energov™
a tyler civic services solution

Citizen Self Service
Bring the Community to Community Development

tyler technologies

Bring the Community
to Community Development

The public's view of local government is vitally important to community development. Citizen demands can push or sink local projects, as well as impact budgets and staff morale.

Engage, inform, and involve your citizens. Offer a convenient way to do business along with a 24/7 reference to local community development and business activities.

EnerGov's Citizen Self Service web portal engages and informs constituents of local community development projects and business activities while allowing citizens or contractors to apply and do business with the municipality at the click of a button 24/7/365.
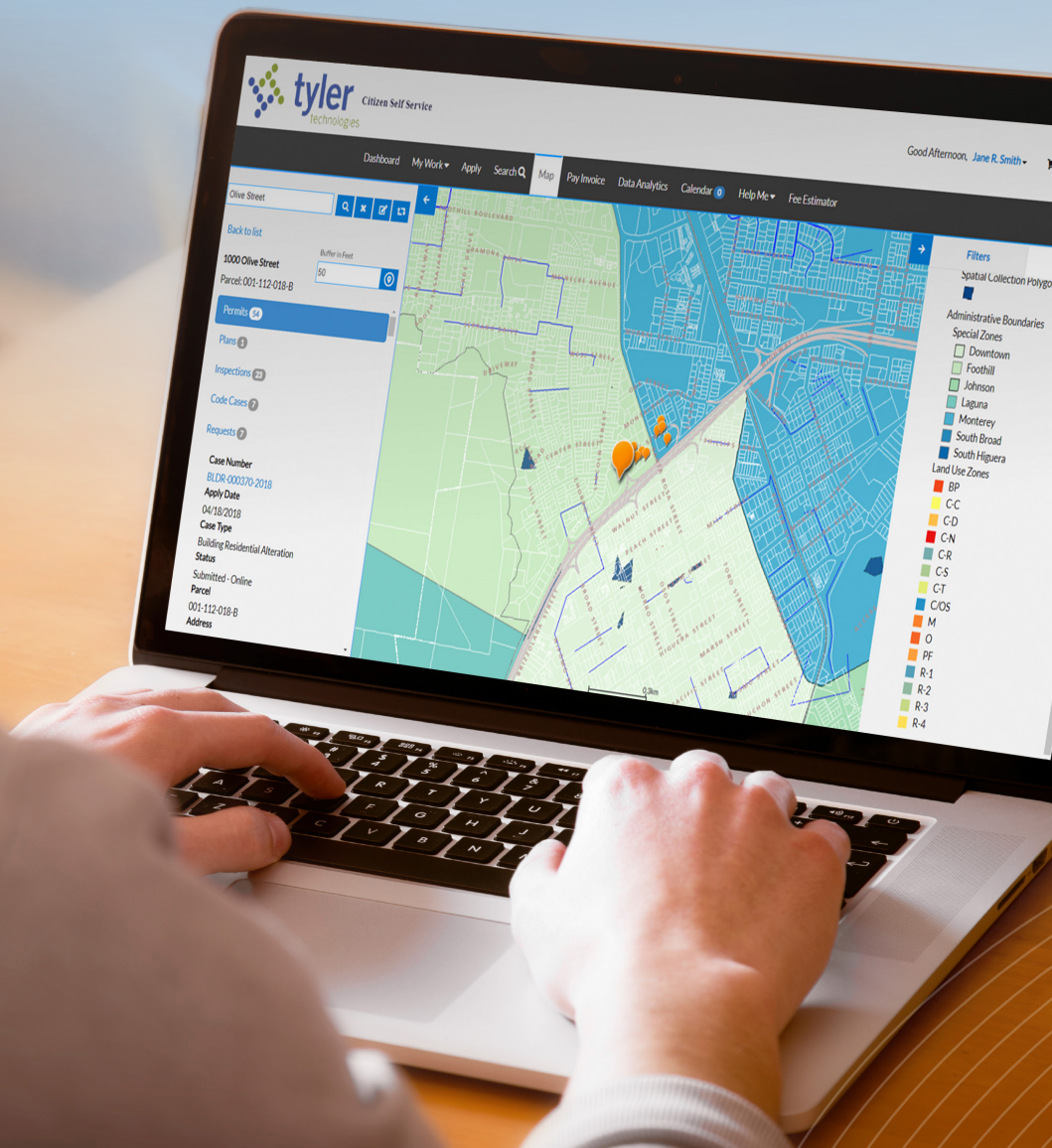
Empower Your Staff

Streamlined Processes

Minimize disruptions by making EnerGov case data and updates available online.

