past — save your organization countless reams of paper and ink, every day. With more than 40% of printouts discarded within 24 hours[3], getting control of paper waste is essential to labor and materials cost.

How many reams (500 sheets) of paper do you use and store — daily, monthly, yearly? Have you thought about the impact of the paper you use on your budget and the environment?

- **One tree makes 16.67 reams of copy paper or 8,335 sheets[4]**

- **Each tree can remove about one metric ton of carbon dioxide from the atmosphere every year[4]**

- **Storing 2 million paper documents can cost an organization between $40,000 and $60,000 on filing cabinets alone, whereas this data could be stored electronically and circulated as Green PDFs[5]**

Reduce the paper you use and reduce the carbon footprint of your organization. You'll be saving your organization money as you help the planet.

Time is Money

TCM is an efficient, reliable and cost effective solution to manage and protect your documents and deliver cost savings.

How much time do your employees spend on routine, time-consuming tasks?

CONSIDER THESE FACTS[1]:

- **60%** of employee time is spent working with documents
- The average document is printed **5 times**
- At **$30/hour,** knowledge workers **waste $4,500/year** working with paper

From decreased labor time and personnel, to actual printout and copy reduction, to better expense and business intelligence control, TCM provides tangible and intangible benefits. Depending on your staff and community size, this could mean tens of thousands of dollars a month in saved salary and material costs, and invaluable time gained in important decision-making situations. That means increased productivity for you. For instance:

- Access documents and files easily and reduce the time spent looking for information
- Mitigate unnecessary labor and shipping costs
- Keep your information safe with extensive built-in security features
- See who has modified information, and when, with versioning and audit trail functions
- Compare versions or restore content, preventing wasted time and re-created information
- Reduce wasted time and mistakes with automatic indexing and imaging of key fields that allow information to be handled less often and by fewer users

RETURN ON INVESTMENT (ROI)

"It has become obvious that tasks related to creating, organizing, finding and analyzing information have become significant time sinks, and IDC's research demonstrates that investment in better information access, management, collaboration tools and processes pays for itself, often in a matter of months[2]."

— Susan Feldman, Vice President,
Search and Discovery Technologies at IDC

Content Capture that Saves Time

Reduced Cost of Capture

The TCM integrated system provides many ways to efficiently handle content capture. Attached scanners allow users to scan documents directly into TCM using **Content Capture** (for multiple documents), or the **Single Scan** interface (for one document at a time). Most common scanner features can be managed within the TWAIN interface in TCM.

Batch Uploads

For large batch uploads TCM provides a utility to simplify the process of importing large volumes of content with an interface to easily sort, manage and index. Additionally, Batch Print Capture allows users to print from third-party applications. For example, when printing EMS statements from an EMS billing application users can print the batch directly into TCM. Each statement of the batch will be parsed into separate records in TCM. For a Special Education application, the user can print a group of transcripts directly into TCM, which creates a record in TCM for each transcript.

Bar Code Recognition

Using bar codes (labels or pre-printed), TCM can automatically index embedded information, reducing or eliminating the requirements for index data entry. That means a lot in time-saving terms.

Tyler Product Integration

When you use TCM with a Tyler financial product, your financial documents will automatically be indexed, searchable and stored in the system without any additional work by your staff. TCM works with third party applications as well.

1. Records and Data Management. https://recordsanddatamanagement.com/FAQs.html

2. Feldman, S. (2009, May 6). "*Hidden Costs of Information Work in the Enterprise Exposed*". http://www.pressreleasepoint.com/hidden-costs-information-work-enterprise-exposed-new-idc-progress-report

Advanced Optical Character Recognition (OCR)

Use advanced OCR to extract text from specific zones for automatic indexing of structured forms. TCM uses OCR for three purposes to achieve automated data entry:

Convert — Convert and store all text data from an image as ANSI/Unicode. Once converted, the text data (along with the document coordinates) are stored in the background for future processing.

Analyze — Analyze and compare text and coordinates to predefined form templates for accurate form identification, which allows users to batch-scan different types of forms in the same batch.

Extract — Allows system extraction of pertinent data from appropriate coordinates on the form for automated indexing (data entry).

After automated indexing using Advanced OCR, the documents flow into Q/A workflow queues for user review and acceptance.

