



Fire and EMS Solutions

Integrated Software for Public Safety

Empowering people who serve the public®





Stable



Innovative



Focused



Reliable

Proven

The safe choice in public safety software

With decades of stability, innovation and public sector focus, Tyler Technologies is one of the most trusted public sector software companies in the market for public safety solutions.

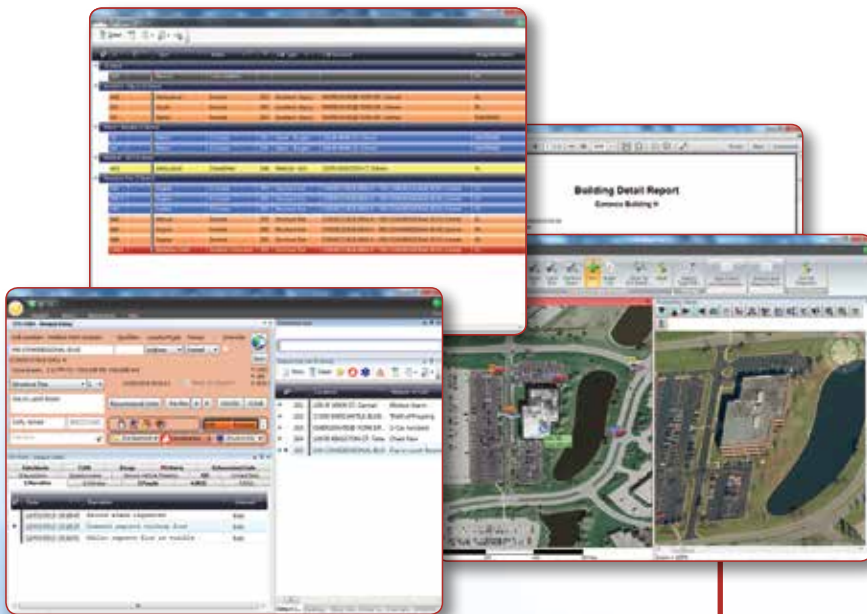
Full suite of end-to-end solutions

Built on current generation Microsoft®.NET technology, Tyler's New World™ public safety software solutions offer unmatched application integration with easy maintenance and administration for years to come.

Unrivaled R&D investments keep software current

Tyler continues to invest tens of millions of dollars in R&D and employ hundreds of software developers who work with client agencies to continuously enhance the New World suite. This protects your long-term investment and ensures you are ready for advances in data sharing, mobility, intelligence, and future service requirements.

Computer Aided Dispatch



Fire Mobile Computing



Dispatch receives 9-1-1 call reporting structure fire.



Dispatch captures details and location information, while accessing interactive maps, hydrant locations and pre-plans. Info is seamlessly sent to fire, EMS and police responders.



Dispatch information is presented quickly and clearly for responding fire, EMS and police, including maps, directions, hydrant locations, hazards, pre-plans, etc.

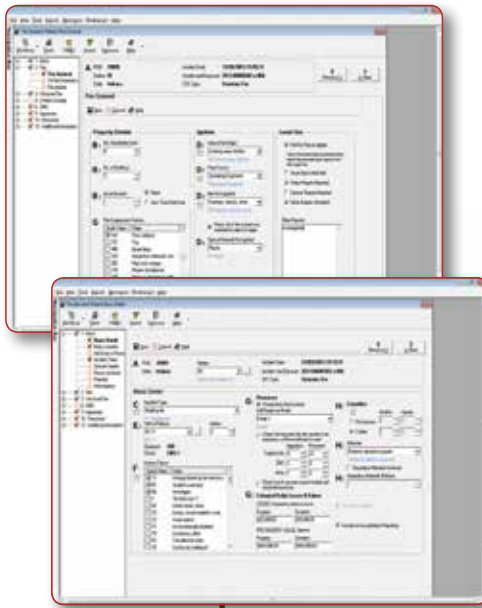
Tyler's true integration enables information to flow seamlessly throughout the suite of New World software applications. From the first call for help to a fast response, public safety personnel have access to accurate intelligence to make more informed decisions.



