One Tyler

Powered by the Atlassian System of Work

ATLASSIAN Platinum Solution Partner — ENTERPRISE

ATLASSIAN AGILE AT SCALE Specialized

ATLASSIAN CLOUD Specialized

ATLASSIAN ITSM Specialized

Driving Change at Scale

Tyler Technologies is known for delivering powerful software solutions across the public sector—from courts and schools to health services and local government. But inside the organization, teams and tools were often siloed, making it difficult to operate as one unified enterprise.

That's where the One Tyler initiative began.

The Vision

Tyler set out to streamline internal operations and transform the customer experience. The goal: ensure that whether you're an employee or a customer, your experience with Tyler Technologies is unified, connected, and efficient.

Why Atlassian, Why Valiantys

Tyler partnered with Valiantys to bring this vision to life, aligning on Atlassian's System of Work philosophy as a foundation for change. Together we tackled the transformation:

- Migrating from ServiceNow and Ivanti to Jira Service Management

- Moving from Data Center to Cloud with Jira and Confluence

The Approach

Valiantys led the transformation with a phased, risk-based strategy focused on collaboration, scalability, and user empowerment:

- Co-led workstreams with Tyler to **drive effective change management.**

- Designed and launched an MVP for Service Management to **accelerate adoption**.

- **Standardized processes** across previously siloed business units.

- **Delivered role-based training** to ensure user adoption, process understanding, and long-term ROI for Tyler.

The Impact

- **Breaking down silos with a single collaborative platform**—consolidating 25 systems into one.

- **Improved efficiency and response time** by replacing email triage with a dedicated support portal that routes requests automatically.

- **Reduced service tickets** by integrating a self-service knowledge base.

- **36% projected cost savings**—and even greater efficiency gains