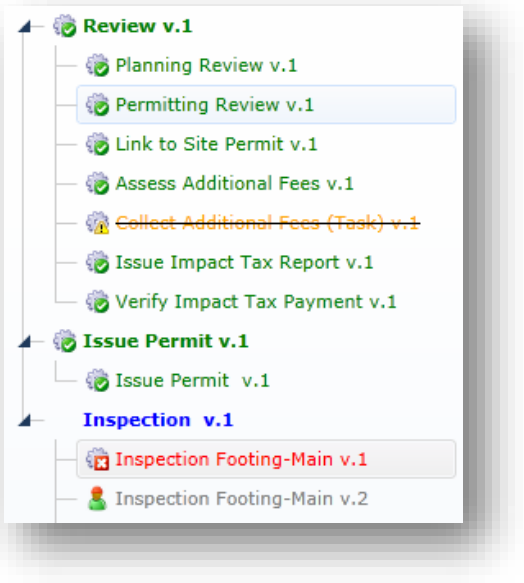
## Workflow Automation & Lifecycle Management

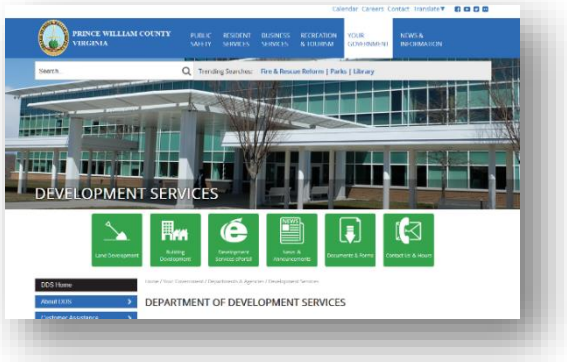



EnerGov is a cradle-to-grave line of business application that will assist the City of Oakland Park in managing a more efficient, streamlined and constituent friendly operation. The proposed EnerGov platform includes product suites that are specifically designed to connect and automate the critical processes of land use planning and project review, permitting, code enforcement, inspections, licensing and regulatory compliance across all applicable City departments. Moreover, EnerGov includes intuitive system administration consoles that provide superior configuration tools to automate even the most demanding processes.

From a workflow perspective, all system components share a common platform providing centralized access to information and key metrics across the organization. As such, EnerGov will empower the County to better connect departments, entities, processes and citizens allowing for enhanced collaboration, communication and a substantial overall return on investment.

## Enhanced Citizen Interaction (CSS)

EnerGov CSS is a fully integrated component of the EnerGov system that extends its flexibility and functionality across the web. EnerGov CSS will provide citizens with 24/7 access to permit and application-related services online. CSS is highly configurable, which will enable the City to define the specific information and processes that will be made available to citizens on-line. Some examples of online processes supported through EnerGov CSS include:




- Constituent Dashboards
- Online Permit & Plan Submission
- Online 100% PCI Compliant Payment Processing
- Online Complaint / Request Submission
- Online Inspection Requests & Cancellations
- Online Meeting & Hearing Access

## Robust Mobile Functionality

Tyler's EnerGov iG Workforce is the industry's first government platform for the next generation of mobility. EnerGov was the first software solution to offer a comprehensive and robust mobile workforce platform and family of apps that take advantage of native iOS tablet environment.

### iG Inspect App

iG Inspect is a powerful mobile application that allows government field workers to quickly and easily manage inspections for buildings, land use, environmental, health, safety and compliance. iG Inspect provides comprehensive management of the daily inspection process from research, review and inspection checklists to digital signatures and printing capabilities.

### iG Enforce App

iG Enforce is the industry's only comprehensive mobile application that allows government agencies to manage enforcement case workflow in the field and on the go. This workhorse complements EnerGov's powerful back office software, streamlines the enforcement process and enables staff to proactively manage cases directly from a mobile device.

## EnerGov eReviews (Electronic Plan Review and Document Markup)

EnerGov's eReviews extension adds a unique and powerful dimension to the EnerGov platform. This technology allows your agency's plan review and submittal process to be managed within a browser-based, paperless environment and easily interfaces with the Permitting & Land Management and Licensing & Regulatory Suites.