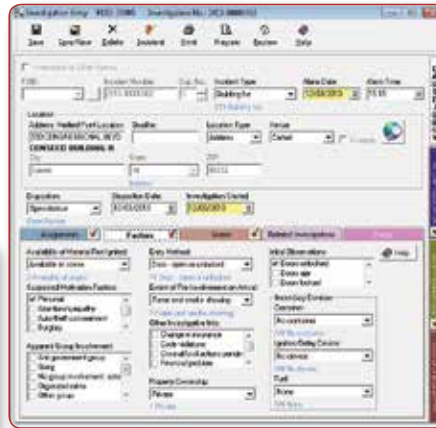
Law Enforcement Mobile Computing

Integrated across departments and disciplines.

Fire Records Management - Incident Wizard



Investigation



Fire Decision Support



CAD information including units, times, narrative, and hydrant information populates Fire Records simplifying NFIRS reporting. CAD information also populates Police Records.



Information and evidence obtained at the scene is securely tracked in the investigations module.



This incident information is stored and used by command staff to monitor station performance, complete accreditation reporting and determine resource allocation.



Law Enforcement Records Management



Law Enforcement Decision Support



Dispatch

With New World Computer Aided Dispatch (CAD) from Tyler Technologies, call takers, dispatchers, and firefighters receive the information and tools necessary to make urgent decisions quickly. Used by medium-sized agencies to large consolidated dispatch centers, this flexible, scalable, and reliable tool streamlines dispatching activities for fire, emergency medical services and law enforcement.

By leveraging the latest technological advances, New World CAD prepares agencies for trends such as NG9-1-1, agency and jurisdictional consolidation, big data analytics, data sharing and enhanced GIS capabilities.

Advantages

- Multi-jurisdictional dispatching functionality
- NG9-1-1 addressing standards compliant
- Embedded GIS and Pictometry improves tactical awareness
- Agency-defined response plans
- Real-time GPS unit location for recommendations
- Rip-and-run reports to stations
- Agency-defined paging and toning
- Information sharing via CAD-to-CAD
- Built-in reports support agency-defined requirements

Improve firefighter safety and response times

Firefighters stay better informed and prepared with the instantaneous information provided by New World CAD, which includes built-in pre-plans, proximity alerts for hazards, hazmat alerts and police information including wants, warrants and prior incidents.

New World CAD, Fire Records, and Fire Mobile applications integrate seamlessly with the New World Law Enforcement solutions to ensure critical information is always quickly available. This integration also ensures that CAD unit recommendations take into account personnel skills and equipment information stored in Fire Records.

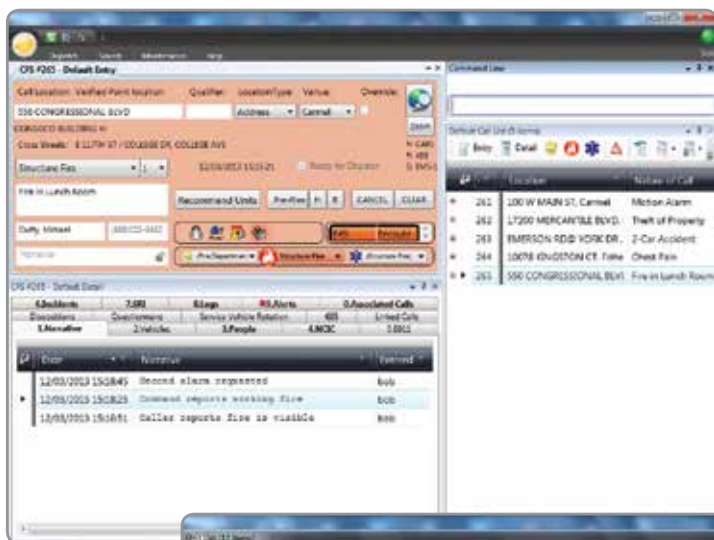
Situational Dynamic Response™

Arrive on the scene safer and better prepared with true situational awareness powered by the latest Esri® mapping technology. Situational Dynamic Response provides firefighters with:

