modria™

a total tyler solution

Online Dispute Resolution

Empower Citizens to Resolve Their Own Disputes
Online, Anywhere, Anytime — With Proven Technology

tyler technologies

What is Modria?

Modria is the world's most successful online dispute resolution (ODR) platform. It can handle all types and volumes of cases, from simple debt repayment cases to complex child custody cases. The platform accelerates time-to-disposition through a straightforward process:

1. Diagnose the issue through technology

2. Enable an online negotiation between the parties

3. Provide access to a mediator, if needed

4. Refer the case for an evaluative outcome

Modria's founders created the ODR systems at eBay and PayPal that process 60 million cases per year, 90 percent resolved through automation. The Modria solution has handled more than a million cases around the world, and securely resolves cases more than 50% faster than traditional methods. Today, Modria is part of Tyler that has rapidly deployed e-filing across 25 states, on time and within budget, and now reaches 40 percent of the U.S. population.

Are your case backlogs weighing you down? Are too many small cases headed for hearings that will cost your court more money than the case is worth?

Modria can help. Built from the ground up by ODR experts, the Modria platform is advanced software that helps parties reach agreement online, reducing court resolution times by up to 50 percent and freeing court staff to focus on the cases that most merit human attention. Modria integrates seamlessly with both front and back ends of your technology architecture and has a dedicated tab in Odyssey to make it easy for staff to access any Modria dispute. Modria also delivers a highly intuitive online experience for citizens, court staff, mediators, and arbitrators. A comprehensive solution, Modria includes sophisticated consulting, support, and other infrastructure, and we provide 24/7 support, including chat and phone support to the end user.
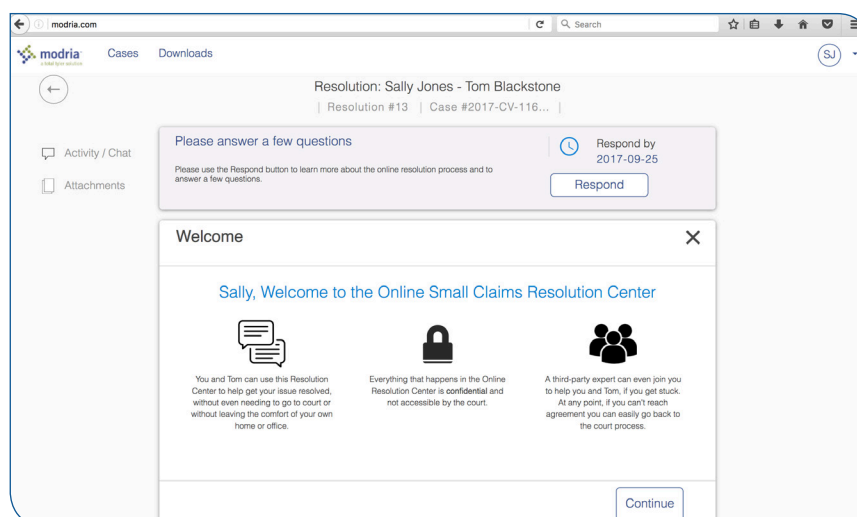
Court Benefits

- Reduces case backlogs quickly

- Cuts time to resolution by more than 50% faster

- Reduces litigation

- Decreases costs

- Integrates into your existing CMS and e-filing workflows

- Frees up court resources to focus on more complex cases

- Initiates a dispute from within Odyssey and allows the user to view status from within the Record of Actions

- Tracks dispute activity in aggregate or on a case-specific basis

- Assigns a mediator or arbitrator to a case

- More than 20 years of ODR expertise and 30 years of successful court technology implementations