Give your staff the ability to take back their day and concentrate on their core responsibilities while streamlining processes such as plan and permit applications, fee payments, inspection requests, and license applications and renewals.

Take advantage of EnerGov Citizen Self Service:

- Municipalities decide how much information to present to the public and what types of applications they can accept online.

- Invoices paid online automatically update in the EnerGov back office, eliminating extra steps for staff. An online, automatic fee estimator tool allows employees to steer estimate requests online.

- Prompts, required fields, and integrated GIS all guide applicants to the appropriate permit types to prevent incomplete submittals and applications outside municipal bounds.

Empower Your Constituents

Online tools

Poor and outdated communication can lead to distrust and lack of faith in your organization. Encourage constituents to apply for plans, permits, and licenses online. EnerGov's case summary dashboard gives citizens and contractors a global view of their case's progress, showing them the latest updates and next steps. They'll be able to track their updates, pay their fees, and access a global view of what is happening in their neighborhood.

Let your constituents take advantage of EnerGov Citizen Self Service:

- Constituents can apply via a traditional online application process or directly from the Esri® ArcGIS-enabled map.

- The interactive Esri ArcGIS map allows constituents to search by address, parcel, point, line, polygon, and circle. They can filter by case type, status, and application date. Signed-in users can choose to view only their cases. Constituents can request and track reviews and inspections.

- The shopping cart feature gives contractors and constituents the ability to add itemized invoices and pay at their convenience — as logged in users or as guests.
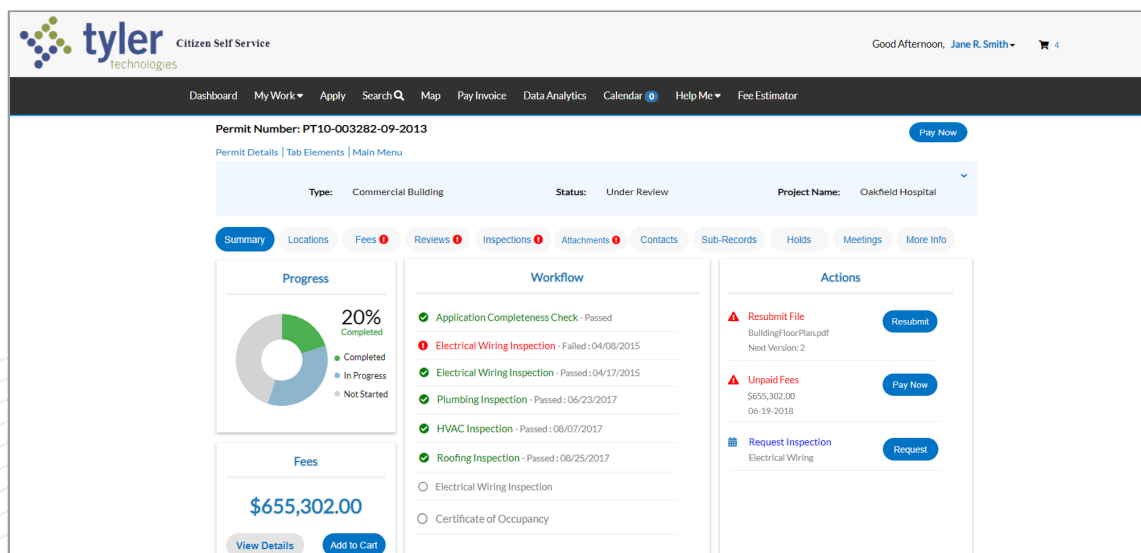
Experience That Counts, Technology that Delivers

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 their constituents. Tyler's client base includes more than 13,000 local government offices in all 50 states, Canada, the Caribbean, the United Kingdom, and other international locations.

In 2017, Forbes ranked Tyler on its "Most Innovative Growth Companies" list, and it has also named Tyler one of "America's Best Small Companies" eight times. The company has been included six times on the Barron's 400 Index, a measure of the most promising companies in America. More information about Tyler Technologies, headquartered in Plano, Texas, can be found at tylertech.com.

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