Public Safety Solutions
Integrated Software for Public Safety
Stable  Innovative  Focused  Reliable
The safe choice in public safety software

More than three decades of stability, innovation and public sector focus has made Tyler Technologies one of the most trusted public sector software companies in the market. More than 14,000 public sector organizations nationwide rely on our solutions to enhance service and create efficiencies.

Full suite of end-to-end solutions

Built on current generation Microsoft®.NET technology, New World public safety software solutions offer unmatched application integration with easy maintenance and administration for years to come.

Unrivaled research and development investments keep software current

Tyler continues to invest millions of dollars in research and development and employs hundreds of software developers who work with agencies to continuously enhance the New World suite. This protects your long-term investment and ensures you’re equipped with the latest advances in data sharing, mobility, intelligence, Next Generation 9-1-1 and future requirements.
Computer Aided Dispatch

Crime scene: Hit and run accident. Witnesses call 911 using cell phones. Suspect, vehicle and location info is quickly captured by dispatch and seamlessly sent to police, fire and EMS responders.

Responding police, fire and EMS access maps, suspect info, pre-plans and hazard info. Suspect is caught. Police use dispatch and inquiry info to auto-populate their report.

Tyler’s true integration enables information to flow seamlessly throughout the suite of New World software applications. From the first call for help to a fast response, public safety personnel have access to accurate intelligence to make more informed decisions.

Integrated across departments and disciplines.
Incident info is used in CompStat dashboards to improve operations. Fire and EMS take advantage of analytical tools to monitor performance and perform interval reporting.

Investigators use robust search tools within Records Management to gather suspect info. Info from CAD pre-populates law enforcement and fire records.

Information is entered one time whether it’s in Mobile Computing, Records Management or Corrections. Officers can pre-book in the mobile unit or use the Booking Wizard.

Incident info is used in CompStat dashboards to improve operations. Fire and EMS take advantage of analytical tools to monitor performance and perform interval reporting.
New World Computer Aided Dispatch (CAD) gives call takers and dispatchers the information and tools necessary to make urgent decisions quickly. It’s flexible and scalable for medium to large and consolidated dispatch centers.

New World CAD leverages the latest technology advances to prepare agencies for NG9-1-1 and future dispatch requirements. It is a reliable, easy-to-use solution that streamlines dispatching activities across all disciplines for law enforcement, fire and EMS.

**Advantages**

- Multi-jurisdictional functionality for law enforcement, fire and EMS
- Integrated Esri® and Pictometry mapping
- Dynamic unit recommendations based on proximity and resources
- Multiple, configurable, full-featured command lines
- Ability to operate without a server connection
- Information sharing via CAD-to-CAD
- Continued GIS and CAD technology investments provide the framework for NG9-1-1

Improve First Responder Safety and Decrease Response Times

Dispatchers can quickly send the most appropriate response by leveraging features and information including:

- Automatic address verification
- Proximity dispatching using real-time GPS unit locations
- Dynamic unit recommendations
- E-911 and Phase II wireless call support
- Access to pre-plans, hazards, wants and warrants, alerts and critical information

Seamlessly integrated with Records Management, Fire Records Management, Corrections and Mobile, and interfaced with NCIC, New World CAD provides a wealth of information to keep dispatchers informed and first responders prepared.
Interactive Map

Designed to Maximize Productivity and Minimize Effort

Easy-to-use New World CAD provides users with a familiar Microsoft® Windows® environment along with command-line entry, drag-and-drop dispatch, a fully integrated map and is configurable to agency-specific needs. It provides access to the exact information and functions each call taker and dispatcher needs when every second counts.

More Location Information Enhances Situational Awareness

The latest Esri technology embedded in New World CAD provides geographical analysis and visual reference to dispatchers and field personnel through high-performing, easy-to-maintain maps. They contain a wealth of information with the ability to track and monitor all units, improving preparedness.

Enhanced Collaboration and Communication

New World CAD improves communication between dispatch and first responders, enabling silent dispatching and less reliance on radio use. Combined with New World CAD Web View, it also keeps command staff informed with Web-based, real-time information. New World CAD-to-CAD functionality enhances mutual aid and multi-jurisdictional response by providing dispatch centers with the ability to share call information.
New World Records Management helps agencies effectively use the vast amount of information they collect every day. A proven solution in use at hundreds of agencies across the country, New World Records Management is configurable to support individual agency operations. Completely integrated with the New World suite of applications, it streamlines the process of collecting, storing and providing mission-critical intelligence.

