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EXHIBIT C2: PRODUCT SPECIFICATION DOCUMENT - TYLER UTILITY BILLING - CITYWORKS

Velosimo Product Specification

Tyler Utility Billing - Cityworks

The Only No-Code | Low-Code Cloud Application Infrastructure Service Purpose-Built for Local Government IT Departments

Prepared for Village of Arlington Heights, IL

Prepared by velosimo

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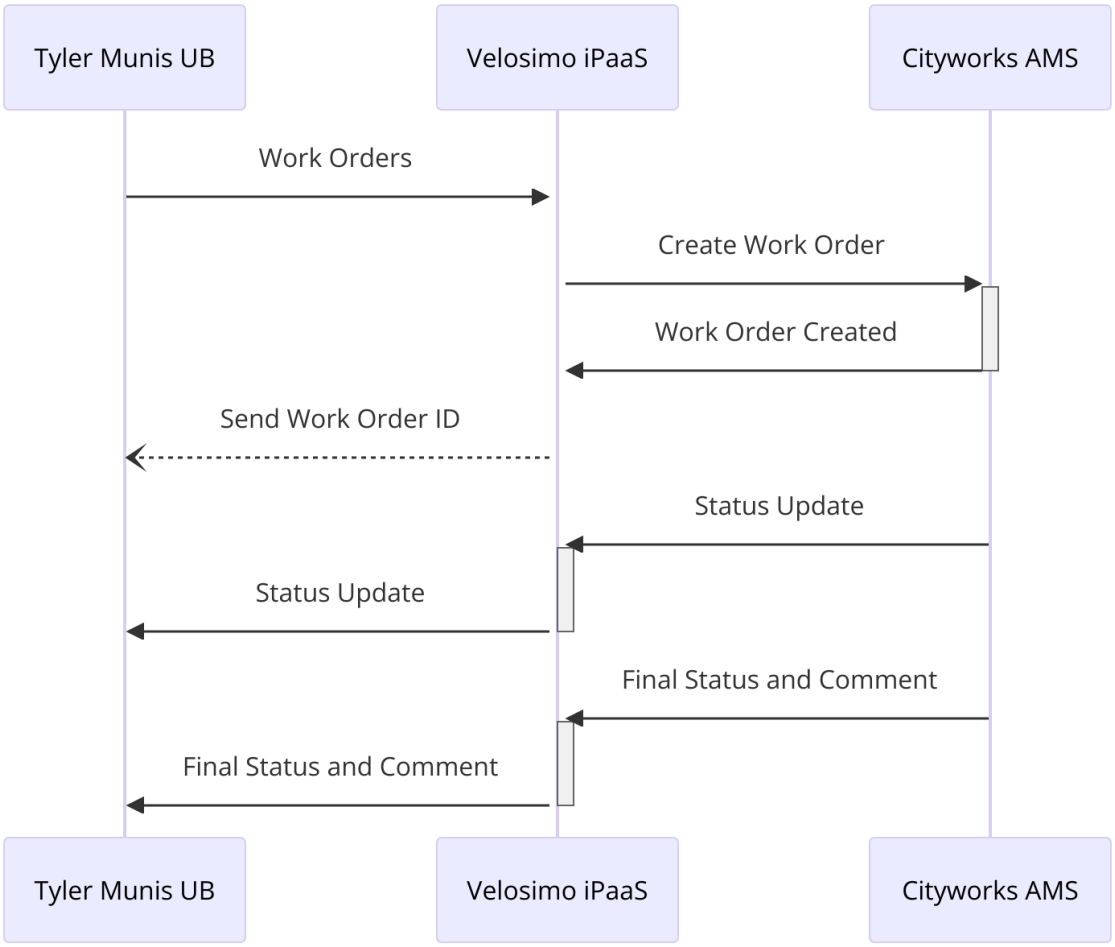
Background and Objective:

The Velosimo Connect Platform includes pre-built No-Code connectors for standard GovTech applications. Velosimo is proposing to build a connector that integrates Tyler Utility Billing (UB) and Cityworks using the Velosimo Connect Platform.

The Tyler UB - Cityworks connector specified below will help the Village achieve a seamless integration between Tyler Utility Billing and Cityworks.

