



# Case Management Development Platform

*powered by Entellitrak®*

A low-code application development platform for case management

Empowering people who serve the public®



## PLATFORM

### Work Faster and Solve Harder Problems

Our Case Management Development Platform's Data-First™ approach lets experts be experts — it puts control and transformational power in your hands.

### A Low-code App Dev Platform That Puts Data-First

**In contrast to competing products, the Case Management Development Platform unifies casework through a Data-First approach. What does that mean?**

In contrast to BPM which places the greatest emphasis on process efficiency, case management is a data-centric endeavor. Its goal is to deliver an appropriate outcome for each case, based on information management (data), collaboration and guided decision making. It calls for a Data-First approach.

By putting Data-First, the Case Management Development Platform provides a continuous spectrum of case management and business management solutions — giving organizations the flexibility to commence application development initiatives from a variety of starting points. With the Case Management Development Platform, you can begin with a traditional process modeling approach, or, based on existing case data, take a Data-First approach and configure business applications immediately and layer on policies and processes over time. Of course, you can further accelerate your implementation by starting with one of more than 20 Application Accelerators — proven, best practice solutions.



# One Environment for Business and IT

## Maximize Collaboration via a Single, Highly Streamlined Interface

Rather than requiring the use of third-party applications, or different portals for different functions, the Case Management Development Platform streamlines work with a single, Section 508 compliant, web-based interface that puts Data-First and facilitates team interaction — everything is built in, from day-to-day case management and process management to advanced application development and programming. Rapid configuration and programming functionality includes:

- Organizational and hierarchy modeling
- Security and permissions management
- Advanced search engine
- Rules management
- Integrated development environment
- Forms management
- Content management

## Add Document Management, Analytics, Mobile and More

### Manage Structured and Unstructured Data Side by Side

Case Management Development Platform modules are completely integrated, fully-featured solutions — not add-ons or afterthoughts — that provide a seamless environment of advanced enterprise capabilities. This highly integrated approach empowers users to create, access, deliver, and use content in more contextual and personalized ways.



# Start With the Implementation Approach That's Best for You

An application built on the Case Management Development Platform can be configured in a fraction of the time and cost required for custom software development or traditional BPM implementations



## With an Application Accelerator

There are over 20 Case Management Development Platform Application Accelerators to choose from. With best practices, business rules, and terminology built right in, Accelerators can both speed implementations and reduce resource requirements. Out of the box, Application Accelerators generally satisfy about 80% of an organization's requirements. The final 20% is achieved by configuring the Case Management Development Platform to suit the specific needs and terminology that will be unique to your business.



## Take an Agile, Data-First Approach

An Agile approach speeds time to ROI. When starting from scratch, most MicroPact customers begin by replicating their existing systems. They build out the forms, dashboards, reports, organizational structure and security rules quickly — the Case Management Development Platform automatically generates the corresponding input forms, information views, and database artifacts behind the scenes. This Data-First approach enables people to begin working with the system more quickly, capturing the data that will drive operations forward, accelerating the implementation and ROI.







## ARCHITECTURE

No bloat. Just a powerful, unified, open architecture working environment. Nice.

The Case Management Development Platform provides a superior level of extensibility, interoperability, and portability through its open standards, open architecture and platform independent approach.

## Platform Independent, Open Architecture Software

This simple, exposed, open approach makes it easier to develop applications with Tyler's Case Management Development Platform, to deploy the solution, and to integrate and communicate with external systems.

**Develop:** The Case Management Development Platform is Java-based so any Java programmer can work with the platform and avoid “vendor lock-in.”

**Deploy:** The Case Management Development Platform can be installed on any application server that supports Java and the JEE framework and is compatible with virtually all relational databases including SQL Server and Oracle RDBMS.

**Integrate:** The Case Management Development Platform can easily connect and integrate with other applications in the enterprise utilizing standard technologies such as web services, an ESB, or directly at API levels.

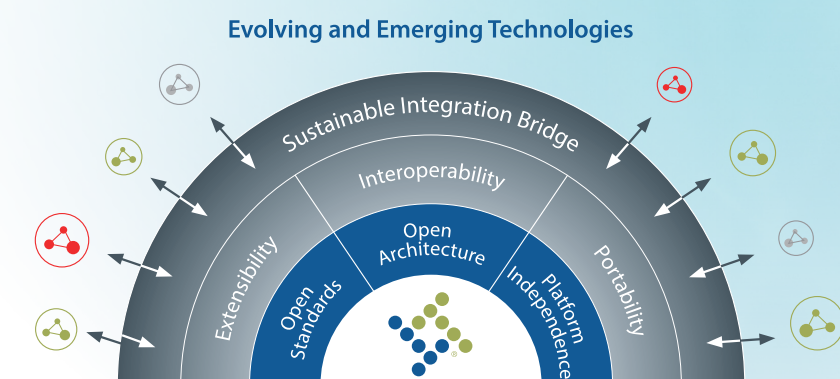
## Advanced Security Policies Are Built in

The Case Management Development Platform role-based security and access model mimics an organization's structure.

