

# Odyssey® Client Experiences

**A Sample of:  
Six Statewide Implementations of Odyssey  
Six County Implementations of Odyssey**

Including Implementations of:

- Odyssey Case Manager
- Odyssey File & Serve
- Odyssey Attorney Manager
- Odyssey Jail Manager
- Odyssey SessionWorks Judge Edition

Empowering people who serve the public®

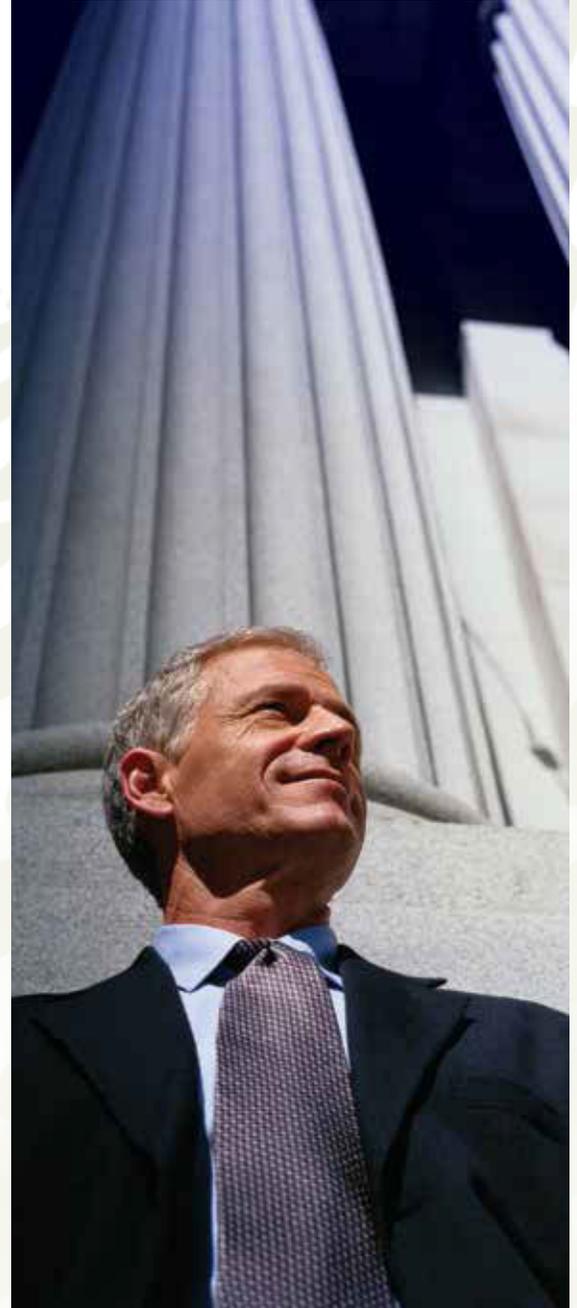


**tyler**  
technologies



Our credentials include:

- **Corporate Maturity** – Tyler is the largest company in the country solely dedicated to providing software and IT services to the public sector. Our size and scale provide us with resources to invest in our products and hire and train the best people. We develop sophisticated processes that are guided by best practices that we leverage across a large client base. It's why Forbes has named Tyler one of "Americas Best Small Companies" five times in the last six years.
- **Court Expertise** – Tyler's Courts and Justice Division has more than 300 staff members — seasoned experts with deep court environment experience who are fully dedicated to supporting court clients. One third of this staff is dedicated to developing enhancements to Odyssey, while the rest are involved with new installations, training and client support.
- **Training** – We understand that our job has only begun when Odyssey is up and running. In order for you to be successful for the long term, your staff must remain current on new Odyssey capabilities, and readily available training for new staff is equally important. That's why we provide a Learning Management System with hundreds of online classes and the ability for you to define and track classes assigned and completed. In addition, clients use Tyler Community to share ideas and ask questions of other Odyssey users and Tyler staff. This web-based portal provides discussion boards, documentation, knowledge-based searches and access to subject matter experts.
- **Support** – Our customer satisfaction scores are industry leading in large part because our support leads the way. It's more than just reactive support that is available 24x7x365 to answer questions and help with problems. Tyler has a sophisticated and proactive approach that allows us to help you identify problems before they occur and ensure your staff have the tools, information and training needed to succeed.