Citizen Benefits

- Empower citizens to resolve their own disputes

- Provide easier access to court processes without the need for representation

- Faster time to resolution

- Lower cost alternative to litigation

- Highly intuitive online experience

- No more waiting in lines or on hold

- Resolve disputes from anywhere in the world, 24/7

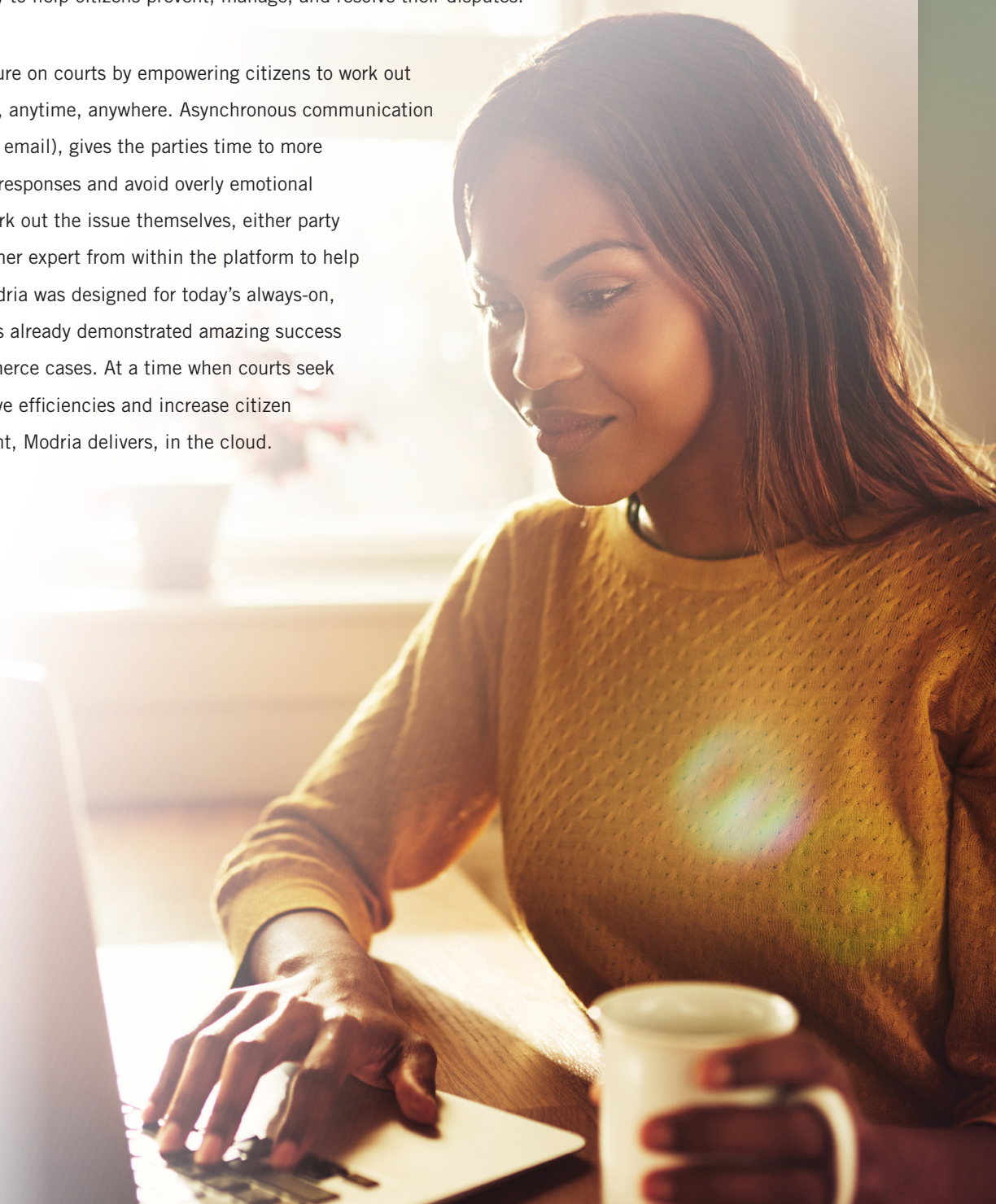For more information, visit **www.tylertech.com/modria** or email **modria@tylertech.com**

The Court's Path to Digitization and Efficiency

Online case management, which eliminated all those manila folders and missing documents, was the first step to modernizing courts. Next came e-filing to meet the dramatic growth in the number of self-represented filers. Yet, courts are still under pressure to become even more efficient and deliver more citizen engagement. Modria is the next stage in modernization by empowering court filers to manage their own process and find a mutually satisfying resolution to the case, without burdening court staff.

Modria is Authentic Online Dispute Resolution

Many courts struggle with the volume of cases being filed. Compounding the problem, with the advent of the internet and mobile communications, citizens not only expect, but demand faster outcomes to all manner of disputes. Not all ODR solutions are the same. Modria's ODR solution combines law, economics, and psychology with intuitive information and communications technology to help citizens prevent, manage, and resolve their disputes.