Amity Regional School District #5, Connecticut

Budget: $43 million

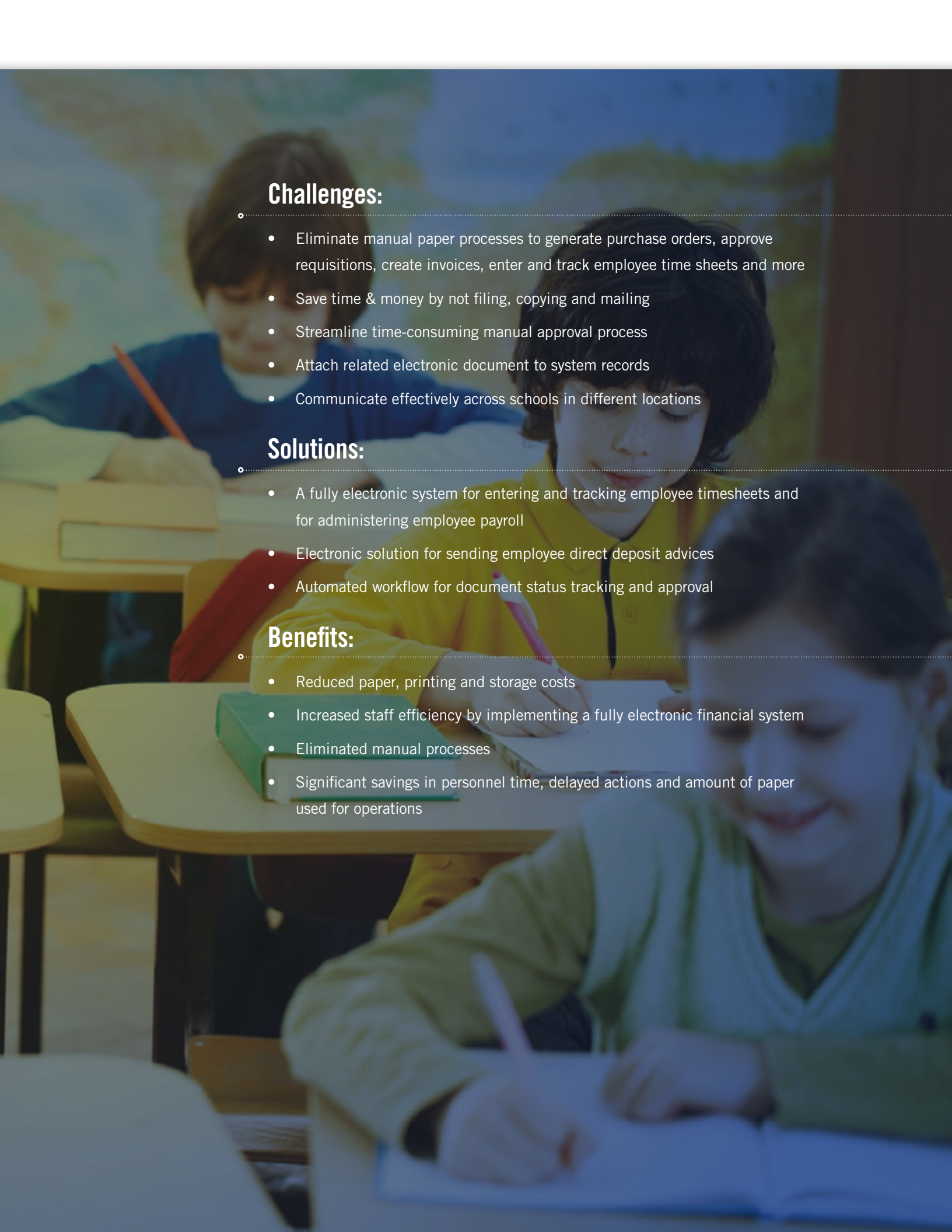**Years as a Tyler Client:** 10

Tyler Products Used: Tyler Content Manager and Munis® Financial Management

Students: 2,549

Employees: 316

"We were faced with increasing workloads, time-consuming document processing, lack of storage area and files, demand for greater efficiency and a tight budget. Without the opportunity to add staff, we needed to find a cost-effective solution."

