

Courtney Wilkerson

From: Clark, Sherry <Sherry.Clark@tylertech.com>
Sent: Monday, September 10, 2018 11:43 AM
To: Courtney Wilkerson; Greg Elliott
Cc: Lynn, Brian; Martin, Samantha; Yoshida, David; Scheuchzer, Adam
Subject: Microsoft Windows Server Operating System Compliance

Follow Up Flag: Follow up
Flag Status: Completed

Courtney and Greg –

As a follow up to this morning's call, our technical and support teams offer the following explanation relating to the above-referenced subject matter:

Tyler Technologies commits to testing new MS software versions within 6 months of the current annual Software release as it relates to 'Microsoft Windows Server Operating System Compliance'. We have several versions of Software provided to customers and do not regression test new MS OS versions with prior versions. We will continue to support Microsoft versions as long as they are in the support lifecycle that Microsoft offers. In accordance with our Maintenance and Support Contract, we encourage clients to stay within the 2 most current full releases of the Tyler Software, which will maintain and have testing completed with all new security patches that Microsoft releases. We encourage customers to apply these patches to their non production environments and test prior to a production upgrade. If a customer finds an issue, they can report it and Tyler will take the necessary steps to resolve per the guidelines of our Service Level Agreements within the contract.

Sherry Clark
Sr. Corporate Attorney
P: 972.713.3770 ext: 113770

www.tylertech.com

From: Courtney Wilkerson <cmayo@co.collin.tx.us>
Sent: Thursday, September 6, 2018 8:49 AM
To: Clark, Sherry <Sherry.Clark@tylertech.com>; Lynn, Brian <Brian.Lynn@tylertech.com>
Cc: Greg Elliott <gelliott@collincountytx.gov>
Subject: Conference Call

Sherry,

Per our conversation, please see below for the times that we are available.

Today at anytime before 12:00pm
Tomorrow anytime before 1:00pm
Monday anytime before 2:00pm

Thanks,

Courtney Wilkerson

Senior Buyer
Collin County Purchasing
2300 Bloomdale Rd., Ste 3160
McKinney, TX 75071
972-548-4113
972-548-4694 fax
cwilkerson@collincountytexas.gov