Mike Brown

Business Process Manager
Riverside County, CA

Morgan Jines

Vice President, Payments
Tyler Technologies

Industry Insights: **Staff Experience**

State and local government leaders acknowledge that the back-office/employee experience "could be better."

68% described their backend system as "fair" or "good" but also noted there was room for improvement

50% cited "integration with other systems" as the most pressing need for their current payment technology
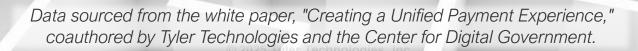
62% said they prioritize "security and compliance" when analyzing a payment system

>50% More than half characterized their payment technology as only "moderately capable with room for improvement."

Data sourced from the white paper, "Creating a Unified Payment Experience," coauthored by Tyler Technologies and the Center for Digital Government.

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Industry Insights: **Resident Experience**

Government leaders see room for improvement with the resident payment experience

45% described their resident's payment experience as "fair" or worse

30% say residents need more payment options

30% say payment systems should be easier for residents to use

1 in 3 leaders say resident expectations will have the largest impact on payments ops in the next five years

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City of Mobile, Alabama

Challenge:

Disparate systems created uneven payment experiences among different departments, causing user frustration, accounting bottlenecks, and slowed digital service expansion

Solution:

A unified, city-wide payment system that seamlessly integrated with software systems of record

Read Mobile's Story

Results:

✓ A consistent user experience and more payment options for residents
✓ Easily reconciliation and improved access to financial information
✓ Streamlined compliance and vendor support

"When you're trying to sell city services, you better have good, streamlined ones."

— *Scott Kearney, Chief Technology Officer, Mobile, AL*

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Tyler Technologies
and
NACo

Your County Technology Partner for a Stronger Tomorrow

CONNECT WITH US

Modernized Systems Connect Counties

Tyler Technologies is a reliable strategic partner you can count on. As county government leaders, you are always looking for innovative ways to improve services for residents, enhance day-to-day efficiency, and effectively connect disparate systems. In this dynamic era, system modernization has emerged as a transformative strategy to address these challenges and unlock the full potential of government operations.

Solutions for County Priorities

As a cloud-first company, Tyler helps strengthen counties by providing transformative digital solutions. These solutions aim to enhance transparency, engage residents, and seamlessly connect county systems. We understand that local government leaders are prioritizing cybersecurity services, data governance, and innovation for local government, as outlined in the 2025 NACo Technology Priorities. Discover how Tyler can assist your county in achieving its objectives with the solutions listed below.

Learn more and connect with us!

Tyler Technologies and NACo
Solutions for County Priorities

Thank you for attending