— Terry Lumas, Finance Manager

Challenges:

- Eliminate manual paper processes to generate purchase orders, approve requisitions, create invoices, enter and track employee time sheets and more

- Save time & money by not filing, copying and mailing

- Streamline time-consuming manual approval process

- Attach related electronic document to system records

- Communicate effectively across schools in different locations

Solutions:

- A fully electronic system for entering and tracking employee timesheets and for administering employee payroll

- Electronic solution for sending employee direct deposit advices

- Automated workflow for document status tracking and approval

Benefits:

- Reduced paper, printing and storage costs

- Increased staff efficiency by implementing a fully electronic financial system

- Eliminated manual processes

- Significant savings in personnel time, delayed actions and amount of paper used for operations

Powerful

Basic Optical Character Recognition

Optical Character Recognition (OCR) features are standard in TCM, making full-text searching and data capture a snap. Configure document templates so that when a document image is captured, it is automatically subjected to OCR processing. This happens on the server level so users are free to continue working while the process takes place. All converted OCR data is stored in a fully searchable background index with the document image itself. An important and exclusive function called "roping" allows users to copy a section of the image text into a separate data field by simply drawing a box around the text.

Advanced Optical Character Recognition

Advanced OCR automatically locates specific data on a form, extracts it and populates index fields in TCM reducing the number of manual keystrokes required to index documents. Enrollments, employment applications and many other structured forms are candidates for this type of recognition. With clickable data entry and roping, more documents are processed per hour than with previous methods. Automatic redaction is included with Advanced OCR.

WITH ADVANCED OCR YOU CAN:

- Process large volumes of forms in a fraction of the time it would take for manual indexing
- Identify proper form/document type by comparing with templates
- Scan and auto index different types of forms in the same batch
- Read specified coordinates in forms or combine Advanced OCR with manual indexing
- Set logical limit to the number of coordinates (zones) on a form
- Receive warning if a form does not meet pre-set criteria
- Read the most commonly typed laser quality fonts

TCM Web™

With TCM Web, you will improve document delivery, and manage public access to the images and other content of your TCM applications. Employees, teachers and citizens can easily navigate their browsers to related TCM resources and retrieve documents. Designing the look and feel of your interface is quick and easy, and TCM Web seamlessly adapts to your existing website without changing its appearance. In fact, many of our clients use the style sheets of their existing website so the TCM Web interface is seamless to users.

TCM Web is the public access module for TCM, and for those who need document access without using Tyler's ERP functionality (TCM and ERP power users will want to install a TCM client on their desktop).
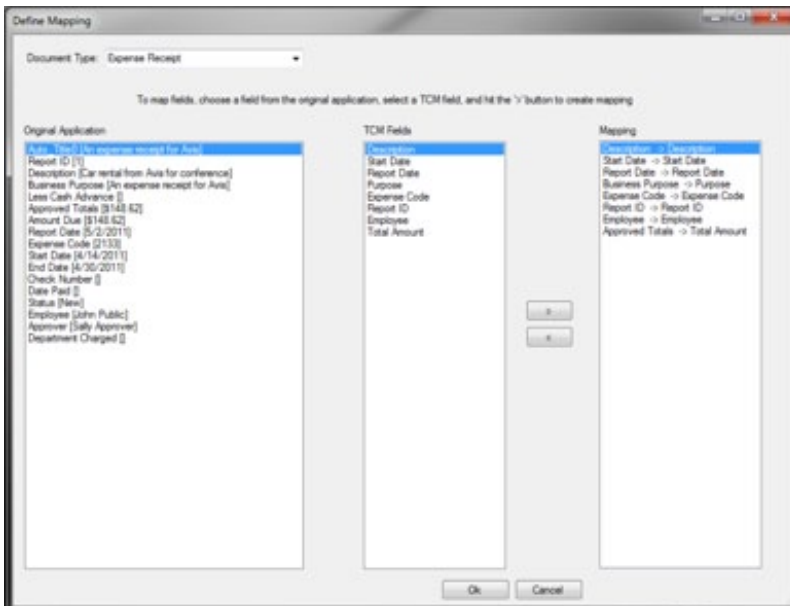
- User-defined settings
- Use existing website style sheets for a seamless interface
- Enhanced convenience for users
- eCommerce *(optional)*
- Keyword search
- Access security

Define TCM Web settings to meet requirements, including security, by limiting public assess and permissions, so images are viewed only when, and if, they should be. You can control public searches, views, downloads and printing.

With TCM Web's optional eCommerce module, you can provide public access and generate revenue by providing relevant information securely through your organization's website. This allows a citizen to view building permits, land records and ordinances, or the latest city hall meeting minutes easily from anywhere. You can accept credit card payments, set credit and debit limits, provide a subscription service to your users, and set up pre-pay or draw-down accounts for frequent users.