Advantages
- Powerful tools for crime analysis, mapping and ad hoc reporting
- Automated case management with proactive email notifications
- Robust mobile field-based reporting
- Automatic NCIC/state updates and queries
- Integrated state and federal crime (IBR/UCR) reporting
- Secure information sharing between departments and agencies
- More than 30 integrated modules eliminate stand-alone systems

Complete Multi-Jurisdictional Record Keeping
New World Records Management provides a wealth of tightly integrated modules that support agency needs including investigations, gang tracking, permits, training, narcotics, evidence and more. It’s flexible, secure and easy to use for both single agencies or multi-agency consolidations.

Bring Information Together and Automate Investigations
New World Records Management automates investigations with unmatched application integration and case workflow capabilities. Investigators have access to all associated information, robust search capabilities and advanced tools, such as photo lineups and crime maps.

Save Time and Easily Meet Reporting Requirements
By automating IBR & UCR state and federal reporting, New World Records Management reduces data entry. Accuracy and availability is maintained with built-in workflow that pulls information from mobile field reports and dispatch. It offers three levels of easy-to-use reporting features including hundreds of standard reports, real-time analysis through Data Analysis and Mapping, and the ability to analyze, trend and report on information using Decision Support and Dashboards. These features allow agencies to analyze data to predict and solve crimes.
Information for Efficient Command and Control

Command staff and supervisors have immediate access to everything needed to monitor agency operations, evaluate effectiveness and enhance decision making. New World Decision Support role-based dashboards provide command staff with immediate access to agency activity and statistics from Records Management. Built-in email notifications, advanced workflow and accreditation tools help reduce risk and ensure policies and procedures are always followed.

True Information Sharing

New World Records Management enables secure information sharing between departments, multiple public safety agencies, and state and regional programs. Combined with New World Link Web portals and state-of-the-art interoperability tools, it improves communication during mutual aid responses and enables agencies to share information on a person, vehicle or property.
New World Mobile Computing provides vital communication and intelligence that improves performance, safety and preparedness in the field. It keeps first responders informed when arriving on scene and ensures field personnel are as efficient as possible, while remaining a visible presence in the community.

**Advantages**
- Designed for easy use on a laptop or Windows tablet
- Real-time clear and concise dispatch information
- Feature-rich mapping
- Time-saving field-based reporting workflow and agency-defined electronic approvals
- Reporting without interruption whether operating in connected or disconnected mode
- Electronic pre-booking capabilities increase efficiency

**Information at Your Fingertips to Improve Decision Making**

Providing vital intelligence to field personnel through a seamless flow of information from CAD, Law Enforcement Records, Fire Records, Corrections Management, NCIC and maps keeps vital information readily available for decision making. Embedded Esri mapping and Automatic Vehicle Location (AVL) capabilities provide up-to-the-minute views of all activity, including unit and incident locations and turn-by-turn driving directions.

New World Mobile Computing organizes and presents information from inquiries to be viewed quickly and allows users to easily drill down into more detail. At a glance, supervisors can make informed decisions about deploying resources, and field personnel have the tools to spend more time safely patrolling the streets.

**Improve Field Communication and Collaboration**

New World Mobile Computing enhances data sharing and situational awareness in the field. Everyone stays connected and can share information through messaging, silent dispatching and access to unit status monitors. This provides officers with fast and intelligent access to multiple shared data sources.
Easy to Use and Maintain

The current technology behind New World Mobile Computing provides easy and familiar Windows navigation. It also simplifies use for officers in the field with the ability to save agency-defined, role-based security profiles. The proven and stable infrastructure eases administration, allowing software updates to be distributed without having to physically install the software on each mobile unit.

Save Time and Streamline Field Reporting

New World Mobile Computing offers unmatched paperless workflow that improves reporting efficiency. It’s proven to save a significant amount of time as it easily guides officers from dispatch to electronic field report submission, an agency-defined approval process and seamless merge into Records Management. It’s configurable by agency, making it easy to quickly and accurately collect the information required for agency, state and federal reporting. New World Mobile Computing saves time for users by auto-populating information from dispatch and inquiries to field-based reports, allowing field personnel to stay focused on protecting their communities, not re-keying data.
Fire

The New World Fire solution provides everything needed to safely respond to incidents, better allocate resources and enhance investigations. New World CAD, Fire Records and Fire Mobile applications integrate seamlessly with the New World Law Enforcement solutions to ensure critical information is always quickly available.

