The History

The current ASP function is very similar to the service bureau offerings of the 1960s and '70s. Service bureaus emerged as computer processing gained in popularity and became more widespread, but few small- and medium-sized companies could afford mid-range and mainframe systems. Companies who did invest in these systems often had excess capacity, and were willing to rent out the use of the systems during off-peak time. From this concept service bureaus emerged, often running a host of programs such as accounting and payroll for smaller organizations. It's in just this way that Tyler's MUNIS division had its start, running as a service bureau in the early 1960s.

During the late 1970s and '80s the cost of hardware dramatically decreased, and local and wide-area networks emerged. This allowed companies to bring processing back in-house and move to a real-time environment, rather than batch process their jobs off-site through the service bureau model. With the additional emergence of the Internet, data centers were able to provide an inexpensive high-speed data transfer, located virtually anywhere in the world with no impact to users or application performance.

It's easy to see that the driving factor for service bureaus was the cost and availability of hardware. For the ASP model, the overriding benefit is the information technology staff's ability to manage and administer for their clients the expensive and complex computing environments used today.
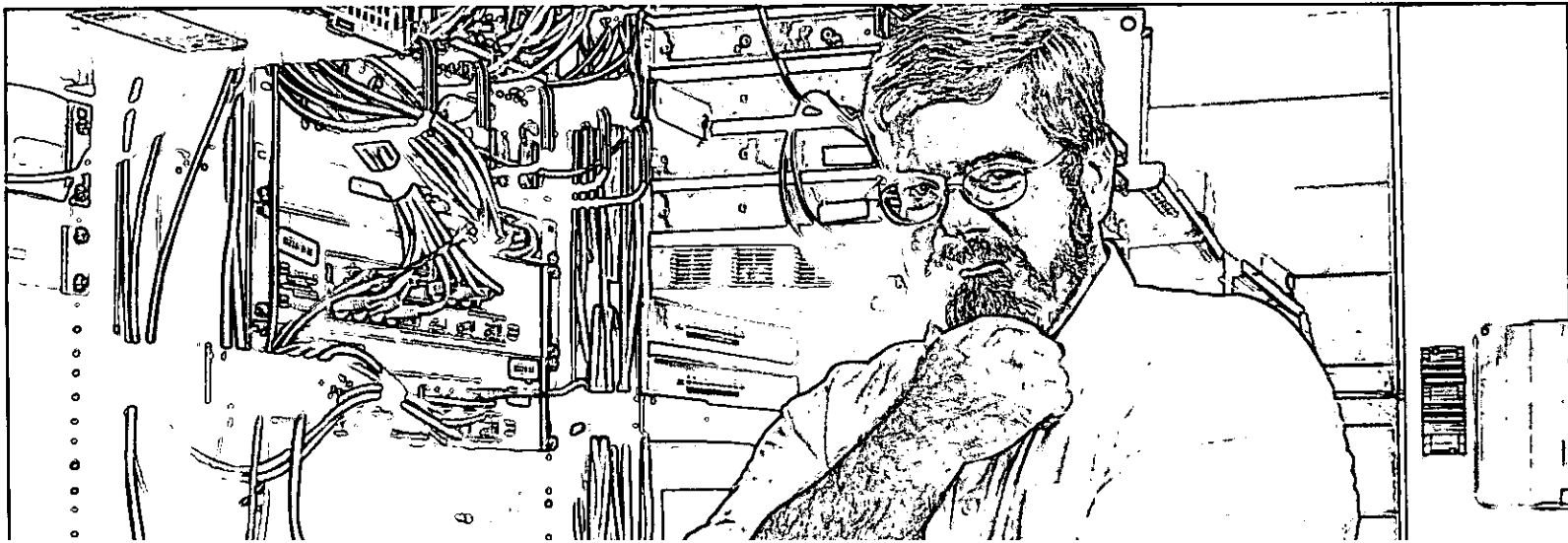
Cost Comparison Worksheet

ASP SOLUTION

	Initial Cost/ Year 1		Recurring Annual Cost ($0.00 inserted for one-time cost)					
			Year 2	Year 3	Year 4	Year 5		
Installation	_____	+	$0.00	+ $0.00	+ $0.00	+ $0.00	=	$ _____
Configuration	_____	+	$0.00	+ $0.00	+ $0.00	+ $0.00	=	$ _____
Annual Fee	_____	+	_____	+ _____	+ _____	+ _____	=	$ _____

Add the totals above

ASP SOLUTION 5-YEAR COST $ ☐

SELF HOSTED

	Initial Cost/ Year 1		Recurring Annual Cost ($0.00 inserted for one-time cost)					
			Year 2	Year 3	Year 4	Year 5		
Software License	_____	+	$0.00	+ $0.00	+ $0.00	+ $0.00	=	$ _____
Consulting & Training Services	_____	+	$0.00	+ $0.00	+ $0.00	+ $0.00	=	$ _____
Server Hardware	_____	+	$0.00	+ $0.00	+ $0.00	+ $0.00	=	$ _____
Server OS	_____	+	$0.00	+ $0.00	+ $0.00	+ $0.00	=	$ _____
Server DB	_____	+	$0.00	+ $0.00	+ $0.00	+ $0.00	=	$ _____
Software Maintenance	_____	+	_____	+ _____	+ _____	+ _____	=	$ _____
Server Hardware Maintenance	_____	+	_____	+ _____	+ _____	+ _____	=	$ _____
OS/DB Maintenance	_____	+	_____	+ _____	+ _____	+ _____	=	$ _____
Technical Support Administration	_____	+	_____	+ _____	+ _____	+ _____	=	$ _____

Add the totals above

SELF HOSTED 5-YEAR COST $ ☐

tyler
TECHNOLOGIES

REDUNDANCY

Virtually every potential point of failure has been addressed by Tyler's MUNIS ASP service. Each hardware device has a failover component that will take over in the event of a failure. In addition to our Tyler-owned Data Center, we have contracted for a "hot site" in Boston, MA that replicates the entire system for use in the unlikely event of a total facility failure. Tyler utilizes multiple Internet Service Providers (ISPs) with routes coming from different Internet hub locations. An Uninterruptible Power Supply (UPS), as well as a diesel generator, provide alternative power and the disk sub-system uses fully-redundant drive arrays that prevent downtime due to a failed disk drive. All nightly back-up tapes are stored off-site in fireproof storage, and monitoring software constantly monitors the performance of the system and alerts operations staff of any irregularities.

A recent audit of the MUNIS ASP Data Center, sponsored by one of Tyler's ASP clients, was performed by IBM Global Services. The audit was conducted to formally document the redundancy and fault tolerance capabilities of the Data Center and its operational procedures. The following is an excerpt from that audit:

"The...Corporation facility and Data Center are well maintained. Single points of failure have been eliminated. The facility has dual telecommunications feeds with separate entry points into the building. Backups are performed nightly and backup tapes are sent off-site to a secured, environmentally controlled vault..."

It's clear—Tyler takes its ASP services very seriously. Our professional staff is trained and knowledgeable in all aspects of SaaS administration, our facility is state-of-the-art, and our attention to our clients is unrivalled.