Search & Retrieval

TCM Application Connector

▲ *The Connection Process — choose fields from the original application (e.g. expense report), select a TCM field, then proceed to map them.*

Application Connector's hot keys give you access to all your content — while eliminating programmatic, time-consuming integrations.

BENEFITS:

- Improve accuracy

- Fast and easy setup and implementation

- One-click access to launch work

- Quick access to related documents without leaving an application

- Seamless integration between applications and TCM

- Reduce time searching for documents

- Keep your office green by reducing excessive paper documentation

TCM Application Connector gives you control of your work processes while ensuring that your organization streamlines paper flow. Now any application can "talk" to TCM quickly and easily. During implementation you'll choose two "hot keys" from your keyboard. One will launch the configuration screen and the other launches the TCM content explorer window. Pressing a pre-defined hot key launches TCM from any application ... TCM document record fields are automatically populated from that screen. This will save time and avoid error-prone manual indexing. Additionally, if content already exists for this record, selecting the hot key will display the pre-stored images and corresponding metadata.

▲ *Screen is Connected — expense report*

Workflow & Records Management

Workflow Capabilities

TCM integrated workflow supports internal workflow policies. Configure templates to support the flow of electronic content throughout your organization — from one individual, group, or department to another, etc. The system monitors all workflow tasks for management and reporting functions. Pre-defined reports are available to help track and monitor workflow tasks and productivity.

Full-Featured Records Management

TCM delivers standard records management features and functions for full lifecycle document and records management — document version control, full, valid audit trail (deleting/not deleting document(s) when appropriate) and restore options, and comprehensive purge management related to your specific retention schedules and suspension requirements. Your organization will remain in compliance, improve efficiency and reduce overall organizational liability.

Return on Investment
Productivity • Efficiency • Security • Cost Savings

Despite often challenging economic climates, organizations continue to invest in ECM systems. According to a recent study by Gartner, the reason is productivity. "ECM can drive processes efficiently, improve data and process quality, and build better channels to your customers and prospects. ECM offerings are showing strong growth in demand as organizations embrace the vision of managing content assets throughout their life cycle[1]."

The value of ECM investment is returning big benefits. Gartner has found that clients often use ECM to realize a range of productivity goals, including the following:

- Improve effectiveness

- Reduce operational cost

- Optimize business processes

- Achieve regulatory compliance and eDiscovery goals

- Attract and retain customers

1. Gilbert, M R, Shegda, K M, Chin, K, & Tay, T (2011, October 13). Magic Quadrant for Enterprise Content Management. *Gartner*

PROVEN RESULTS

Services that Keep Your Content Safe and Secure

Redaction Software & Services

The need to protect public records and private information is critical. Congress, state legislatures, consumers, private businesses and public records custodians all wrestle with the best solution to the problem of protecting individual privacy rights, while encouraging commerce, improving compliance with government regulations, and meeting the needs of citizens.

Tyler offers redaction services that will meet your needs … today and in the future:

- Automated — TCM OCR technology provides automated tools that identify properly formatted confidential information (SSNs, bank numbers, etc.) on all TIFF images

- Manual — TCM provides tools that allow users to manually apply redaction to all TIFF images

- Back Redaction Services

Disaster Recovery

Don't put your information at risk

Disasters can strike at any time and without warning — an act of nature, theft, fire or a faulty sprinkler system.

Losing your data and experiencing interruption of operations are things of the past when you have Tyler's TCM Disaster Recovery. You will be back in production, and up and running within hours. Tyler servers and recovery team restore your data and images from the previous night.

As part of the service, Tyler staff will develop and publish a disaster recovery plan, including additional provided services detail and documenting the responsibilities of Tyler and your staff. Nothing will be left to chance.

Secure Storage

Content storage is handled through a secure central storage facility at the server level, and removes the need and complexity of managing multiple storage facilities, including related disaster recovery, backup and security considerations. Once stored in TCM, it can be managed from a single area. This role-based security model means TCM meets everyone's needs.

Software that thinks like you do.

At Tyler Technologies (NYSE: TYL), we have a single mission: enable local governments to be more efficient, more accessible and more responsive to the needs of citizens. That's what we do. And that's all we do — in partnership with more than 10,000 clients, including local government and school offices in all 50 states, Canada, the Caribbean and the United Kingdom.

Tyler Technologies is a leading provider of information management solutions and services for the public sector — and Tyler is the largest company in the country solely dedicated to providing software and IT services to the public sector market.

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Empowering people who serve the public®