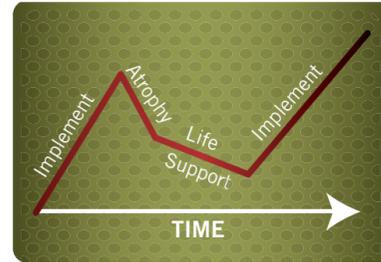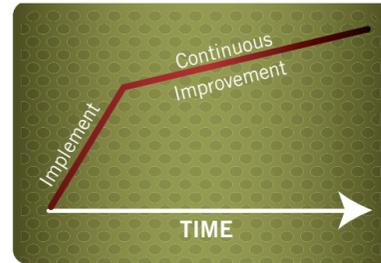# Turn Your Vision into Reality with Our Evergreen Approach

Often, after a new system implementation is completed, organizations shift their focus to other projects. Eventually, that system becomes obsolete, functionality declines and the system becomes outdated.

However, Odyssey improves every year, and in order to take advantage of these updates, Odyssey clients must adjust and improve as well. A frequent reassessment of your current state, setting multi-year goals and making incremental progress will help your court take advantage of Odyssey's latest capabilities — and move your court toward a paperless, virtual environment.

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 11,000 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" seven times and the company has been included four times on the Barron's 400 Index, a measure of the most promising companies in America. More information about Plano-based Tyler Technologies can be found at www.tylertech.com.

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tyler technologies

Empowering people who serve the public®

odyssey®
a tyler courts & justice solution

A Future Vision of an Electronic Court

Evolving from Paper Processes to an Electronic Court

TRANSFORMING TO AN ELECTRONIC COURT REQUIRES VISION AND PLANNING

Courts have operated in an entirely paper-based world for more than 200 years with a reluctance to embrace new technology. In a tight budget environment, today's courts face the challenge of doing more with less and have turned to technology to achieve their vision of a paperless court. While the transformation from a paper-based court to an electronic court is underway, the path to becoming truly paperless is an arduous endeavor. Evolving more than 200 years of processes doesn't happen in one giant leap. It requires a series of incremental adjustments and a process of continuous assessment and improvement.

ODYSSEY® IS CONSTANTLY IMPROVING

Odyssey is the leading case management software in the U.S., in part because it is constantly improving. Tyler's evergreen approach to software means we are always enhancing our products, and those enhancements are available to clients at no cost. More than 100 developers work full-time to ensure that Odyssey remains the best case management system available — and no one can match that. However, the journey to realizing a paperless court is not as simple as installing the latest version of Odyssey. Every client is unique with their own set of needs and challenges, so clients must create a multi-year plan of their own. And that plan needs to evolve over time.

The fundamental shift from paper-based processes to an electronic court requires a progression of many small steps over a number of years.

Continuous improvement begins with an honest assessment of your current state, followed by planning and realistic goal setting. Testing, training and deploying the latest version is next. Finally, measure results, refine the process and then restart it again for continuous improvement.

CONTINUOUS IMPROVEMENT

- Assess your current reality
- Plan multi-year objectives
- Set annual goals
- Test, implement and train on new functionality
- Measure results and refine the process

Tyler's E-Court Maturity Model

	Court	Operations	Citizens	Attorneys	Justice Partners
Advanced Electronic	▸ Documents received and signed electronically. ▸ Participants are electronically noticed on court orders and actions. ▸ Automated electronic tasks exist between court and clerk.	▸ All documents in CMS are searchable PDFs. ▸ Automated electronic tasks exist between clerk and court.	▸ Self-represented litigants can complete forms and electronically file online. ▸ Electronic interaction between court and juror regarding jury services and trial cancellation.	▸ Attorneys are electronically noticed on court orders and action. ▸ Automated electronic tasks exist between attorneys and the CMS. ▸ Feature-rich services function natively on mobile devices.	▸ Automated electronic tasks exist between clerk and court. ▸ Courts can view electronic case information from many jurisdictions in the region.
All Electronic	▸ All files in courtroom are electronic. ▸ All data entry and forms generated in courtroom. ▸ Processes between court and clerk are electronic.	▸ Only electronic files are maintained. ▸ Appeals are generated electronically. ▸ Processes between clerk and court are electronic.	▸ Court documents can be viewed online. ▸ Jurors can submit excusal and reschedule requests online. ▸ Some self-represented litigants can complete forms online.	▸ All new cases and subsequent filings are submitted electronically. ▸ Attorneys can submit proposed orders electronically. ▸ Court documents can be viewed online.	▸ All justice partners receive information from the court electronically. ▸ Justice partners can electronically retrieve appropriate case documents.
Mostly Electronic	▸ Most files in courtroom are electronic. ▸ Some manual and paper processes still exist.	▸ Most cases are initiated electronically. ▸ Most subsequent filings are received electronically. ▸ E-filings are automatically updated in CMS.	▸ Citizens can look up case information online. ▸ Jurors can complete questionnaires online.	▸ Most filings are submitted electronically. ▸ Attorneys can look up case information online.	▸ Most justice partners receive information from the court electronically. ▸ Justice partners have appropriate elevated privileges to access secured case information.
Some Electronic	▸ Some data entry and forms generated in the courtroom, but paper/manual process are still prevalent.	▸ Some documents are received electronically. ▸ All paper documents received or generated are scanned.	▸ General court information is available online. ▸ Payments can be made online and are automatically posted in the CMS.	▸ Some filings are submitted electronically.	▸ Some justice partners receive information from the court electronically.
Manual	▸ Paper files in courtroom. ▸ Manual forms generated in courtroom. ▸ All signatures on paper.	▸ All case filings are received on paper and docketed manually. ▸ All case files are maintained on paper.	▸ Copies of court records are available at the courthouse. ▸ Payments are mostly made in person by cash or check. ▸ Jury service is facilitated through paper and mail.	▸ Copies of court records are available at the courthouse. ▸ Attorneys hand-deliver or use couriers to file documents with the court.	▸ Information is provided to justice partners mostly by exchanging paper documents. ▸ Case information from other court jurisdictions must be requested manually.

The Maturity Model is a useful tool to develop a successful plan for evolving your organization from a paper-based court to an electronic court. The Maturity Model scorecard identifies many key characteristics of an electronic court. By implementing the capabilities in the table, and over time moving toward the top of the chart, courts eliminate paper and become more efficient. Eventually, a completely electronic court is achieved. But few courts can claim that they are 100 percent paperless today, from intake to disposition.

In order to get there, the first step is to use the Maturity Model to make an honest assessment of your current state. What capabilities have been implemented already? Next, determine areas of improvement that are most valuable and important. Based on these goals, set forth annual objectives for implementing Odyssey features and capabilities, as well as create goals for adjusting court business practices.

An electronic court is a big idea — one that will be achieved over time with many incremental steps and small milestones. Odyssey continues to evolve every year and provides an end-to-end electronic platform to help clients achieve a paper-on-demand court. Success takes time. With continuous improvement, commitment and a partnership with Tyler, you will realize your vision — an electronic court.