Connector Overview:

The Tyler UB - Cityworks connector will be created with the following high-level flow of information; the connector will use real-time events to initiate the data transfer between the two systems.

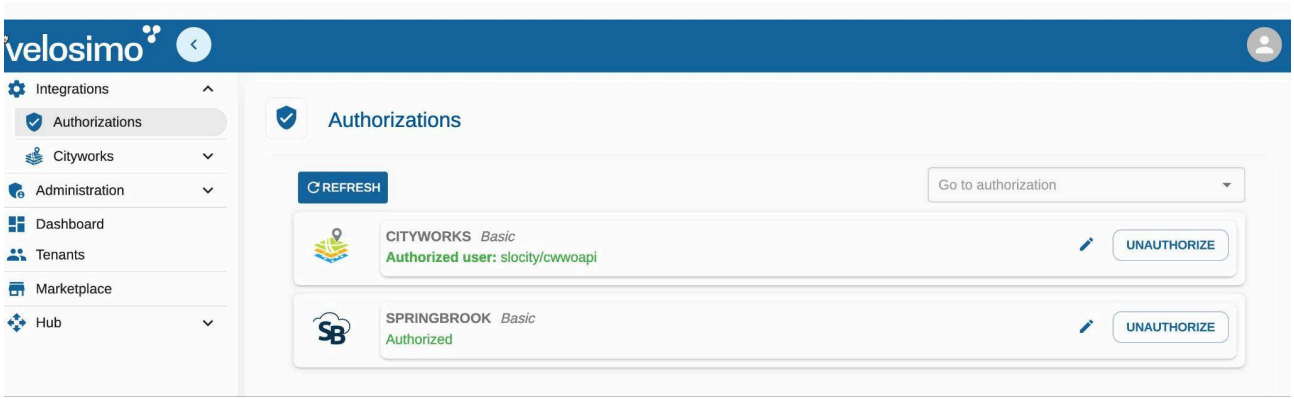


The connector consists of two parts:

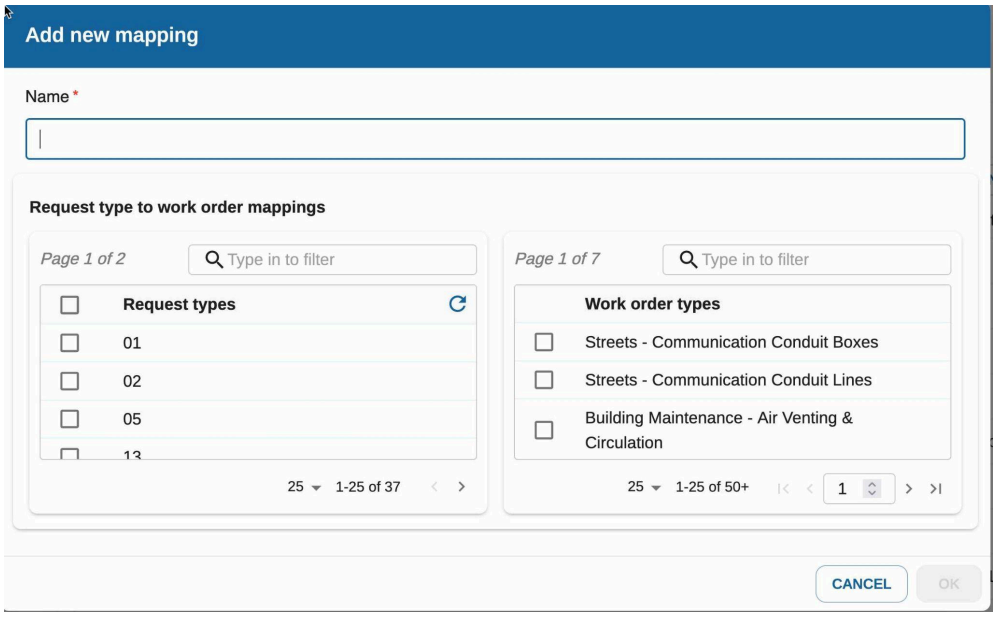
1. Administration Portal: The admin portal is for managing the authorizations, settings, and mappings for the integration. The administration portal is for ease of use maintenance of the connector and is designed to be used by an analyst/technologist that does not have to be a developer. The following screenshots illustrate an existing Service Request - Work Order connector admin portal that is similar to the one Velosimo will create for the Tyler UB - Cityworks connector.