The success stories on the following pages are a result of best practices like those above, and the fact that we are committed to our clients' success. It is also why Odyssey clients are with us for the long term, and why 98 percent of them never leave.

# Statewide Solutions

As the world comes to expect instant information and effective, easily accessed systems, state courts often find themselves with relatively archaic infrastructure. Challenges can include home-developed systems in metro counties, lack of resources in rural areas, and inconsistent operating procedures across jurisdictions.



## New Mexico

### *Ahead of schedule and under budget*

**Situation:** New Mexico wanted to change the nature of case processing in magistrate and district courts, and to fundamentally make the court clerk's job more efficient. The state sought e-filing capabilities for attorneys, digital document management and robust case processing. The state courts sought rapid deployment of case management statewide and simultaneous roll out of e-filing.

New Mexico was able to rapidly deploy case management statewide while simultaneously rolling out e-filing. Also, they rolled out functionality that allows magistrate court staff to process documents live in court — as proceedings took place.

#### **Results:**

- Completed a year ahead of schedule and under budget.
- Increased availability of documents for attorneys and judges.
- Significant improvements in court productivity — time to process cases declined by as much as 50 percent.
- Increased efficiency allowed courts to reallocate resources to complex cases, such as mental health and juvenile cases.
- Implemented SessionSync to allow judges to view their calendar information on their smart phones and tablets.
- Automated the processing of citations via eCitations.



## Minnesota

### *First Odyssey client continues to improve — 10 years later*

**Situation:** Odyssey's first statewide implementation remains one in which we are very proud. In 2000, a widely publicized case in rural Minnesota exposed the state's inability to share case information across counties. It resulted in funding for a new case management system that would ensure all counties had rapid access to case information.

Beginning in 2003, Odyssey began to roll out, connecting 1,100 criminal justice organizations across the state. Minnesota's implementation of Odyssey has continued to grow and mature in the decade since then. Today, with the implementation of Odyssey e-filing as well as touchscreens on the bench, the state is approaching their goal of eliminating most paper.

#### **Results:**

- Used Odyssey to help standardize and enforce practices statewide.
- Standardization led to enhanced performance and statistical reporting.
- Extensive use of customized online help improve quality and consistency of data.
- Used Odyssey to consolidate and greatly improve efficiency of traffic processing statewide.
- Implementation now includes e-citations, automatic fee assessment, IVR, web traffic payments, eDMS, and e-filing.



## Indiana

### *Standardization across the state generates efficiencies*

**Situation:** Before Odyssey, Indiana had 23 different case management systems in approximately 400 courts across 92 counties — each of which did business in a slightly different way. The state's goal was to leverage Odyssey to implement standard business processes within a single system.

#### **Results:**

- Easy-to-learn, intuitive user interface led to high satisfaction and strong system utilization.
- State's ability to implement on its own reduced costs. This includes data conversion, configuration, training and go-live.
- Rollout and transition to the counties was easier than expected because of robust onsite training and support.
- Adoption of "person-based," rather than case-based approach.
- Built an app that integrates with Odyssey to auto-reconcile uncleared checks, which was a huge time saver.
- Law enforcement, attorneys, the media and the general public realized great advantages from public access to court information, such as transparency.
- Leverage Odyssey's API to e-file traffic citation and criminal case data from their e-ticketing application and prosecutor systems in Odyssey.

Tyler has an unmatched record helping states implement consistent, easy to use case management systems for multiple case types throughout the state. Read their stories below:



## New Hampshire

### *Consolidation of 80 databases yields efficiencies across multiple agencies*

**Situation:** The State of New Hampshire was faced with an urgent need to migrate from its aging case management system. Their legacy system included 80 database instances on 47 separate servers located throughout the state, resulting in a lack of application and process consistency, as well as an inability to share data among the courts.

In 2004, the state began a court-by-court implementation that was successfully completed in 2010. Today, New Hampshire is working toward completion of their J-ONE initiative, which uses Odyssey to facilitate the electronic exchange of bench warrants, complaints, indictments, dispositions and protection order data with state and federal agencies.

#### **Results:**

- A small project team was sufficient to manage the implementation, including 87 separate and distinct data conversions.
- Having all courts on a single database allows New Hampshire courts to share data and calendars across courts, reassign cases without duplicate data entry and create statewide reports from a single data source.
- Standardization on a Uniform Charge Table for Criminal Courts and state agencies enabled the electronic exchange of charge data between the courts, State Police, sheriffs, county attorneys and the Department of Corrections.