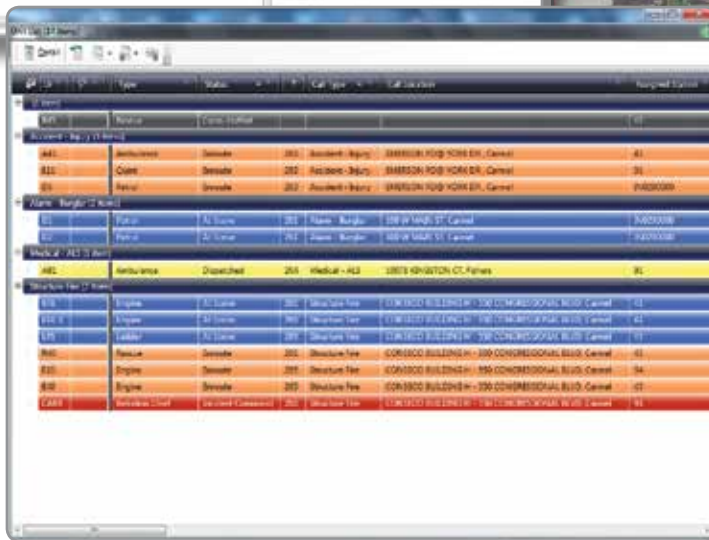
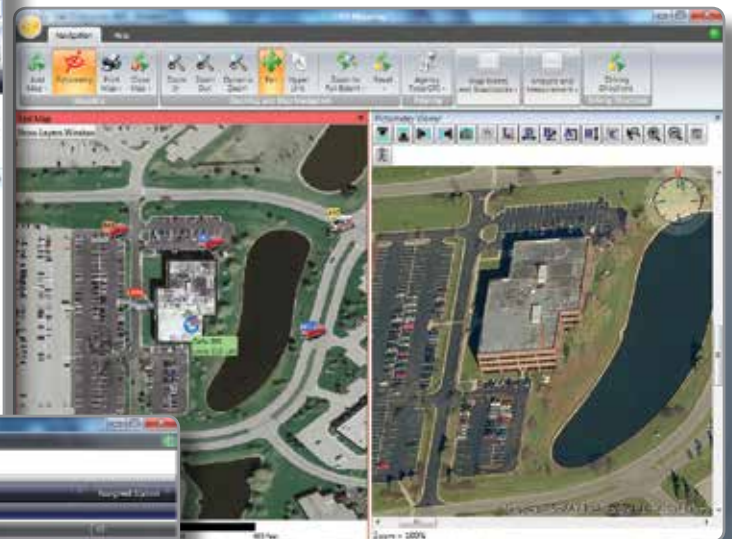
- Dynamic ETAs based upon travel time, road systems and real-world routing factors
- Access external data services including traffic cameras, sensors, alarms and demographic data
- Decrease response times by leveraging GIS data from neighboring agencies

Software that responds.

Call control screen



Interactive map



Unit status monitor

Designed to maximize productivity and minimize effort

Easy-to-use New World CAD provides a familiar Windows® environment, command-line entry, drag-and-drop dispatch, a fully integrated map, and is configurable to agency-specific needs. It provides access to the exact information and functions each call taker and dispatcher needs when every second counts.

More location information enhances situational awareness

The latest Esri technology embedded in New World CAD provides geographical analysis and visual reference to dispatchers and firefighters through high-performing, easy-to-maintain maps.

New World CAD maps contain a wealth of information, including hydrant information, hazardous materials, prior incidents, pre-plans, floor plans, and hyperlinks to IP address cameras along with the ability to track and monitor all units to improve preparedness.



Fire RMS

New World Fire Records Management from Tyler Technologies provides everything needed to efficiently respond to incidents, better allocate resources, enhance investigations and improve reporting. It also automates tasks associated with fire prevention including inspections, equipment and fleet management, and training.

