INTERGRAPH®

COMPUTER-AIDED DISPATCH 9.3

Intergraph® Computer-Aided Dispatch (I/CAD) 9.3 adds important features and enhancements for our valued CAD users. The new capabilities leverage next-generation technologies, improve mobility and safety, and reduce the time and cost to deploy new technologies.

Our latest CAD version integrates voice, text, and data in one easy-to-use system. We combine call control and incident creation for more efficient operations, and even let you view incoming and answered calls on a map for faster call assessment.

To interact with different systems, our flexible architecture, along with our EdgeFrontier® solution, ensures support for evolving standards and capabilities. This means you'll be ready for new technologies as they become available.

To enhance personnel safety, the system's core capabilities include person-level tracking, allowing dispatchers to pinpoint individual responders' locations to assess and respond to risks and hazards in real time. You can also share multimedia files with field personnel who have constant access to the dispatch center on smartphones and tablets.
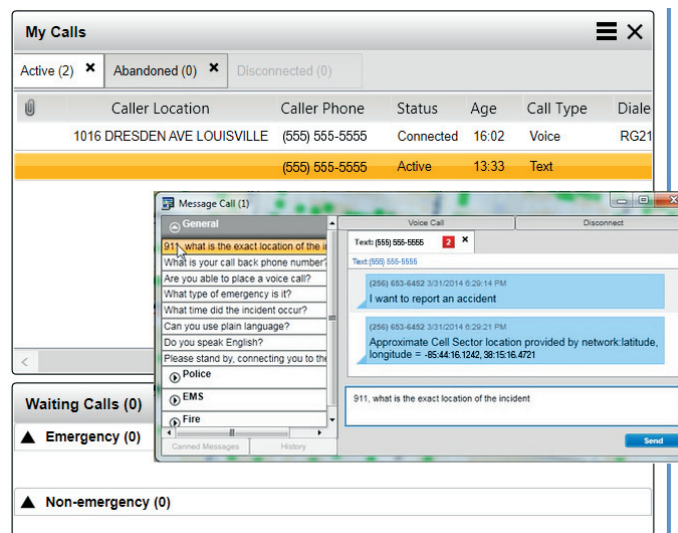
Together, the new and enhanced features in I/CAD 9.3 provide the insight you need to better prepare for what lies ahead.

FOCUS OF ENHANCEMENTS

Next-Generation Communications

Integrated Voice, Text, and Data

Our solutions help agencies transition to next-generation communications. Our add-on Intergraph Communications Controller integrates voice and text calls, providing complete call control and support for multimedia.

In this image, the call-taker is on an active text call with a citizen who is reporting an accident.
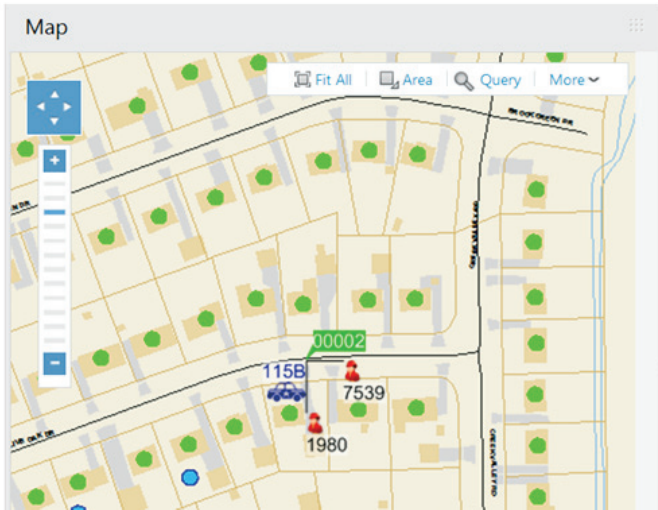
Combined Call Control and Incident Creation

Intergraph Communications Controller integrates call control and call-taker functions in a single environment, with common functions conveniently available directly from the CAD map. Integrated workstations increase capabilities and improve ergonomics while reducing errors and eliminating crowded desktops.

Display of Incoming and Answered Calls

Our software gives you instant access to relevant spatial information to improve incident management. You can visualize voice and text calls on the CAD map – before they're even answered – so you can begin call assessment earlier in the process. For example, the ability to see the caller's location and reported incident address at the same time helps avoid possible errors in incident location.

Better Interoperability

Our CAD's flexible architecture, combined with EdgeFrontier, is ready to support advancing next-generation capabilities. This ensures your ability to interact with different communications systems and consume future next-generation data and services.

You can configure person-level tracking to display leader lines, symbols, and labels for individuals and units to improve safety during high-risk incidents.

Mobility and Safety

Person-level Tracking

Tracking individual responders allows dispatchers to view each person's location, permitting real-time risk assessment. You can track responders as part of a unit or independently at the scene of an incident – on the CAD map and in I/NetViewer and I/NetDispatcher. With more information about individual responders, you can better manage resources through the entire incident life cycle.

Better Situational Awareness

Now you can share pictures and video to improve situational awareness in the field. Intergraph Communications Controller supports multimedia attachments associated with incoming calls, which can be relayed to responders in seconds. This provides them with more and better information about incidents, so they're prepared for what's next.

Constant Access on Smartphones and Tablets

With Mobile Responder, field personnel can gain real-time CAD information wherever they go on iPhones, iPads, Android, and Blackberry devices.

Better Maps, Simpler Tools

Enhancements in Mobile for Public Safety include the ability to align maps in the direction of travel and a new "patrol dashboard" that lets you see the nearest events, view how many calls you have, run searches on license plates, and other commonly used queries – all from one screen. We've also added support for the latest and most reliable platforms, better tools for system management and maintenance, and new options for high availability and disaster recovery.

New Multi-Source Map

Our supplemental multi-source map gives you easy access to masses of publicly and privately held data. You can overlay multiple data sources on your map display for additional insight into conditions in your area of interest.

Reduced Time and Cost

Faster, Simpler Connectivity

EdgeFrontier saves time by reducing or eliminating custom interfaces used in implementations, upgrades, and new technology deployments. It replaces the need for version-specific custom coding and allows agencies to manage their own interfaces. Our solution also supports simplified interfaces with partner companies.

Easier, Less Expensive Installations

Our smartphone and tablet solutions are cheaper and quicker to deploy than other options. Integrated workstations reduce hardware and the cost of supporting separate workstations, including energy and cooling. Overall, we improve the total cost of ownership for systems.

Streamlined Map Updates

Our new streamlined workflows improve map rolls by simplifying map creation and updates. This ensures accurate, up-to-date maps for faster response.

Ready to upgrade? Ask your account manager about CAD 9.3 and prepare your agency for the next generation.

ABOUT INTERGRAPH

Intergraph helps the world work smarter. The company's software and solutions improve the lives of millions of people through better facilities, safer communities and more reliable operations.

Intergraph Process, Power & Marine (PP&M) is the world's leading provider of enterprise engineering software enabling smarter design and operation of plants, ships and offshore facilities. Intergraph Security, Government & Infrastructure (SG&I) is the leader in smart solutions for emergency response, utilities, transportation and other global challenges.

For more information, visit www.intergraph.com.

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