## North Dakota

### *Close to achieving a paperless court*

**Situation:** The Supreme Court of North Dakota saw the need to modernize its trial courts, and a goal was established to become the first state to have an entirely electronic trial court record. To achieve this goal, North Dakota chose Odyssey, including e-payments, e-Filing, e-signatures and Document Management. The solution was implemented statewide with the last phase of a paperless court being pilots of SessionWorks Judge Edition and IVR.

#### **Results:**

- The state supplemented its limited IT staff with support from Tyler.
- Odyssey File & Serve was deployed statewide, eliminating much of the need for paper files.
- E-payments now allowed individuals to pay fines and fees via the Web and over-the-counter.
- E-signatures capture judge and clerk signatures on Odyssey forms.
- Shared calendar implementation has significantly improved access to resource availability and made court staff more efficient.
- Automated reporting now provides more timely information to law firms, agencies, businesses, the press and other justice partners.



## Oregon

### *Up and running within 15 months of signing a contract*

**Situation:** The Oregon Judicial Information Network (OJIN) had reached the limit of available programming resources. The state judiciary had a progressive vision for what the eCourt system should do. In 2011, they signed a contract with Tyler, and within 15 months Odyssey was up and running in a pilot court. The initial implementation was in Yamhill County in 2012 with the rest of the state's 36 counties rolling out by the end of 2016. Oregon's eCourt provides a virtual statewide courthouse.

#### **Results:**

- Clear direction toward a vision of the future with Oregon eCourt and executive participation to reach goals.
- Preparation, training and intuitive system design supported a reliable and repeatable go-live process.
- Conversion of OJIN records allowed limited interruption of court business.
- Certain court records, court calendars, and electronic payments are now available, based on the Odyssey deployment, generally 24x7x365.

# County Solutions

Across the United States, county court systems are faced with burgeoning dockets, tightening budgets, and demanding constituencies accustomed to immediate access to information. New IT infrastructure is not cheap, but the return on this investment is significant. Here are examples of six counties across the country that have improved



## Clark County, Nevada

(Las Vegas)

***Mandatory E-Filing eliminated paper and created space for eight new courtrooms***

**Situation:** Clark County found itself attempting to manage an eight-step manual process and managing hundreds of thousands of pieces of paper. The scan count was 10,000 per day and the turnaround time could be weeks. The goal? To simplify complex civil litigation, increase accuracy and reduce the space requirement for court support. County officials selected Odyssey File and Serve on a test basis and subsequently adopted it for all Clark County courts. Today, e-filing is mandatory for all civil, criminal, probate, juvenile and family cases.

### Results:

- Converted 20,000 square feet of the Regional Justice Center from the clerk's office to eight new courtrooms.
- Converted fourth floor file room from file storage to 50 cubicles and four supervisor offices.
- Service windows were reduced from 13 to three.
- 17 of 20 employees redeployed from scanning to document review.
- Case set up is complete in a matter of hours.
- Immediate docket updating and rapid file access.
- Automated daily financial reconciliation, posting and reporting.



## Collin County, TX

(Dallas Suburbs, Plano, McKinney)

***Integrating the Jail, Prosecutor, Law Enforcement and Court into one system***

**Situation:** Collin County knew that if they could work together across agencies they could create a better system. A Criminal Justice Information Services (CJIS) group was established to represent 27 different elected officials and they agreed to combine efforts and work with Tyler to implement Odyssey. Since completion of implementation in the courts as well as in the jail and prosecutor offices in 2010 more than 1,000 county staff now share information seamlessly, reducing errors, eliminating duplicate work, and increasing accuracy.

### Results:

- Software savings of more than \$1.4 million were achieved and 30+ legacy systems were retired.
- The Bail Bond Board functions more effectively, and can better track bondsman limits and collect on forfeited bonds.
- Criminal reporting to DPS has become less time consuming, as well as more accurate and timely.
- The jail is able to reduce holding times of indigent due to improved timeliness of data, and inmate processing for probation has fallen from two weeks to two days.
- Jail packets are kept online, and prisoners are tracked through a wristband barcode system.