Advantages

- State NFIRS/NEMSIS electronic reporting and compliance with HIPAA requirements
- Complete station activity, scheduling and training management
- Automated tools for incident tracking and investigations
- Streamlined fire field inspections
- EMS management solutions
- Complete fleet and station activity management

Critical information at your fingertips

New World Fire Records increases firefighter safety by maintaining detailed pre-plans and providing fast access to building and business information, including:

- Location of fire extinguishers, standpipes, hose cabinets and alarm panels
- Safety procedures
- Building factors
- Inspection history
- Hazardous materials

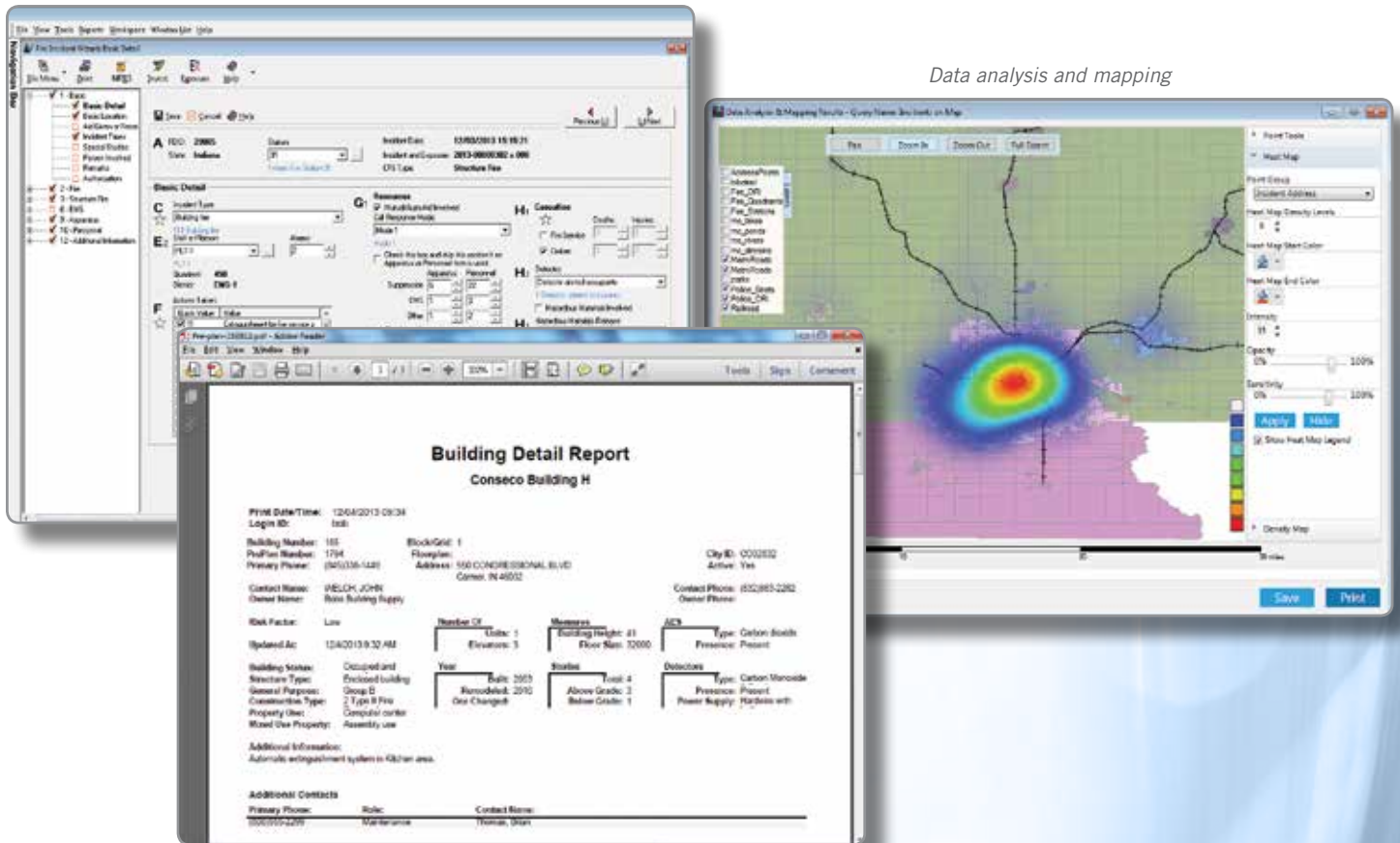
Save time entering incidents and NFIRS reports

Streamline the time it takes to enter incident information and perform National Fire Incident Report Systems (NFIRS) reporting with New World Fire Records.