Authorizations: The connector will provide an authentication management screen that allows a user to connect Velosimo to the two systems participating in the integration, Tyler UB and Cityworks. This connection then allows Velosimo to communicate with each system.

Example Authorization Screen:

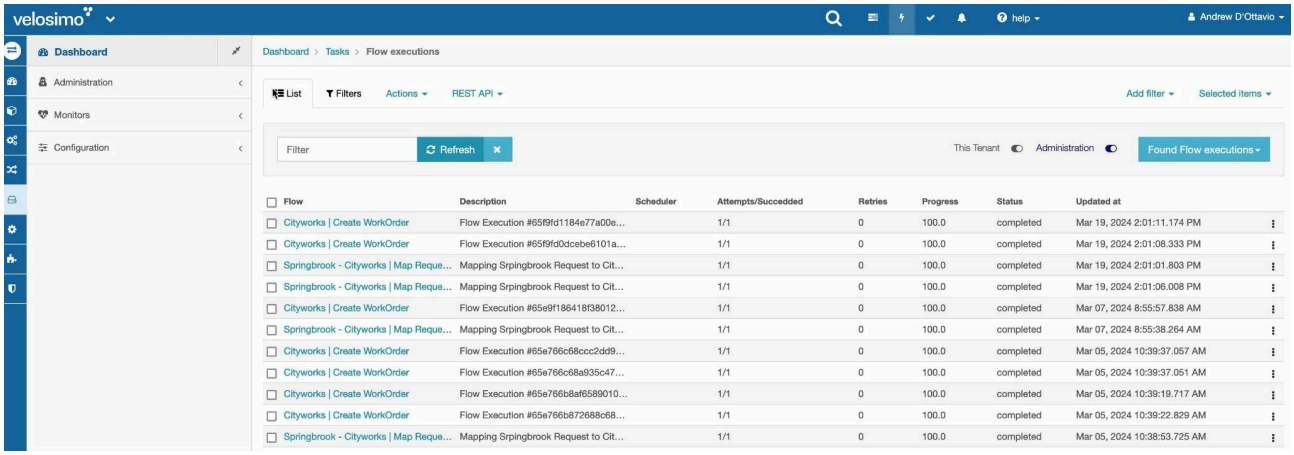


Work Order to Work Order Mappings: The connector will provide a screen(s) for managing the Work Order type mappings. Work Order types from Tyler UB will be available for mapping to Work Order Type and Templates in Cityworks. The following screen illustrates an example that is similar to what will be created for the Tyler UB - Cityworks connector.

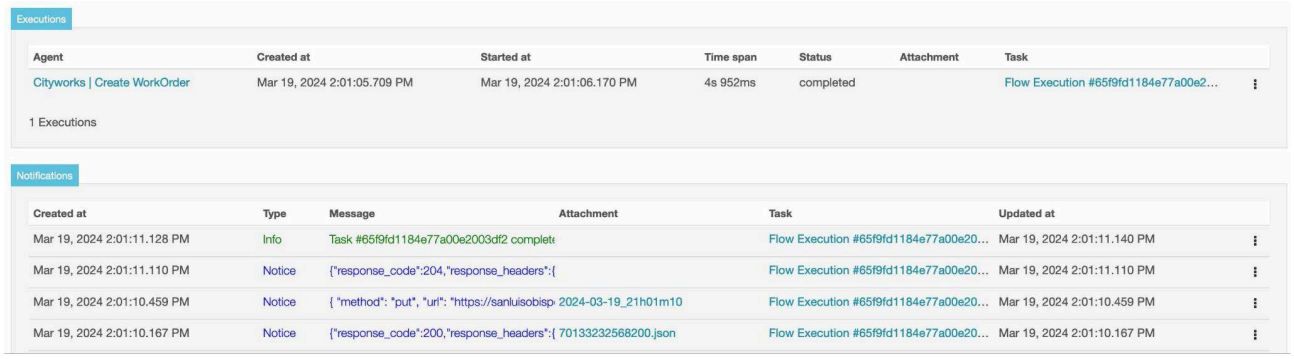


2. Velosimo Platform: The platform provides the tools for Velosimo to create the connector logic, data, flows, etc that perform the tasks required to integrate the Tyler UB and Cityworks systems. In addition to housing the logic,data, flows, etc the platform also provides built-in logging and monitoring that is extremely valuable for monitoring, maintenance, and support. The following screen illustrates flows similar to the ones that will be used in the Tyler UB - Cityworks connector.

