Tyler Technologies SQL Project

Client Info:

Tyler Technologies

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The Problem

Currently the support techs do not have a tool that is able to go into the client’s server and diagnose any issues, reporting back to the tech with any information gathered. This project will remedy this fact. This will help the techs be able to resolve customers’ issues much faster and not only make their lives easier but increase the quality of support they are able to provide.

The Scope

This program will be run either from a Tyler computer or from an SQL server and will essentially take a look at current memory allocation, disk utilization, and memory utilization, providing the user with an overview of the state of the server and what might need to be looked at by a tech.

Platform

C# and Visual Studio, using the .Net infrastructure

Project Due Date

November 30, 2018

Mission

We intend to create a product that not only meets but exceeds the expectations of the client, thereby increasing the renown of LeTourneau University and its constituents. This product will be of great service to Tyler Technologies and to their many customers.