With the Fire Incident Entry Wizard guides, users view data needed for each incident type along with mandatory NFIRS 5.0 compliant information.

Information from CAD pre-populates the incident entry wizard. New World Fire is fully compliant with the National Fire Information Council (NFIC) and provides pre-formatted reports and automatic edit checks to further ensure reporting accuracy.

Software that automates.



Data analysis and mapping

Building pre-plan information

Enhanced investigations and inspection tracking

Store all information related to an incident in a single location, including in-depth details and photos with New World Fire Records. This helps departments keep a better record of inspections by tracking and storing detailed information including history, status and notes.

Complete station activity and training management

New World Fire Records provides tools that help departments easily track and manage scheduling, personnel training and equipment maintenance and inventory. Shift management tools allow users to create schedules for stations, shifts or specific personnel while monitoring department-specified and state-mandated training status. The software also automates equipment maintenance and inspection schedules to ensure equipment meets safety standards. New World does this by maintaining a detailed equipment history including maintenance, problem logs and reports.

Simplified HIPAA and EMS reporting compliance

Capture response information on a patient including unit times and procedures, when arriving at a scene. New World ensures HIPAA requirements are met and streamlines EMS reporting processes for compliance with state and federal standards. In addition, all reports meet National EMS Information Systems (NEMSIS) and National Highway Traffic Safety Administration (NHTSA) reporting requirements.

A firefighter wearing a helmet and jacket is seated in the cab of a fire truck, looking at a laptop screen. Another firefighter's helmet is visible in the foreground on the right. The background shows a building and a clear sky.

Fire Mobile

Designed with fire users in mind, New World Fire Mobile from Tyler Technologies provides full access to dispatch information, building pre-plans and alerts, helping to decrease response times. Connected or temporarily disconnected, firefighters stay informed in the field with access to everything known about a building, business or location.

The Microsoft®.NET technology behind New World Fire Mobile provides easy and familiar Windows navigation with all incident information presented on a single screen and drill-down capabilities to more details.

Advantages

- Designed for easy use on a laptop or Windows tablet
- Real-time, clear and concise dispatch information
- Feature-rich mapping
- Streamline and automate field inspections
- EMS field reporting
- Continue operations in low or no-bandwidth areas

Improved communication and collaboration

New World Fire Mobile keeps everyone connected through messaging, silent dispatching and Automatic Vehicle Location (AVL). New World dramatically improves communication between firefighters in the field, CAD and Fire Records to ensure that first responders are aware of other unit locations and their status.

Using AVL, dispatchers and fire personnel in the field have the ability to see nearby vehicles, along with their speed and direction, enabling them to respond instantly.

Easy access to more location information

Embedded mapping capabilities in New World Fire Mobile provide firefighters with up-to-the-minute views of all activity utilizing information from dispatch, including incident location, turn-by-turn driving directions, and hydrant locations.

Firefighters in the field also have access to pre-plans and important building information that is automatically available based on location.

Software that improves efficiency.

Fire Dispatch with map



Fire Mobile field inspections



Fire Mobile patient care report

Save time and reduce data entry during inspections

New World Fire Mobile Field Inspections provide an efficient way to complete and submit fire inspection reports to Fire Records from the field. Used on any Windows tablet or laptop that supports Fire Mobile, it replaces hand-written reports, reduces data entry and helps fire agencies accomplish more in the field. These reports can be completed even when the system is temporarily disconnected.