- Access is role based, so users see only the data that is pertinent to their domain.
- Permissions are completely configurable through a user interface CRUD (Create/Read/Update/Delete) facility, which filters out sensitive and protected information.
- All data is SSL encrypted.

The Case Management Development Platform supports single sign-on authentication via one or more methods at one time, including:

- LDAP
- RSA SecurID tokens
- Smart cards and CACs
- Active Directory
- Authentication portals







SECURITY AND HOSTING

Federally Accredited and Secure

On premise or in the cloud — there is no one best approach that applies to every situation.

Hosted On-Premises or in the Cloud

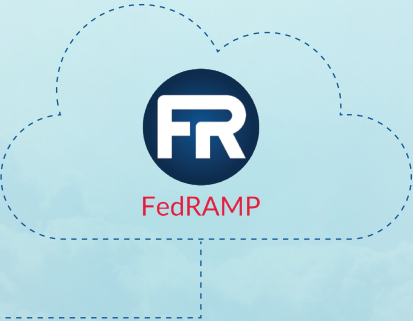
Everyone’s needs are different. For that simple reason, the Case Management Development Platform has been architected so that it can be hosted on-prem or in the cloud, or to take advantage of a hybrid approach. It is available under the following NIST-defined Cloud Computing Service and Deployment models:

- Cloud Software as a Service (SaaS)
- Cloud Platform as a Service (PaaS)
- Private cloud, Community cloud, Public cloud, Hybrid cloud

A FedRAMP<sup>SM</sup> Compliant Cloud Service Provider (CSP)

The Case Management Development Platform is available to federal agencies under FedRAMP via Platform as a Service (PaaS) and Software as a Service (SaaS) models. With FedRAMP certification, customers can more readily leverage Tyler’s secure cloud environment to store, process, and protect sensitive data, and to develop applications using the Case Management Development Platform.

The Case Management Development Platform is also Accredited and Secure with C&A’s based on NIST 800-53, DIACAP and DCID 6/3.





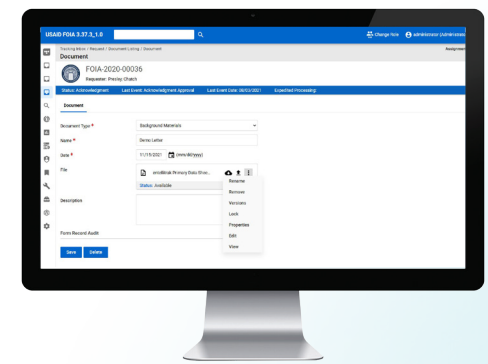
MODULES

Document Management, Mobile, Analytics, and More

Case Management Management Development modules are completely integrated, full-featured solutions —not add-ons or afterthoughts. They provide advanced enterprise capabilities so users can make the most your organization’s data, wherever they are.



Document Management Module



Manage Structured and Unstructured Data

The Document Management module provides an integrated environment for the management of unstructured data (documents and multimedia) alongside structured data (records), with repositories configured to match your organizational structure, workflows, and systems.

Users can store, retrieve, and preview documents, presentations, and spreadsheets as well as images, video, and audio. Most files can be viewed, marked up, and annotated directly within the module without having to open their native applications.

- Collaborative markup and versioning
- Automatic indexing for full-text search
- Role-based security through Case Management Development Platform

Mobile Module

One Click from Web to Mobile

With the solution’s Mobile module, you can instantly deploy mobile versions of your existing Case Management Development Platform forms and data elements with a single mouse click. Any changes to the web-based application are immediately applied to the mobile application.

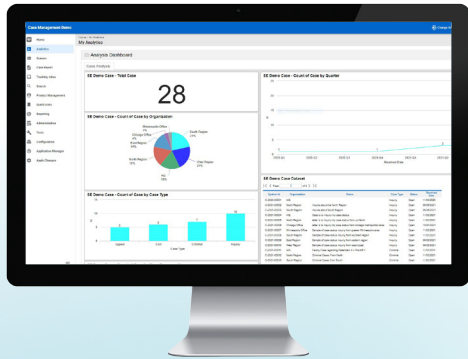
With mobile access to your case management system, staff can keep casework moving no matter where they are. They can retrieve and capture data and even attach documents from any mobile device, protected by the solution’s role-based security model.

- Platform independent
- Single point of administration for mobile and desktop applications
- Point-and-click configuration





Analytics Module



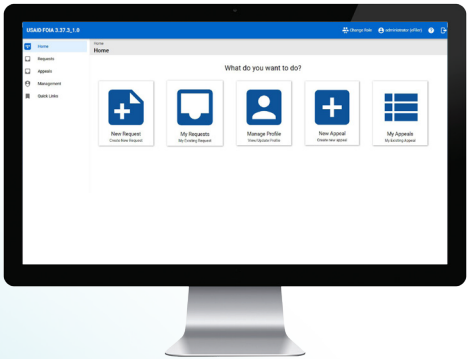
**Self-service Business Intelligence and Analytics**

The Analytics module gives knowledge workers accurate information in clear, visual formats so they can make better decisions. Business users can slice, dice, filter, sort, and search from a single page, without having to do any configuration.

