Tyler System Management Services

Proactive System Monitoring

Our goal is to identify and respond to IT issues before they cause system downtime. Through an advanced monitoring tool placed on the client server, Tyler professionals have access to the pulse of your system environment, monitoring crucial activities in real time. System Management proactively monitors:

- Tyler application availability
- Disk, CPU, NIC, and memory usage
- Microsoft® Windows® updates needed
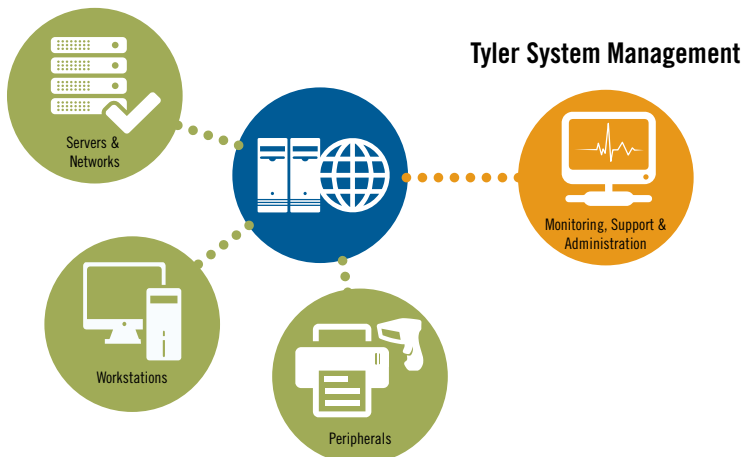- Monthly System Status report via email

Remote Technical Support

When you're enrolled in Tyler's System Management Services, you have access to Tyler's IT professionals to address workstations along with server and network support issues. Through remote access technology, our technicians securely connect to your system to address issues in real time. Remote technical support handles the following:

- Server and workstation troubleshooting
- Technical helpdesk support — direct unlimited remote support on technical issues
- Tyler application and database migration to new hardware
- Printer installation and configuration

Tyler offers System Management Services to assist in maintaining your IT environment and network. Get proactive monitoring, remote technical support, database administration, and data backup support — all without the expense of additional IT staff.

Client System Environment

Tyler System Management

Servers & Networks

Monitoring, Support & Administration

Workstations

Peripherals

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Tyler System Management Services

Database Administration

Through monitoring and remote assistance, Tyler's technicians become your off-site database administrators and maintain:

- SQL Server updates and patches
- Maintenance plans:
  - Verifying successful completion of standard maintenance plans (daily backups, database integrity checks, maintenance cleanup, index rebuilding, etc.)
  - SQL Server events and log monitoring
- Database monitoring:
  - Verifying the Tyler application's database is available
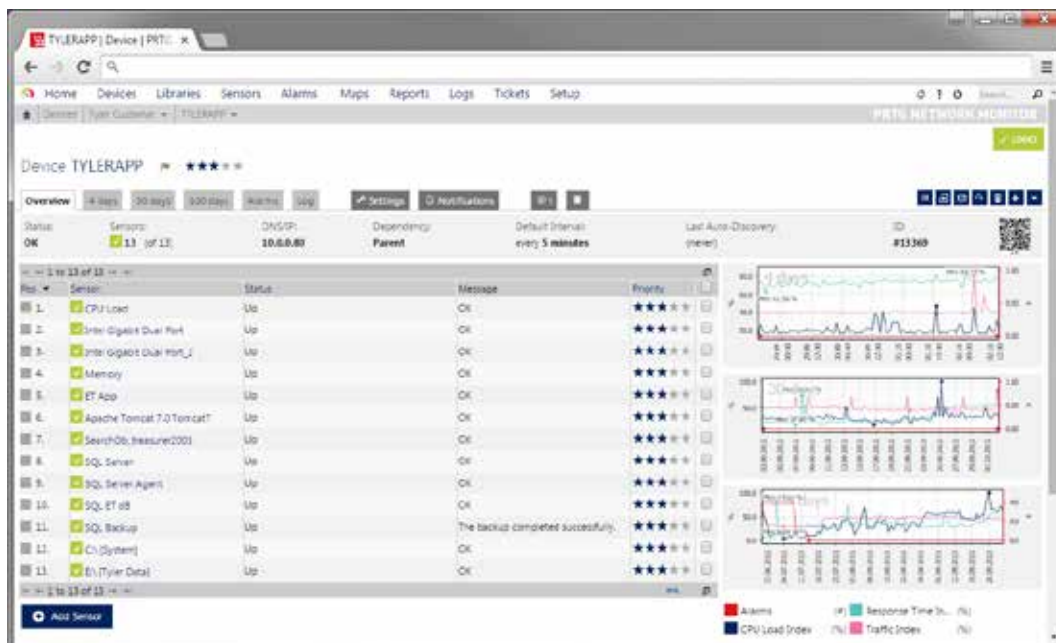
Data Backup Assistance

We know you rely on your system data. Through Tyler's System Management Services, we assist you in backing up your data and offer the following additional support should your data become compromised:

- Assistance in implementing on-site backup procedures
- Backup troubleshooting and issue resolution
- Status reports and local backup monitoring of preferred backup software

Service Packs and Tyler Application Updates

Your software and system require continuous maintenance to stay current with the latest updates and Microsoft® service packs. Tyler manages these maintenance issues for you:

- Assistance with the installation of Microsoft® service packs and updates on enrolled computers
- Tyler Application Update Service

System Management Monitoring Screen

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