Advantages

- Powerful decision making tools for command staff
- State NFIRS/NEMSIS electronic reporting and compliance with HIPAA requirements
- Complete station activity, scheduling and training management
- Automated tools for incident tracking and investigations
- Streamlined fire field inspections
- EMS management solutions

Tools for Safe and Efficient Incident Command

The integrated New World Fire applications give agencies easy-to-use tools to coordinate an efficient response:

- New World CAD instantly provides a wealth of information including pre-plans, automatic address verification, agency-defined response plans, proximity dispatching, real-time GPS location, rip and run reports, group paging and toning.
- Embedded Esri mapping and Pictometry improves tactical awareness using accurate location information.
- On scene, New World Fire Mobile keeps firefighters and command staff informed and connected with dispatch information, unit status monitors and silent messaging.

Because information flows freely between fire and law enforcement applications, firefighters have access to a wealth of safety information that helps them plan and manage the safest and most appropriate response.

Automated Investigations and Incident Tracking

New World Fire Records saves time and automates the process of tracking incidents and managing fire investigations. Advanced workflow, auto-populated information from CAD and agency-defined configurable fields reduce errors and ensure the proper incident information is always captured.
Simplify Reporting Compliance and Accreditation

New World Fire Records Management is compliant with all fire and EMS requirements, including:

- National Fire Information Council (NFIC)
- National Fire Incident Reporting System (NFIRS)
- National Fire Protection Association (NFPA) reporting
- NEMSIS reporting
- HIPAA and NHTSA standards

New World Decision Support further streamlines the reporting needed to achieve and maintain fire agency accreditation and makes reporting on department productivity, incident trends, response times and daily operations effortless.

Enhanced Safety and Productivity in the Field

Designed with the help of firefighters, New World Fire Mobile, Mobile Field Inspections and Mobile EMS Reporting can be easily used on a laptop or Windows tablet. New World Fire Mobile improves access to information and communication between dispatch and responding units in the field. It offers full access to dispatch information, pre-plans, in-vehicle mapping and navigation, safety alerts and more. Fire Mobile Field Inspections provides an efficient and easy way to complete and submit fire inspection reports from the field, even allowing inspectors to work offline. New World EMS Field Reporting allows first responders to easily capture patient information in the field, saving time and eliminating the need to re-key information.
Corrections

New World Corrections Management automates the daily operations of facilities responsible for booking and holding a person in custody, overseeing defendants on pre-trial release and managing sentenced offenders. It is completely integrated with the suite of New World Public Safety software. From booking to release, all inmate data is securely maintained and easily accessible.

Advantages

• Access to a vast amount of inmate information from a single screen
• Wireless handheld inmate and property tracking
• Easy mass move capabilities
• Inmate and facility accounting
• More intelligence for better resource management

Streamline Booking with Time-Saving, Agency-Defined Workflow

New World Corrections Management streamlines the booking process and ensures the accuracy of the information in the system. The Booking Wizard saves time and simplifies the intake process with agency-defined workflow, automatic error checking, the ability to auto-populate fields of information from Records Management and perform NCIC and warrant checks. An incoming booking monitor and pre-booking capabilities in Mobile Computing further reduce data entry and the time it takes to complete booking.

Essential Tools for a Safe and Secure Environment

Efficiently maintaining and providing easy access to the large amount of offender information needed each day is a hallmark of New World Corrections Management. This increases productivity and enables more effective population management. Beyond booking, intermittent scheduling and housing, it also tracks inmate history, movement, medications, account deposits, schedules, court dates and grievances to meet the requirements of a modern jail facility. Integrated barcoding, support for handheld devices and biometric identification further simplify operations.
Improve Efficiency with Easy-to-Use and Configurable Software

Users can retrieve critical information quickly and follow proper agency procedures with New World Corrections Management. Agency-defined workflow, booking and release wizards, and easy-to-use navigation reduces risk, eliminates redundant data entry and increases efficiency.

Easily Meet Reporting Requirements and Monitor Operations

New World Corrections Management streamlines the reporting process for mandatory reporting required by the State Department of Corrections and Social Security Administration while supporting the State Criminal Alien Assistance Program (SCAAP) reporting by gathering and maintaining all required information. It also provides command staff with access to activity history, automatic incident notifications and booking review levels, making it easy to monitor for issues. Working with New World Decision Support and Dashboards, command staff and supervisors can quickly access a high-level overview of operations with accurate and comprehensive information to better manage jail population, monitor safety and enhance resource management.
New World Decision Support and Dashboards is an intuitive and effective solution enabling law enforcement, fire and corrections agencies to access their mission-critical data to trend, analyze and deliver information in multiple ways. Instead of simply providing reports, it answers questions with accurate and actionable intelligence that enhances decision making and improves performance and response planning.