Modria alleviates the pressure on courts by empowering citizens to work out disputes themselves online, anytime, anywhere. Asynchronous communication meaning time-delayed (like email), gives the parties time to more thoughtfully consider their responses and avoid overly emotional comments. If they can't work out the issue themselves, either party may invite a mediator or other expert from within the platform to help them resolve the issue. Modria was designed for today's always-on, need-it-now society and has already demonstrated amazing success for tax appeals and e-commerce cases. At a time when courts seek ways to dramatically improve efficiencies and increase citizen satisfaction and engagement, Modria delivers, in the cloud.
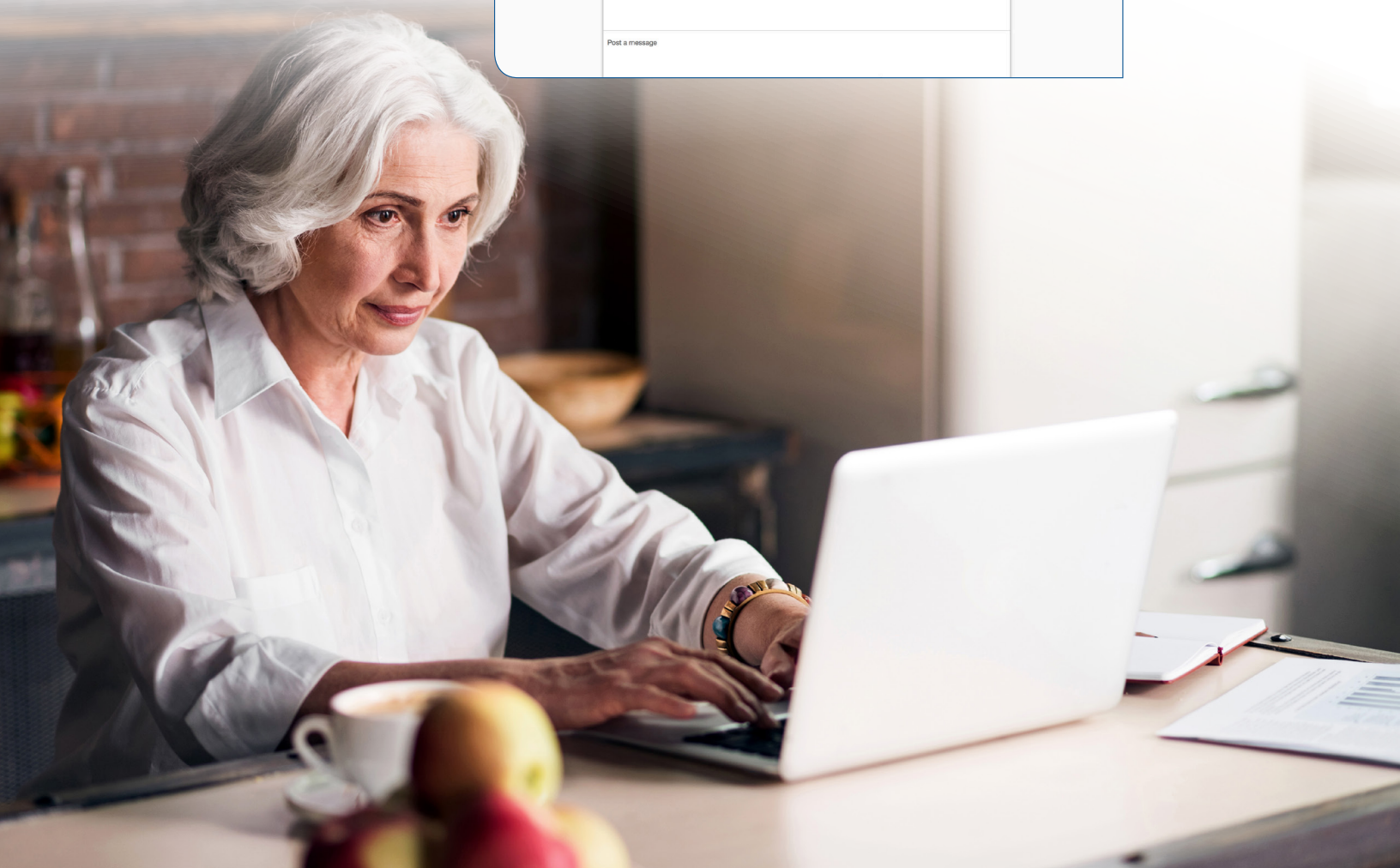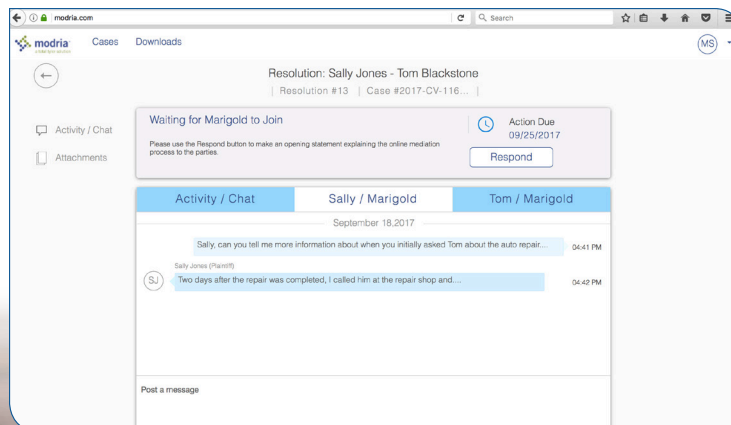
Resolve All Manner of Case Types — Faster

Modria helps courts resolve all manner of case types faster without sacrificing accuracy, including landlord and tenant, family and custody, debt collection, limited and unlimited civil. Resolving cases through Modria frees up more time for judges and court staff to redeploy their valuable time and attention to the more complex, high value cases.

Works Within Your Existing Workflow

Use Modria as a standalone service, or let us help you integrate it into your existing case management tools, especially if you're using Tyler's Odyssey® and e-filing platforms. With Modria, you can be up and running and resolving cases within a few months and, in many cases, weeks.

Get a free demo!

For more information, visit **www.tylertech.com/modria** or email **modria@tylertech.com**

About Tyler Technologies

Tyler Technologies 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 court solution has become the most widely selected courts solution in the U.S., serving the justice community with deep expertise and products for courts and self-represented litigants. Odyssey serves 33 percent of the U.S. population (100 million citizens). Tyler's client base includes more than 15,000 local government offices in all 50 states, Canada, the Caribbean, the United Kingdom, and other international locations. More information about Tyler Technologies, headquartered in Plano, Texas, can be found at **tylertech.com.**

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Empowering people who serve the public®