



Partnering with Tyler for Disaster Recovery

Tyler Disaster Recovery Services is a disaster recovery (DR) service provided by Tyler Technologies that ensures continued access to Tyler product data in the event of a natural or man-made disaster. Tyler Disaster Recovery Services takes nightly backups of your organization's Tyler product data and, in the event of a disaster declaration, works in conjunction with Tyler Hosting Services to create a temporary hosted environment that can be accessed remotely throughout the disaster event, minimizing lost operating time.

Disaster recovery, also called business continuity, is a form of security planning that protects your organization from (you guessed it) disasters. In the face of a significant negative event, DR shields you against the disruption of your daily workflow and critical processes, even if you lose your data and equipment. Having a viable recovery plan in place when disaster strikes makes all the difference as you work to get back on your feet. Tyler provides an array of disaster recovery services for your Tyler software applications, such as off-site backup, a recovery server, and remote access.

If you have Tyler Disaster Recovery Services in place when the unthinkable happens and a disaster is declared, Tyler staff will be there every step of the way to help you get back on your feet as quickly as possible to protect your financial standing and public image. Your data and Tyler software will be securely stored on our servers while your system is down, and our technical experts will help you through every step of your system's restoration process. Once fully functional, your data and Tyler applications will be transferred back to your organization's server and your citizens will continue to get the great customer service they are accustomed to receiving.

Disaster Declaration

A disaster is defined as an unplanned, natural or man-made event that causes an interruption to vital technology infrastructure or systems, threatening your financial standing or public image. It does not include hardware or network failures that are covered by standard service agreements or repairs that can be made within 24 hours. The disaster can last for a few minutes or several days and can range in scope from a localized server event to a full-scale loss of operating facilities. Provided Tyler has your data, in the event of a disaster, we guarantee you'll be back in business within 24 hours.

"In the aftermath of Hurricane Katrina, the Tyler Disaster Recovery Services proved its worth to the city. During this time, everyone at Tyler showed genuine concern for our community. All requests were handled professionally and quickly. The Tyler Disaster Recovery team provided the service the city hoped for when the plan was implemented."

- Tom Reno
Database Manager
City of Biloxi, Mississippi

For more information, visit

tylertech.com

or email info@tylertech.com

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Empowering people who serve the public[®]



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“In trying to resolve the issue ourselves, we spent three days saying, ‘what next, what next’? We then were able to pick up the phone and have a two-hour response [from Tyler Disaster Recovery Services] and be up and running. It is a success — there is no question about it.”

*- Robert Longo
Director, Bristol Water Department
City of Bristol, Connecticut*

When an event occurs that causes your Tyler product system to fail, you should initially contact your typical Tyler Support Team. Tyler Support will work with you to help resolve any issues that might be causing your initial outage. If it is determined while working with Tyler Support that the disaster event will not be quickly remedied and your site wishes to declare a disaster, Tyler Support will escalate the issue to the Tyler Disaster Recovery Services team.

Disasters should be declared with Tyler Disaster Recovery Services if the disaster event will last longer than 24 hours and any further outage duration is deemed unacceptable to ongoing business operations. Disasters can only be declared Monday through Friday between the hours of 7 a.m. and 7 p.m. CST.

Coverage

Tyler Disaster Recovery Services coverage includes:

- Tyler application data sent to the Tyler Disaster Recovery Services facility every 24 hours
- Data integrity check to ensure data is collected properly
- 24-hour Recovery Point Objective (RPO)
- 24-hour Recovery Time Objective (RTO)
- Emergency response within 2 business hours
- Application availability within 8 business hours
- Hosted services for concurrent users during service activations
- One annual DR test
- General backup/restoration assistance in non-disaster circumstances
- Monthly backup status reports

Recovery Point Objective (RPO) & Recovery Time Objective (RTO)

According to Druva, “[RPO] is the interval of time that might pass during a disruption before the quantity of data lost during that period exceeds the... maximum allowable threshold or ‘tolerance.’ [RTO] is the duration of time and a service level within which a business process must be restored after a disaster...to avoid unacceptable consequences associated with a break in continuity.”