Provide faster and more complete care

New World Mobile Electronic Patient Care Reporting (ePCR) allows first responders to capture patient information in the field from a laptop or Windows tablet. Users can immediately record vital information including medical history, medications and electronic signatures. Time-saving advanced workflow ensures information entered is saved and made available in Fire Records.

In addition to capturing all NEMSIS Gold required information, New World Mobile ePCR fields and workflow is configurable to meet state and agency needs.



Dashboards

New World Decision Support and Dashboards are intuitive and effective solutions that enable fire agencies to access their mission-critical data to trend, analyze and deliver information in multiple ways.

Instead of simply providing reports, Decision Support and Dashboards answer questions with actionable intelligence to enhance decision making and improve response planning.

Advantages

- Powerful decision making tools for command staff
- Streamlined ad hoc reporting
- Simplify fire accreditation reporting
- Intelligence displayed in Web-based grids, reports, graphs and charts
- Microsoft Analytics technologies
- Mapping capabilities help locate patterns and spot trends
- Easily accessible via a tablet or iPad®

Intelligence-Based decision making

Utilizing Microsoft analytics technologies and familiar applications such as Microsoft Excel®, Decision Support delivers the right information quickly.

Instead of relying on two-dimensional reports, users can easily trend, pivot, and drill-down and through information in multiple ways. Role-based dashboards offer a high-level overview of operations for supervisors and command staff with instant access to statistical information.

Even users without a strong IT background can quickly answer questions about response times and operations.

Automate fire accreditation reporting

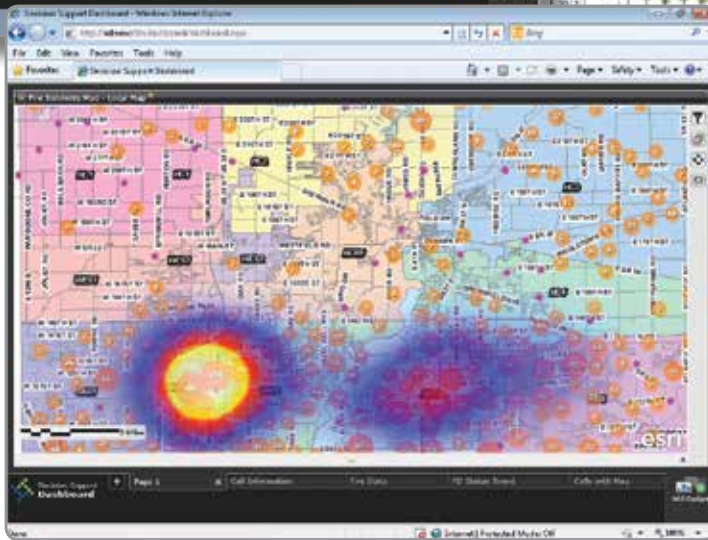
Decision Support streamlines the reporting needed to achieve and maintain fire agency accreditation. It simplifies and automates the necessary complex percentile calculations. This allows departments to analyze information by various attributes including time, quadrant and station for in-depth performance measurement.

Software that commands.

Decision Support dashboard



Decision Support time of day



Dashboard heat map

Information at-a-glance for command

New World Decision Support dashboards offer access to statistics including response times, incident information and station or department information. The dashboards also allow command staff and supervisors to drill deeper into areas of concern, helping them make fast and well-informed decisions.

Optimize internal procedures and performance

New World Decision Support makes monitoring and reporting on department productivity, effectiveness and daily operations effortless. It can be used to analyze response times, track firefighter performance and aggregate incident data over various time periods, dissecting it across many dimensions for improved trending.

These dashboards also provide reporting and trending tools to help departments plan fire prevention initiatives, demonstrate the benefits, and justify the costs of improved or expanded services.



Technology

Tyler develops solutions using current generation Microsoft®.NET technology and leverages strategic partnerships to deliver robust, reliable and innovative public safety software that lasts.

Our commercial off the shelf (COTS) solutions simplify maintenance and updates for agencies, while making it easy and less costly for Tyler to offer the latest functionality to increase safety and efficiency.

