



Alan Trevino <atrevino@burnetsheriff.com>

Fwd: Question

1 message

Joshua Swain <jswain@burnetsheriff.com>
To: Chief Trevino <atrevino@burnetsheriff.com>

Mon, Mar 16, 2026 at 8:34 AM

Sent from my iPhone

Begin forwarded message:

From: Joshua Swain <jswain@burnetsheriff.com>
Date: December 10, 2025 at 5:09:11 PM CST
To: Mike Sorenson <msorenson@burnetsheriff.com>
Subject: Fwd: Question

----- Forwarded message -----

From: Allen, Madonna <madonna.allen@tylertech.com>
Date: Tue, Dec 9, 2025 at 2:14 PM
Subject: RE: Question
To: Joshua Swain <jswain@burnetsheriff.com>

Good afternoon,

Hope your week is off to a great start!

I have attached the quote for our Database Cloud Ssync, let me know if you have any questions!

Thank you,

Madonna Allen

Account Executive

Tyler Public Safety Pro

C: 806.544.2920

www.tylertech.com

From: Joshua Swain <jswain@burnetsheriff.com>
Sent: Monday, December 8, 2025 11:06 AM

To: Allen, Madonna <madonna.allen@tylertech.com>
Subject: Re: Question

I am interested. Can you work up an official quote?

On Thu, Nov 20, 2025 at 3:16 PM Allen, Madonna <madonna.allen@tylertech.com> wrote:

Ok, sorry this took so long! I am attaching the PDF that explains the service we provide to do your backups!

The cost is an annual cost of 4,000 a year. Let me know if you have any questions or need anything else!

If interested, just let me know and I can quote it.

Thank you,

Madonna Allen

Account Executive

Tyler Public Safety Pro

C: 806.544.2920

www.tylertech.com

<image001.png>

From: Joshua Swain jswain@burnetsheriff.com
Sent: Monday, November 10, 2025 11:39 AM
To: Allen, Madonna <madonna.allen@tylertech.com>
Subject: Re: Question

Yes, please do.

On Mon, Nov 10, 2025 at 10:53 AM Allen, Madonna <madonna.allen@tylertech.com> wrote:

Yea, currently there is nothing in place. We do have a new service available to do that though. I can provide you a quote and more information if you would like!

Thank you,

Madonna Allen

Account Executive

Tyler Public Safety Pro

C: 806.544.2920

www.tylertech.com

<image001.png>

From: Joshua Swain <jswain@burnetsheriff.com>
Sent: Monday, November 10, 2025 9:46 AM
To: Allen, Madonna <madonna.allen@tylertech.com>
Subject: Re: Question

Wow, I always assumed we were. That is good to know. I thought after we were hacked in 2019 that we would have started paying for RMS back up.

On Mon, Nov 10, 2025 at 9:44 AM Allen, Madonna <madonna.allen@tylertech.com> wrote:

Good morning,
Hope your weekend was good! I am not seeing that the agency is paying for any backup services from Tyler.

Thank you,
Madonna Allen
Account Executive
Tyler Public Safety Pro
C: 806.544.2920

www.tylertech.com

-----Original Message-----

From: Joshua Swain <jswain@burnetsheriff.com>
Sent: Friday, November 7, 2025 10:17 AM
To: Allen, Madonna <madonna.allen@tylertech.com>
Subject: Question

Do we pay for offsite back up for our CAD servers and RMS?
Sent from my iPhone

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Respectfully,

Josh Swain #117

Staff Sergeant/LE IT Specialist

Support Services/Administration

Office Of Calvin Boyd, Sheriff

Burnet County Sheriff's Office

PO Box 1249 / 1601 E Polk

Burnet, Texas 78611

512-756-8080 ext. 23006

Work Cell 512-755-2637

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Respectfully,

Josh Swain #117

Staff Sergeant/LE IT Specialist

Support Services/Administration

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Respectfully,

Josh Swain #117

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Respectfully,
Josh Swain #117
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3 attachments



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Empowering people who serve the public®

~WRD1684.jpg
1K

 **Burnet CO, TX SO- Database Cloud Ssync 12-9-25.pdf**
314K