## Lee County, Florida

(Fort Myers)

***Electronic work queues and paper on demand drove efficiencies***

**Situation:** This Florida County had experienced over a 40 percent increase in Circuit Court volume and they needed to become more efficient to handle the caseload without adding staff. They digitized case files and used Odyssey's work queues to eliminate paper, including in the courtroom, where judges now use an electronic case file. Seventeen agencies as well as 1,250+ private attorneys now have direct online access to court records.

### Results:

- Batch scanning with barcodes allows documents to be processed and assigned to the appropriate work queue automatically.
- Judges reduced court time by as much as 50 percent and court clerks are able to create dockets in half the time.
- Implemented a work-from-home program that reduced office space requirements by 15 percent, since 90 percent of data entry is now done remotely.
- Court minutes are distributed to agencies automatically via electronic queues.
- Redaction is completed programmatically from images as they are processed.
- Annual savings are estimated at between \$14 and \$23 per case for personnel, supplies and office space.

efficiencies and eliminated paper with Odyssey. In each case, these courts have been transformed from inefficient paper-centric operations to models of productivity that provide high levels of service to their constituents through effective use of electronic document management and e-filing.



## Miami-Dade, Florida

### *Electronic document management reduced 21 steps to seven*

**Situation:** Miami-Dade was seeking a calendaring system for its civil courts. While investigating the Odyssey calendaring module, the court found that Odyssey could also fulfill its initiative to integrate case maintenance and case management into one integrated system as mandated by the state. The goal was to implement an effective and efficient system to serve the people of the county. Family courts led the way and the remaining civil courts will soon follow for the Circuit and County courts as well as the state Eleventh Judicial District.

#### **Results:**

- Implemented Odyssey to achieve a paperless environment.
- Achieved significant improvements in business processes.
- Reduced the number of steps it takes to process a piece of paper from 21 to seven steps.
- Odyssey interfaces with a variety of state and local justice systems.
- Brought in data for two million parties and a million cases when Odyssey went live.
- 90 percent of docketing is within three days and filing of docketed items is immediate.
- Improved service to the public and convenience for attorneys through Public Access.



## Oakland County, Michigan

(Detroit Suburbs, Pontiac)

### *Mandatory e-filing rolled out via a self-funded model that avoided up-front expenses*

**Situation:** The Civil Courts in this Detroit suburb targeted a paperless environment as the way to the future. With over 8,000 system users and 3,200 law firms, it was clear that the county could not manage its document flow without the help of imaging and e-filing. The county has won multiple awards for its movement into the digital age, including recognition by the Center for Digital Government and the National Association of Court Management. The program was entirely self-funded within two years through modest e-filing fees.

#### **Results:**

- Rollout of e-filing over three years, including mandatory e-filing for civil and probate courts in 2010.
- Manage over 100,000 annual electronic transactions and 165,000 filings per year.
- Reduced time to process a filing from seven minutes to one minute.
- More than 9,000 users from 3,200+ law firms.
- High satisfaction among the local bar.
- Filer has immediate access to documents online once they are accepted.



## Gillespie County, TX

### *Small county moves to SaaS solution*

**Situation:** With a population of 24,000, Gillespie County is located at the heart of the Texas Hill Country, approximately an hour west of San Antonio. In 2010, technical, budget and productivity needs, as well as high operating costs of the ongoing management and maintenance of the server caused the county to evaluate and transition to Tyler's web-based solution, Odyssey Online. The goal was to move the entire justice application suite to an online service, which would allow the county IT department to focus on desktop and Internet connectivity and other critical systems outside of application infrastructure.

#### **Results:**

- Reduced costs on leased data lines and moved from an expensive reliance on fiber to simply relying on high speed connections in outlying offices.
- Significant benefits and improvements to back-office court operations.
- Improved system performance and experienced less system down time.

## Software that thinks like you do.

At Tyler Technologies (NYSE: TYL), we have a single mission: enable the public sector to be more efficient, more accessible and more responsive to the needs of citizens. That's what we do. And that's all we do — in partnership with more than 11,000 clients, including local government and school offices in all 50 states, Canada, the Caribbean and the United Kingdom.

Tyler Technologies is a leading provider of information management solutions and services for the public sector — and Tyler is the largest company in the country solely dedicated to providing software and IT services to the public sector market.

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