**Advantages**

- Simplified ad hoc reporting
- Intelligence displayed in Web-based grids, reports, graphs and charts
- Key performance indicators help build policing and emergency response strategies
- Microsoft Analytics technologies
- Mapping capabilities help locate patterns and spot trends
- Simplify fire accreditation reporting
- Intelligence is easily accessible on a tablet or iPad®

**Easy-to-Use Technology for Intelligence-Based Decisions**

Utilizing Microsoft Analytics technologies and familiar applications such as Microsoft Excel®, Decision Support delivers the right information quickly. Instead of relying on two-dimensional reports, users can easily trend, pivot and drill-down information, analyze it across many dimensions and display the information in multiple ways. Role-based dashboards offer a high-level overview of operations for supervisors and command staff with instant access to statistical information. Even users without a strong IT background can quickly answer questions about response times, crime trends, prison population and more.

**Use Resources Wisely and Improve Crime Reduction Initiatives**

New World Decision Support helps agencies improve crime trending by providing the cost-effective tools to analyze crime data over various time periods and across many dimensions. It improves intelligence-led policing initiatives by providing the foundation for predictive analysis, allowing agencies to better plan, identify and forecast crime patterns.
Easily Evaluate Response Times and Enhance Fire Accreditation Reporting

New World Decision Support simplifies and automates the complex fractal calculations necessary for fire accreditation reporting, making it the perfect solution to help fire agencies conduct in-depth performance measurements and plan for improvements.

Accurate and Comprehensive Information for Population Management

Corrections facilities need accurate and complete information to effectively manage jail population, monitor safety concerns and perform necessary reporting for state and federal compliance. New World Decision Support and Dashboards makes it easy to gather useful intelligence on bookings, releases and inmate details.
Technology

Tyler Technologies develops solutions using current generation Microsoft .NET technology and leverages strategic partnerships to deliver robust, reliable and innovative public safety software that lasts. Our commercial off-the-shelf (COTS) solutions simplify maintenance and updates for agencies, while making it easy and less costly for Tyler to offer the latest functionality to increase safety and efficiency.

Advantages

- Microsoft .NET framework and features
- Scalable with industry standard Microsoft SQL server
- Use of embedded Esri ArcGIS® server technology
- Support for evolving NG9-1-1 standards, mobility and future public safety requirements
- CJIS compliance
- Virtualization for high availability and disaster recovery options

Esri Development Partnership Improves Map Performance and Simplifies Updates

Tyler’s business alliance and unique development relationship with Esri allows the New World suite of software to deliver seamless integration and the highest level of GIS capabilities. The Esri technology embedded within the software offers fast access to a wealth of information and an optimal environment for making quick decisions. Tyler’s software architects work closely with ESRI to take full advantage of synchronization capabilities, making it easier for agencies to keep their maps up to date for use in New World.

Mobile Intelligence on an iPad or Windows Tablet

The technology behind Tyler’s New World solution provides the flexibility to work from anywhere and puts information at the fingertips of users to dramatically improve decision making. New World LaunchCommand, a native iPad solution, offers access to role-based dashboards, a dispatch and unit status monitor, and the ability to perform Web-based inquiries. Tyler also offers mobility through New World Mobile Computing for Police and Fire on Windows-based tablets. The full-featured mobile tablet solutions provide messaging, mapping, inquiry, and police incident and fire inspections reporting.

Software that evolves.
A Comprehensive Public Safety Software Solution

**Single/Multi-Jurisdictional Dispatch Software**

- Call Entry
- Call Control Panel
- Unit Recommendations
- Unit Status & Control Panel
- Call Stacking
- CAD Messaging
- Call Scheduling
- Dispatch Questionnaire
- GIS/Geo-File Verification
- Hazard and Location Alerts
- Access to New World/MSP LE RMS
- Note Pads
- Proximity Dispatch
- Unit Status and Control Panel
- Fire Equipment Search/Fire Equipment Move
- Hazmat Search
- Hydrant Inventory
- Access to New World/MSP Fire RMS
- Rip-N-Run Remote Printing
- Run Cards/Response Plans
- BOLOS
- CAD Mapping
- CAD Auto Routing
- CAD AVL
- Hydrant Inventory
- Service Vehicle Rotation
- Web CAD Monitor