Advantages

- Microsoft®.NET framework and features
- Scalable with industry standard Microsoft SQL Server
- Embedded Esri ArcGIS server technology
- Support for evolving NG9-1-1 standards, mobility and future public safety requirements
- CJIS compliance
- Virtualization for high availability and disaster recovery options

Industry-Leading GIS integrations

- Tyler is Esri's largest public safety partner
- Tyler is the only public safety solution provider participating in Esri's Business Partner Advantage program
- Engaged in Esri's exclusive private beta testing program

Mobile intelligence on an iPad or Windows tablet

The technology behind Tyler's solutions provides the flexibility to work from anywhere and places information at the fingertips of users to improve decision making.

New World LaunchCommand, a native iPad solution, offers access to role-based dashboards, a dispatch and unit status monitor and the ability to perform web-based inquiries.

New World's Mobile Computing for fire and law enforcement is offered on Windows-based tablets. The full-featured mobile tablet solutions provide messaging, mapping, inquiry and police incident and fire inspections reporting.

Software that evolves.

Comprehensive Public Safety Software Solution

Dispatch Software

Call entry	Dispatch questionnaire	Fire equipment search/fire equipment move
Call control panel	GIS/Geo-File verification	Hazmat search
Unit recommendations	Hazard and location alerts	Hydrant inventory
Unit status and control panel	Access to New World LE RMS	Access to New World Fire RMS
Call stacking	Note pads	Rip-N-Run remote printing
CAD messaging	Proximity dispatch	Run cards/response plans
Call scheduling	Unit status and control panel	

Optional dispatch software and interfaces

BOLOS	Web CAD monitor	Encoder interface
CAD mapping	New World CAD to New World CAD interface	Fire records interface
CAD auto routing	CAD paging interface	Deccan LiveMUM interface
CAD AVL	E-911 interface	Telestaff interface
Hydrant inventory	Pictometry interface	ePCR interface
Service vehicle rotation	Pre-Arrival questionnaire interface	

Fire Records Management Software

Activity reporting and scheduling	GIS/Geo-Verification	Personnel/education
Investigations	Hydrant inventory and inspections	Pre-Plans
Business registry	Incident tracking	Station activity log
Hazardous materials	Inspection tracking	BLS/ALS

Compliance reporting and optional records management software

NFIRS 5.0 electronic reporting	Equipment tracking and maintenance	LOSAP training and recruiting
NEMSIS electronic reporting	Fire permits	Vehicle tracking and maintenance
Data analysis/management reporting	Inventory	

Fire Mobile Computing Software

Fire CAD via Switch	In-Car Routing	Fire Inspections
In-Car apping	New World AVL	EMS Field Reporting (National Standards)

Decision Support and Dashboards

Fire Management Data Mart	Dashboards for fire management
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Technology partners

Priority Dispatch ProQA	Deccan	Zetron
Esri	Pictometry	Telestaff

More about fire interfaces and optional modules

Data analysis and mapping

- Extract information easily to create analysis and management reports
- Plot fire incidents onto a map to identify fire trends and types, to see areas of concern, and better allocate resources
- Export data results in a variety of formats

State/NFIRS 5.0 electronic reporting

- Meets all National Fire Incident Reporting System (NFIRS) 5.0 requirements
- Ensure requirements are met and reports are consistent with agency-defined fields
- Submit reports electronically

Telestaff scheduling

- Update database by transferring shift, unit, and personnel data from Telestaff
- Data exchange is automatic and user definable

ProQA Paramount Platinum certified

- Tyler Technologies is certified at the Platinum level for ProQA® Paramount, with support for Multi-Discipline Launching

CAD Paging and Toning

- New World CAD Paging supports industry standard and individual agency protocols
- Users can manually page individuals and groups or pages can be sent automatically based on units dispatched

NOTE: Software capabilities are available in base package or optional modules, which are subject to change.

Software that thinks like you do.

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 citizens. Tyler's client base includes more than 14,000 local government offices in all 50 states, Canada, the Caribbean, the United Kingdom and other international locations. Forbes has named Tyler one of "America's Best Small Companies" eight times and 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 www.tylertech.com.

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