Example of Service Request Flows:



Example of the details of a individual Cityworks flow:



Functional Requirements:

1. **Tyler Utility Billing to Cityworks Flows:**

   a. Velosimo will create flows that enable Tyler UB Work Orders to be passed to Citworks.
   b. Velosimo will create flows that enable metadata or attributes from the Tyler UB Work Orders to be passed into the Cityworks Work Order.
   c. Velosimo will create flows that enable any attached documents on the Tyler UB Work Orders to be passed to the Cityworks Service Request.
2. **Cityworks to Tyer UB Flows:**
   a. OPTIONAL: Velosimo will create flows that allow the newly created Cityworks Work Order ID to be passed back to the Tyler UB Work Order for reference. (NOTES: If the Tyler UB solution is designed to allow this it is a common feature of this type of connector. VAH to review and comment)
   b. Velosimo will create flows that enable Cityworks Work Order status updates to update Tyler UB Work Order status values.
   c. Velosimo will create flows that enable Cityworks Work Orders set to a status that is equivalent to Closed status will send the Status and a comment to Tyler UB.
3. **Connector Administration:**
   a. Velosimo will create administration screens that allow a user to manage the authorizations required for the integration connection to Tyler UB and Cityworks.
   b. Velosimo will create administration screens that allow a user to create mappings/relationships between the Work Order Types in both systems. This is a one to many relationship, where multiple Work Order Types in Tyler UB can be mapped to a single Work Order Type in Cityworks (if applicable).
   c. Velosimo will create administration screens that allow a user to create attribute mappings between the two systems.
   d. Velosimo will provide access to the existing Velosimo Connect platform screens to administrative users for access to monitoring and logging for the connector.

Hosting and Architecture:

The Velosimo Connect Platform is fully cloud based and hosted in Amazon Web Services.

Velosimo will connect directly to Tyler Utility Billing via cloud-based APIs leveraging the Agencies Tyler API License/Keys.

Velosimo will connect to the Agencies on-premise Cityworks via the Cityworks API exposed by Agency IT and restricted to Velosimo IP Addresses.

Security:

For security related information, please see the Velosimo Connect Self-Assessment Security Report included as attached document with this Product Specification.

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Deployment:

Velosimo will provide the following deployment services:

1. **Third Party System Configuration:**
    a. The Agency is responsible for all configuration of the Tyler UB systems required to make the connector function.
    b. Velosimo will provide support via consulting related to the configuration of the connector in Tyler UB. Velosimo will also provide URLs or Webhooks to be used within the Tyler UB configuration as needed.
    c. The Agency is responsible for all configuration of the Cityworks system required to make the connector function.
    d. Velosimo will provide support via consulting related to the configuration of the connector in Cityworks.
    e. Velosimo will provide URLs and payload configuration to be used within the Cityworks Action Manager configuration for the connector.
2. **Deployment Services**
    a. Velosimo will deploy a beta version of the connector that connects to non-production instances of Tyler UB and Cityworks.
    b. Velosimo will configure the beta version of the connector to allow for Agency staff to review and validate the capabilities of the connector.
    c. Once validated, Velosimo will finalize and deploy the generally available, production ready connector into both non-production and production Velosimo tenants.
    d. Velosimo will assist the Agency in configuring the released connector in non-production instances. Completion of this step marks the start of User Acceptance Testing.
    e. Velosimo will assist the Agency in configuring the released connector in production instances in preparation for a go-live event.
    f. Velosimo will support the Agency during the go-live event with on-call resources available to the Agency.

Support and Maintenance:

Velosimo will provide support and maintenance for the Tyler UB - Cityworks connector under our standard Support policy.. The support policy can be located at the following URL:

https://www.velosimo.com/msmp