Tyler Technologies

Customer Success Story

Plano, TX
tylertech.com

Leading Provider of Public Sector Software and Services Turns to Experlogix to Optimize Quote Processes

Challenge

For Tyler Technologies, it is all about speed, efficiency, connectivity, and engagement. Their products are designed to work as a fully integrated solution or standalone with multiple functionalities to grow and scale as the needs of their clients evolve.

"Partnering with the government and schools to find the best technology solutions is our passion," says Kim Ouellette, Sales Operations Analyst, Tyler Technologies.

"When technology works seamlessly, citizens connect to their communities and are much more engaged and both government and schools can efficiently serve their constituents. That is our # 1 goal."

When evaluating CPQ solution providers, their search criteria was simple. They needed a tool that was able to handle the large files involved in putting together quotes, without impacting performance. The ideal solution needed to be easy for the sales team to use and flexible enough to meet the business' ever-changing requirements.

Corporate Details

Tyler Technologies provides integrated software and technology services to the public sector. Tyler's end-to-end solutions empower local, state, and federal government entities to operate more efficiently and connect more transparently with their constituents and with each other. Tyler has more than 27,000 successful installations across more than 11,000 sites, with clients in all 50 states, Canada, the Caribbean, Australia, and other international locations.

Benefits

· Improve speed, accuracy and maintenance of quotes in real-time for regional sales teams.
· Configure orders automatically and reduce opportunity for errors.
· Reduced learning curve for administrators already familiar with Excel.

Products

· Dynamics 365 Sales

In addition, a centralized system that could optimize the quoting process across their North American sales force was significant. "With 69 regional offices located across the U.S. and Canada, we needed a system that could generate and maintain complex quotes in real–time," says Ouellette.

Solution

Tyler's previous system could not handle large quotes and the system interface hindered scalability requirements needed within the quoting tool. "We were very dependent on IT for the modeling of the tool," continues Ouellette. "Experlogix has an Excel–like backend, which allows anyone to be trained to become a modeler."

"Overall, we were looking to have greater ease of use for our teams, performance efficiency, and better flexibility to model the needs of our growing sales requirements," comments Ouellette.

Result

"Here at Tyler, we imagine a world where all city, county, and regional government services are connected within a healthy digital infrastructure," notes Ouellette. "Connecting data, processes, and people make communities safer, smarter, and more responsive to the needs of residents."

Experlogix allows sales reps to quickly generate quotes for clients and provides the flexibility needed to model the changing needs within the sales group.

"Our sales teams like the speed and ease of the tool. Experlogix allows us to easily customize multiple different set–ups to meet the different needs of each sales team," added Ouellette.

"From implementation and training to support and recognition, Experlogix CPQ is so much more than just software. Convenience, customization, and excellence are at the forefront of everything they do."

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>
> – *Kim Ouellette*
> *Sales Operations Analyst*

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