



SoftCode

The Most Comprehensive Civil Process Software Available

Empowering people who serve the public®



Meet All Your Office, Field, and Financial Requirements

With more than 28 years of experience across more than 175 counties in 30 states, we understand every jurisdiction has unique civil service needs. Tyler's SoftCode™ product suite, including CivilServe, CivilMobile, CivilView and SalesWeb, has become the market leader because its capabilities are comprehensive, its configuration is flexible, and civil departments nationwide find it makes them more effective in their execution of civil process.

Make Your Operations More Efficient

CivilServe enables office-based personnel to track court case papers and data, record service and payment activity, reconcile financial data, create correspondence, and produce detailed reports of all those activities.

CivilMobile allows field-based personnel to easily send and receive the latest case information from a mobile device (mobile data terminal, laptop, or tablet), enhancing officer safety, and improving office productivity by updating address information and field notes for all CivilServe users in real time.

CivilView allows attorneys to access case and service information online 24/7.

Civil Query provides access to search across public and agency databases.

SalesWeb publishes the latest real estate and personal property sales information to a public website for viewing.



The SoftCode product suite

Always Be Ready for an Audit

From document receipt through service, payment process, and final closeout, CivilServe is a sophisticated, yet simple solution that adapts to

“Thanks to SoftCode’s accounting features and reporting capabilities, our Civil Process department passed the CALEA audit with flying colors! Only about 10% of law enforcement achieve this.”

— Ronald Coughlin, Civil Process Manager, Douglas County Sheriff’s Office

the unique needs of your jurisdiction — from business processes to state reporting requirements. Detailed audit and security features allow you to see which information changed, when and by whom. Meanwhile, true double-entry accounting and a high-performance relational database ensure financial reports are accurate and always available.

Top-Notch Support from a Company You Can Count On

Our extremely knowledgeable support staff has years of experience in civil process systems, allowing them to address the unique requirements of your county. Project managers begin with a site visit, gather county-specific information, and prepare a step-by-step implementation plan that concludes with experienced trainers teaching county personnel how to use the SoftCode family of products. Once our civil process system is in place, the support program continues with our dedicated customer service personnel who are available by phone, email, or web contact to answer questions or address your concerns. Our support staff is completely U.S.-based, and we are committed to providing your county a superior level of civil system support.

Tyler Offers Cloud-Based Solutions

Tyler provides more than 6,200 public sector organizations with cloud-based solutions that are highly secure, reliable, and easy to manage. These solutions also reduce upfront costs and provide predictable and affordable monthly expenses.

10 Reasons to Select CivilServe

1. Comprehensive – CivilServe handles summons, subpoenas, garnishments, property executions, foreclosures, warrants, protection orders, and more.
2. Flexible – The solution is configured to meet your specific civil processing needs.
3. Simple to Use – An intuitive design incorporates your terminology.
4. Personalized – You can edit correspondence templates as needed.
5. Transaction Oriented – You can effortlessly track and manage the who, what, where, and when of all transactions using barcode scanners.
6. Data Driven – CivilServe quickly compiles service statistics, balancing, activity, and financials.
7. Integrated – A complete solution works seamlessly with unique CivilView and CivilMobile technologies.
8. Compatible – An open architecture simplifies integration, and we’re a trusted partner of leading public safety vendors.
9. Affordable – A solution that is priced to work within your budget.
10. Easy to Implement – Your system can be up and running in as few as three months.

“SoftCode is capable of handling our ever-changing requirements for our civil process and enforcement. We have been pleased with the SoftCode solution and Tyler’s staff. They understand our processes and always offer a solution to fit our needs.”

— Michael Motz, Chief Civil Deputy for Madera County Sheriff’s Office, Civil Division

“Our upgrade to CivilServe is one of the best business decisions we have made recently. Manual processes, which were time consuming and tedious, have been automated, saving significant staff hours.”

— Marianne Hinchee, Legal Process Supervisor for Marin County, Calif.

Software that thinks like you do.

Tyler Technologies (NYSE: TYL) is the largest and most established provider of integrated software and technology services focused on 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 21,000 successful installations across 10,000 sites, with clients in all 50 states, Canada, the Caribbean, Australia, and other international locations. A financially strong company, Tyler has achieved double-digit revenue growth every quarter since 2012. It was also named to Forbes' "Best Midsize Employers" list in 2018 and recognized twice on its "Most Innovative Growth Companies" list. More information about Tyler Technologies, headquartered in Plano, Texas, can be found at tylertech.com.

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