The Analytics module translates each business question into the appropriate data query, triggers the query, and returns real-time results with the best matching visualization. Users can add comments to reports and data points and share them with team members to foster collaboration.

- Natural language queries
- Drag-and-drop report builder with dynamic drill-downs
- Intuitive dashboard creation

Access Module

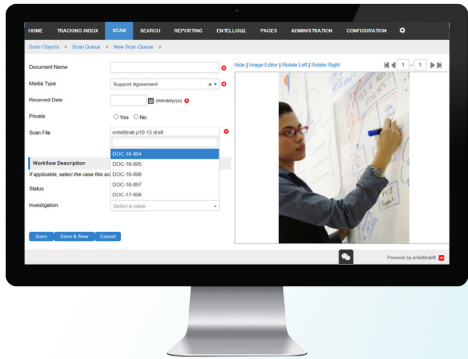


**A Secure, Self-service Public Portal**

The Access module gives external users access to selected aspects of a Case Management Development Platform system. With the Access module, organizations can accelerate and improve information capture, better engage external audiences, and lower the workload of internal staff. It can be configured to allow users to:

- Initiate contact
- File and check the status of queries and claims
- Submit documents, make and respond to requests for information, and more

Direct Scan Module



**Skip the Desktop — Scan Directly into the Case Management Development Platform**

The Direct Scan module scans and saves paper documents, faxes, and emails directly to the Case Management Development Platform, facilitating the conversion and utilization of legacy documents. Scanned files can initiate new case files or processes, be attached to existing cases or processes, or be added to the document repository for later classification and use.



# Application Accelerators

| Application Accelerators                         | Admin and Support | Health, Human Services, and Benefits | Workforce Management | Justice and Law Enforcement | State Regulatory |
|--|-------------------|--------------------------------------|----------------------|-----------------------------|------------------|
| Alternative Dispute Resolution                   |                   |                                      | •                    | •                           |                  |
| Anti-Harassment                                  |                   |                                      | •                    |                             |                  |
| Appeals Case Management                          |                   | •                                    | •                    | •                           |                  |
| Audit Finding Management                         |                   |                                      |                      | •                           |                  |
| Background Investigation                         |                   |                                      | •                    | •                           |                  |
| Civil Rights                                     |                   |                                      | •                    | •                           |                  |
| Correspondence Management                        | •                 |                                      |                      |                             |                  |
| EEO Case Management                              |                   |                                      | •                    |                             |                  |
| Ethics Management                                |                   |                                      | •                    | •                           |                  |
| FOIA Request Management                          | •                 |                                      |                      |                             |                  |
| General Counsel                                  |                   |                                      | •                    | •                           |                  |
| Home & Community Based Services                  | •                 |                                      | •                    |                             |                  |
| Inspector General Audits                         |                   | •                                    |                      | •                           |                  |
| Inspector General Investigations                 |                   | •                                    |                      | •                           |                  |
| Labor Relations                                  |                   |                                      | •                    | •                           |                  |
| Medical Cannabis Regulation                      |                   | •                                    |                      |                             | •                |
| Public Commission Oversight                      |                   |                                      |                      |                             | •                |
| Reasonable Accommodation                         |                   |                                      | •                    |                             |                  |
| Regulatory Licensing, Enforcement, & Inspections |                   |                                      |                      |                             | •                |
| Veterans' Benefits                               |                   | •                                    |                      |                             |                  |
| Vocational Rehabilitation                        |                   | •                                    |                      |                             |                  |
| Workers' Compensation                            |                   |                                      | •                    | •                           |                  |

# A Solid Foundation of Best Practices. Flexible to Evolving Needs.

Case Management Development Platform applications give you all the benefits of custom-built applications at an off-the-shelf price. Working directly with clients, Tyler has developed more than 20 preconfigured templates that reflect the best practices, business rules, and terminology for public sector case management needs.





## About Tyler Technologies, Inc.

Tyler Technologies (NYSE: TYL) provides integrated software and technology services to the public sector. Tyler's end-to-end solutions empower local, state, and federal government entities to operate more efficiently and connect more transparently with their constituents and with each other. By connecting data and processes across disparate systems, Tyler's solutions are transforming how clients gain actionable insights that solve problems in their communities. Tyler has more than 37,000 successful installations across more than 12,000 locations, with clients in all 50 states, Canada, the Caribbean, Australia, and other international locations. Tyler was named to Government Technology's GovTech 100 list five times and has been recognized three times on Forbes' "Most Innovative Growth Companies" list. More information about Tyler Technologies, an S&P 500 company headquartered in Plano, Texas, can be found at [tylertech.com](https://tylertech.com).

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**Empowering people who serve the public®**