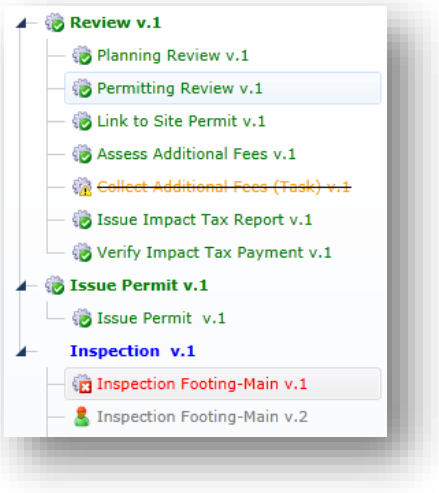
Users also enjoy collaborative interaction with constituents through seamless integration into EnerGov's Public ePortal. More importantly, eReviews allows agencies to link the digital review process to GIS (via EnerGov GIS based on Esri's ArcGIS Server) to allow for geospatial viewing, interaction and reporting. EnerGov's eReviews is your answer to a more effective review process.

- Paperless Plan Submission Process
- Powerful and Seamless Workflow Collaboration within the EnerGov Regulatory Process
- Digital Markups and Approval Stamps
- Analyze Files with Version Overlay Comparisons
- Calibration, Scaling and Snap Functions for Measurements
- Version Control/Comprehensive Audit Trail

## Unlimited Scalability and Superior Configurability

EnerGov's integrated workflow management system provides agencies the ability to design, administer, update, change, and report on the regulatory application process of a project or application. This includes, but is not limited to, application requirements, submittal processes and cycle reviews, multi-departmental / individual review assignment & turnaround times, expedition parameters, inspection routing, automation logic etc.

Additionally, utilizing native administrative tool sets, users can configure workflow rules and procedures for each unique business process scenario; including the integration of multiple modules, users and workload restrictions. Moreover, EnerGov is designed to allow multiple communication outlets with its embedded ""Intelligent Object Engine"" (IOE) and Geo-Rules Processor (GRP) to facilitate spatial attribute business intelligence and e-mail scripting / notification procedures.




- Native Configuration Tool-sets
- City-Specific Configurations
- Visual Workflow
- Version Control
- Automation Controls

## Reporting

EnerGov provides multiple reporting options as well as graphical grid construction tools which enable system users to construct customized, on-demand views and filters of performance and process data which can be used to readily identify trends, associations, performances, and relationships.

### Widgets

EnerGov workspaces are customized by including role-specific widgets that track and display role-relevant data. Widgets can include application shortcuts or favorites menus, commonly searched terms, system notifications, pinned or scheduled reports, or sets of data within the application.

### Key Performance Indicators (KPI)

One of the strengths of role-based work stations is the ability to add KPIs relevant to the user's work processes. Whether that's a list of work orders to process, information about the status, or number of current tasks, KPIs are an instrumental part of developing a more efficient work process.

### Tasks and Notifications

EnerGov enables users to stay connected and informed whether in the office or in the field through a centralized task and notification engine. Automated reminders and notifications of pending tasks / actions are routed to appropriate personnel according to the Client's prevailing workflow.

## Industry leading GIS Integration

The EnerGov application was designed and developed from the ground up as a GIS-centric application. Within this model, the ArcGIS Server (geodatabase) functions as the sole, central, and authoritative data source for all property and spatial attribute data. The EnerGov application consumes this data in real-time via ArcGIS Server Map Services providing not only for the visualization of spatial information but for spatially-enabled workflow creation, automation and validation.

The EnerGov application is the ONLY enterprise permitting land management system to receive 2 ESRI Worldwide Partner Awards for advanced utilization of ArcGIS and is unmatched in its ability to leverage spatially-based workflow automation.

## Centralized Contact Management

EnerGov utilizes an enterprise contact management console to catalogue and centrally track citizens and the individuals conducting business with the City. This allows the City a number of advantages including enterprise access to contact records, correspondence, fees, applications, documentation, and more.

## Flexible Deployment – On Premise or Cloud

As a web and cloud-capable platform, Tyler offers flexible deployment of the EnerGov application with the option of hosting and maintaining their IT infrastructure on premise, within a Client's private cloud, or within the Tyler Cloud (Tyler hosting and application availability services).

## EnerGov OData & REST APIs

EnerGov's open data service, EnerGov OData, allows your government organization more connectivity, flexibility and transparent communication with constituents than ever before. Using OData, your IT staff can create specialized applications for the Web, mobile devices, the GIS environment and other external or community-based uses which display a personalized combination of open source data most pertinent to those you serve.

Additionally, Tyler's packaged REST-based APIs provide the requisite tools for developing intelligent interfaces between the EnerGov application and any number of 3rd party / existing line of business solutions currently in use by each agency.