2023 IN REVIEW

SOUTH CAROLINA

TYLER STATS

$87B
Securely Processed Across Tyler in 2023

469M
Total Transactions in 2023

44,000+
Installed Applications and Services

13,000+
Locations

VALUE

Together, we help South Carolinians efficiently interact with the state online.

5+ Million	**15+ Million**	**$887+ Million**
Number of Transactions the State Enterprise Securely Processed in Calendar Year 2023	Number of Transactions the State Enterprise Has Securely Processed Overall since 2021	Dollar Amount Securely Processed by State Enterprise in Calendar Year 2023

31	**924**	**11**	**90**
Number of New Services Launched	Total Number of Services	Number of New Websites Launched	Total Number of Websites in Service

Number of State Portal Website Page Views in Calendar Year 2023:
28.6 Million views for tracked pages

Other Value Statistics: In 2023, the South Carolina Customer Service team managed and resolved **15,656** requests for service from our government partners and citizens. Services were also provided to help connect **7,249** citizens with the proper agencies, towns, and services. Our technical teams also managed **214** reports of system incidents that were successfully mitigated and resolved.

EFFICIENCY

Government efficiency increases when citizens interact with government online.

- Government entities can avoid the time-consuming RFP process and get digital solutions to meet their needs.
- Next Generation Wallet functionality enables citizens to save time by allowing them to securely set up and store payment information for more convenient transactions.

tyler technologies

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IN REVIEW

COLLABORATION

It takes a true partnership to make digital government work.

554 Total Number of Government Partners	**66** Number of State Agencies	**46** Number of Participating Counties
74 Number of Unique County Services	**41** Number of Participating Cities	**128** Number of Unique City Services

EXCELLENCE

Our Next Generation Wallet rollout has been a complete success, transforming the landscape of state payment services with its innovative functionality. Beginning the rollout in August, we enabled eight organizations to seamlessly integrate their payments with Next Generation Wallet experience. In total between August and December, we brought wallet functionality to 75 organizations. We are currently working to wrap up the wallet rollout with four remaining merchants whose custom applications require more fine tuning to integrate their payments with Next Generation Wallet.

INNOVATION

Utilizing our Next Generation subscription services, we have revolutionized citizen engagement by enabling integrated government services to provide notifications and events to users. Participating government entities with integrated services can self-manage their subscription services using the management console. Seven services have been configured, tested, and approved, with five additional services in progress and an eventual rollout planned for all current government partners.

> Our accomplishments this year are a direct result of the exceptional dedication and collaborative effort demonstrated by our Tyler Technologies South Carolina team. Each milestone reached and goal achieved stands as a testament to the passion, commitment, and professional expertise our team delivers, ensuring South Carolina is at the forefront of eGovernment.
>
> — **Amy Quinn,** General Manager

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