**Records Management Software for Single/Multi-Jurisdictional Law Enforcement**

- Accidents
- Activity Time Tracking
- Arrest
- Business Registry
- Case Processing
- Computer Aided Investigations
- Federal Reports (UCR/IBR)
- GIS/Geo-Verification
- Impound Vehicles
- Incident Tracking
- Jacket Processing
- Personnel/Education
- Property
- Traffic Tickets and Citations
- Wants & Warrants
- Activity Reporting & Scheduling
- Alarm Tracking & Billing
- Animal Tracking
- Bicycle Registration
- Bookings
- Career Criminal Registry
- Case Management
- Civil Paper Tracking and Receipting
- Data Analysis/Crime Mapping/Management Reporting
- Demographic Profiling Reporting
- Equipment Tracking
- Field Investigations
- Gang Tracking
- Guns Permits and Registrations
- Hazardous Materials
- Index Cards
- Inventory
- Narcotics Management/Criminal Intelligence
- Orders of Protection
- Pawn Shops
- Permits
- Property Room Bar Coding
- Vehicle Tracking and Maintenance
- Web Briefing Notes
- Web Case Report Download
- Web Accident Report Download

**Records Management Software for Fire Departments**

- Activity Reporting Scheduling Investigations
- Business Registry
- Hazardous Materials
- GIS/Geo-Verification
- Hydrant Inventory and Inspections
- Incident Tracking
- Inspection Tracking
- Personnel/Education
- Pre-Plans
- Station Activity Log
- BLS/ALS
- NFIRS 5.0 Electronic Reporting
- NEMSIS Electronic Reporting
- Data Analysis/Management Reporting
- Equipment Tracking and Maintenance
- Fire Permits
- Inventory
- LIOSAP Training and Recruiting
- Vehicle Tracking and Maintenance

**Mobile Computing Software for Law Enforcement and Fire Departments**

- LE State/NCIC via Switch
- LE CAD via Switch
- Drivers License Mag Stripe Reader/Barcode
- Reader Interface
- Mugshot Image Download
- State Photo Download
- In-Car Mapping
- In-Car Routing
- New World AVL
- Fire CAD via Switch
- Fire inspections
- EMS Field Reporting (National Standards)

**Field-Based Mobile and Squad Room Reporting Software**

- Incident, Case, Supplement, Arrest and Impound Vehicle Reports
- LE Field Reporting Compliance
- LE Accident Field Reporting Compliance
- Mobile Upload of Field Reports
- Field Investigation Field Reporting
- Demographic Profiling Questionnaire
- MCT Ticket Writer Interface

**Corrections Management Software**

- New World/MSP LE Records Interface
- Bookings
- D/L Swipe for Visitors
- Incident Tracking
- Inmate Property Tracking
- Inmate Classification
- Inmate Housing
- Mass Move
- Inmate Scheduling and Tracking
- Inmate Contacts
- Inmate Programs
- Inmate Activity Log
- Trustee
- Case Management
- Corrections Officer Log
- Finance Management
- Jacket Processing
- Business Registry
- Personnel/Education
- GIS/Geo-Verification
- Inmate Movement Tracking Bar Coding
- Property Room Bar Coding
- Commissary Accounting
- Data Analysis/Crime Mapping/Management Reporting
- Reporting
- Officer Activity Reporting and Scheduling
- Officer Equipment Tracking
- Grievance Tracking
- Web Inmate Inquiry

**New World Data Sharing**

**New World LaunchCommand for iPad**

**New World Decision Support and Dashboards**

- LE Management Data Mart
- Dashboards for Law Enforcement
- Fire Management Data Mart
- Dashboards for Fire Management
- Corrections Management Data Mart
- Dashboards for Corrections Management

**Mapping and Geo Capabilities in Software**

- ESRI ArcGIS
- Aerial Photo Layers
- Pictometry Imagery
- Support for ESRI ArcSDE and Geo-Data
- Replication
- Routing and Driving Directions
- Esri Data Standard Formats

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**NOTE:** Software capabilities are available in base package or optional modules, which are subject to change. Optional modules are noted in Italics.
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 citizens. 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. Forbes has named Tyler one of “America’s Best Small Companies” eight times and 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.

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