The need for emergency response is greater than ever, especially as tough economic times challenge agencies to stretch limited resources. In light of these demands, it is increasingly important to accelerate emergency response with the most efficient and easy-to-use computer-aided dispatch (CAD) system available. Intergraph’s CAD application ensures your operators have the tools they need to field calls, enter and update incident details, and efficiently manage an organization’s critical resources by interacting in real-time with live incident data. Our geospacally powered software seamlessly integrates an interactive, real-time map display with call handing, dispatch, records and information management, remote access, and mobile data to ensure you have accurate information to make smart decisions when seconds count.

I/Calltaker and I/Dispatcher form the core of our CAD system, offering real-time call-taking and dispatching to speed emergency response. I/Calltaker lets you answer calls, verify locations, enter precise incident information, and forward calls to control room dispatchers. Automatic data feeds from alarm systems and ANI/ALI controllers, combined with the display of geographical location, address, and other information, all allow call-takers to rapidly identify where an incident is happening. For further support, the software provides a structured series of questions and answers that guide you through specific situations, allowing you to quickly assess and prioritize calls. Each response determines the next question that should be asked. All questions, responses, and actions are time-stamped and recorded in the central CAD database, providing a full call history.

I/Dispatcher adds resource management to I/Calltaker, giving you the power to dispatch units and resources, as well as monitor incident status. Using the integrated map display, I/Dispatcher recommends resources based on incident and vehicle location, drive-time, unit type, officer skills and availability, and other pertinent factors. All these features instill confidence that you have the right information on hand, and enhance your ability to act quickly and appropriately.

FEATURES AND BENEFITS
Ease of Use and Workflow Efficiency
Accurate Information on Demand – A smart user interface and common operating picture integrate crucial, real-time data into easy-to-understand visual representations, so you have accurate information available when making urgent decisions.
Real-time Recommendations – Real-time recommendations promote optimal resource allocation, which is especially important when stretching limited resources.

Comprehensive Dispatching Workflow – Our end-to-end solution supports the entire dispatching process, from incident entry to two-way communication with mobile response units in the field.

Convenient Web Access – Intergraph’s Web-based dispatch system led the industry in remote dispatch capabilities, enabling secure and efficient dispatch from the field. Our I/NetViewer and I/NetDispatcher applications with .NET and a Web services core improve interoperability and consistency with other public safety applications.

Support for Mobile Users – Intergraph’s Mobile for Public Safety offers seamless application interoperability for the mobile desktop. It allows field personnel to update incident details, access local and national databases, and send and receive text messages using in-vehicle devices, handheld devices, and radio terminals.

Dynamic Incident Summary – With our incident summary tools, you can display incident details at the touch of a button. Select an incident at any time to learn about that incident and other activity in the surrounding area. Associated information is automatically available to all authorized users (e.g., other control room staff and officers enroute to an incident).

Integrated Voice and Data – Our application smoothly integrates voice and data communications with seamless interfaces to radio and telecommunications systems to allow fast, efficient radio messaging and data distribution.

Load Balancing – This feature lets you assign multiple incidents to the same unit, or hold them for scheduling at a specific time pending unit availability or other conditions.

Advanced Towing Capabilities – Our towing features increase flexibility to initiate and manage tow requests. This makes it easy to choose a towing company for impounds, parking violations, traffic accidents, and citizen assists, ensuring appropriate towing services arrive on the scene quickly.

Resource Tracking – The ability to track resources enables you to monitor activity, from the simple Dispatch, Enroute, and Arrive status codes to Out of Service codes, such as Meal Break, At Court, or Prison Escort. The software issues alerts if a unit fails to respond within the required time, and uses colors and symbols to differentiate between unit availability statuses. You can enhance resource tracking with real-time automatic vehicle location (AVL).

Interoperability for Multi-Agency Coordination

Multi-Agency Data Sharing – Intergraph’s CAD application promotes multi-agency collaboration to streamline response times, reduce crime, and optimize agency resource management. Interoperability with other CAD systems facilitates data sharing and encourages mutual aid among agencies.

Application Interoperability – Intergraph’s Interoperability Framework, based on Microsoft® BizTalk®, provides application interoperability with Intergraph CAD. This capability lets you map CAD message formats to industry-standard formats such as the National Information Exchange Model (NIEM) standards. You can also create business rules that notify people, units, workstations, stations, printers, and outside agencies based on specific triggers such as event type, location, unit status, road closures, and expiring time limits.

Platforms and Technologies

Geospatially Powered Platform – Our geospatial solutions enable complete situational awareness, as incident and resource information is fused with GIS data and displayed in easy-to-understand visual representations.

Microsoft Virtual Earth and Google Maps Support – With appropriate licensing, you can now display Google Maps or Microsoft Virtual Earth maps in addition to your CAD map. This is especially helpful when responding to events outside your jurisdiction, or when additional data layers, such as aerial or oblique imagery, may be useful to provide better visual information about an incident location. Integration with CAD allows you to view consumer maps in the CAD environment.

ABOUT INTERGRAPH

Intergraph is the leading global provider of engineering and geospatial software that enables customers to visualize complex data. Businesses and governments in more than 60 countries rely on Intergraph’s industry-specific software to organize vast amounts of data into understandable visual representations and actionable intelligence. Intergraph’s software and services empower customers to build and operate more efficient plants and ships, create intelligent maps, and protect critical infrastructure and millions of people around the world.

Intergraph operates through two divisions: Process, Power & Marine (PP&M) and Security, Government & Infrastructure (SG&I). Intergraph PP&M provides enterprise engineering software for the design, construction, and operation of plants, ships, and offshore facilities. Intergraph SG&I provides geospatially powered solutions to the defense and intelligence, public safety and security, government, transportation, photogrammetry, utilities, and communications industries.

For more information, visit www.intergraph.com.