Disaster Recovery Test

Tyler Disaster Recovery Services offers the ability for a site to perform a DR test, which is a scheduled mock test of a disaster event. You can request the test once per calendar year at no additional cost to your Tyler Disaster Recovery Services contract. A DR test will help ensure the protection of site-specific processes that may be impacted by a disaster.

“Tyler Technologies’ Disaster Recovery worked flawlessly. [The tech team at Tyler] got the job done right and was very reassuring during what might have been the worst of times.”

*- Tom O’Connor
Business Administrator, Hinsdale
School District
SAU #92
Hinsdale, New Hampshire*

How Tyler Disaster Recovery Services Works

Tyler’s state-of-the-art data center transparently retrieves a copy of your data every night, ensuring your critical users can always process work via modem or by traveling to one of two Tyler locations (Plano, Texas, or Yarmouth, Maine).

The Tyler Disaster Recovery Services team helps you identify critical business processes and users, and define and document recovery procedures, printing solutions, etc. Tyler then provides disaster recovery services for your software applications including:

- **Off-site backup:** As a supplement to your local system backup, Tyler ensures your information is synched with our data center daily so critical users can always deliver services and access real-time data.
- **Recovery server:** In the event of any disaster, Tyler will host your data and Tyler applications for easy access while your system is being restored.
- **Remote access:** Regardless of whether you are at your desk or on the road, your data and Tyler applications are always accessible in real time for critical decision-making and daily customer service.

A database export is transferred every night to a server in Maine using a network-efficient sync process that enables the transfer to be completed in minutes, even for extremely large databases. In the event of a disaster, your live database is loaded into an environment on the recovery server and your critical users are set up to access that server. You can access your Tyler disaster recovery environment using an SSL (Secure Socket Layer) VPN client from any remote location with an internet connection, or come to one of the two offices and utilize our facilities.

Tyler Hosting Services

Tyler Disaster Recovery Services is a Tyler-hosted cloud solution. Tyler owns and maintains all the necessary hardware at two different locations (Plano, Texas, and Yarmouth, Maine); employs more than 45 full-time staff members to monitor operations 24/7 and provide proactive support; provides multiple layers of security (anti-virus, intrusion protection, security monitoring, and firewalls); and utilizes third-party audits for security validations and to ensure accuracy at all levels.

Why Tyler?

Tyler's hosted solutions are unique because we invest in, maintain, and control our state-of-the-art hosted environment. We are confident that competitors provide fewer services at higher costs.

Service	Tyler-Hosted Solutions	Third-Party Outsource
Hardware (H) Upgrades	Yes	Yes
Operating System (OS) Upgrades	Yes	Yes
Application Upgrades	Yes	Special Contract Required
24/7 Monitoring	Yes	Yes
Infrastructure Management	Yes	Yes
Storage & Backup	Yes	Only When Hosted On-Site
Network Design & Capacity Planning	Yes	Yes
Load Balancing	Yes	Yes
Application-Specific Services	Yes	No
Intrusion Detection	Yes	Yes
Network Performance Optimization	Yes	Only When Hosted On-Site
Firewall Management	Yes	Only When Hosted On-Site
Performance Tuning	Yes	Only When Hosted On-Site
Database Diagnostics & Troubleshooting	Yes	Only When Hosted On-Site
Disaster Recovery Planning	Yes	Only When Hosted On-Site
Business Continuity Planning (BCP) Testing	Yes	Only When Hosted On-Site
PCI Security-Compliance	Yes	Only When Hosted On-Site
SSAE 16 (Audit of Controls)	Yes	Only When Hosted On-Site
PCI*	Yes	Only When Hosted On-Site
Software License Management	Yes	Special Contract Required

*A PCI audit applies to transactions required to meet credit card industry standards. Tyler provides this level of security for those transactions required to meet those standards.

Summary

Planning for the continuity of your business in the aftermath of a disaster is a complex task. Preparing to respond to and recover from a disaster that affects the administrative functions of your business requires the cooperative efforts of several individuals and services. Tyler Disaster Recovery Services ensures your continued access to Tyler product data in the event of a disaster, minimizes lost time for your organization, assigns responsibilities for key functions and decision-making during any period that the DR plan is active, and provides clear communications regarding business continuation to all affected personnel in the event of a disaster.