

Setting the Record Straight: Tyler Technologies in Alameda County, CA

Background:

- Alameda Co., the seventh-largest county in California, is one of nine counties that comprise the San Francisco Bay area, home to more than 7 million people.
- The Alameda Co. Superior Court implemented Tyler Technologies' Odyssey® court management solutions to replace its 40-year-old legacy system and paper-based processes.
- Alameda Co. insisted on going live on a timeframe Tyler advised against, even though Alameda Co. had not, for example, completed its business processes, offense code mapping, or justice partner integrations, as required of Alameda Co. under the contract.
- Alameda Co. encountered numerous challenges around budget, staffing and new business processes.
- Media reports that impugn Tyler and/or Odyssey in Alameda Co. are based on a variety of misunderstandings and mischaracterizations. For example, Tyler was not responsible for the systems in Alameda Co. jails, or the integrations from Odyssey to Alameda Co. justice partners.
- Alameda Co. went live on Odyssey in its criminal courts, and remains an Odyssey client today. Alameda requested a termination for convenience of that portion of the contract related to implementing Odyssey in Alameda Co.'s civil courts, and the parties continue to negotiate a mutually agreeable resolution to that termination request.

Current Relationship:

- Tyler's Odyssey installation in Alameda Co.'s criminal courts has been up and running for approximately two years.
- Tyler remains committed to supporting this Odyssey installation and is working closely with the county to ensure proper functioning of its Tyler solutions.
- In addition to the Odyssey implementation at the Alameda Co. Superior Court, Tyler solutions have been successfully used by numerous agencies throughout Alameda Co. since 2011.

Odyssey Success Metrics:

- Odyssey accurately handles millions of court case transactions every week and manages more than 100 million cases across the country.
- Tyler has implemented Odyssey in more than 1,000 counties across 28 states, including seven of the top 10 largest counties in the U.S.
- Superior courts in 24 of 58 counties in California are live on Odyssey.
- Fourteen states have successfully implemented Odyssey case management statewide, and fifteen have successfully implemented Odyssey e-File statewide.
- The Odyssey client retention rate is 99.7%. Tyler maintains a 98% client retention rate company-wide.