



## INCIDENT MANAGEMENT – VERSION 9.1

During critical incidents, public safety dispatchers must respond quickly and appropriately to coordinate response and allocate critical resources. Whether it's a medical emergency, fire, or other crisis, your dispatching system must meet the complex demands of an incident as it unfolds. Intergraph®'s Incident Management solution provides call-center and communications-center operators, as well as officers in the field, with the tools they need to answer all types of calls, create and update incident details, and manage multiple resources through real-time interaction of live incident data. For Web-based operators, we provide occasional or remote access to the computer-aided dispatch (CAD) system, so first responders and security personnel have secure access to live data and the ability to search for urgently needed information.

Support for industry standards further enhances our Incident Management solution. Our Mobile Dispatch application is Microsoft® Bing™ and Google Maps-ready, and features an elegant configuration for easy deployment and upgrade. Intergraph's Application Interoperability, based on Microsoft BizTalk®, provides interoperability with CAD, so you can map CAD messages to industry-standard formats for easy information exchange within and beyond the enterprise.

Intergraph's Incident Management solution, version 9.1, continues our tradition of excellence with multiple enhancements that further increase usability and efficiency, while supporting the latest technology platforms. We ensure you have the right information available when seconds count.

### FOCUS OF ENHANCEMENTS

Incident Management Version 9.1 adds features that enhance usability, leverage the latest technology platforms, and save your agency time and money. These include:

#### Usability and Workflow Efficiency

- **Single Login** – Uses a single login across all applications, which simplifies system use and saves time
- **Workflow Consistency Among Applications** – Shortens the duration of training for new employees and increases operator efficiency
- **Enhanced Recommend Unit Feature** – Ensures the best recommended response to an event based on specific requirements and rules. Dynamically updated to ensure the dispatcher always has the most current information about the best response
- **Station Personnel Support** – Enables you to better manage personnel associated with a station by recommending appropriate units and personnel from the pool of firefighters, taking into account delay values and unit statuses
- **Improved Messaging** – Provides free text search for messaging, which helps you retrieve messages when only a portion of the message is known; provides important context for tracking forwarded messages
- **Routing Based on Road Restrictions** – Enables easier and more flexible handling of dynamic road conditions and ensures optimal routing based on the most up-to-date information
- **Location of Interest Information** – Ensures officers will be informed about important information from nearby locations or prior events when responding to an incident
- **Priority Special Situation Alert** – Clearly identifies particularly urgent situations to ensure proper attention
- **Polygon-Based Special Situations** – Lets you more precisely represent complex areas, such as hospitals or business parks with multiple associated addresses, so all special situations can be displayed for any incident that occurs in that area

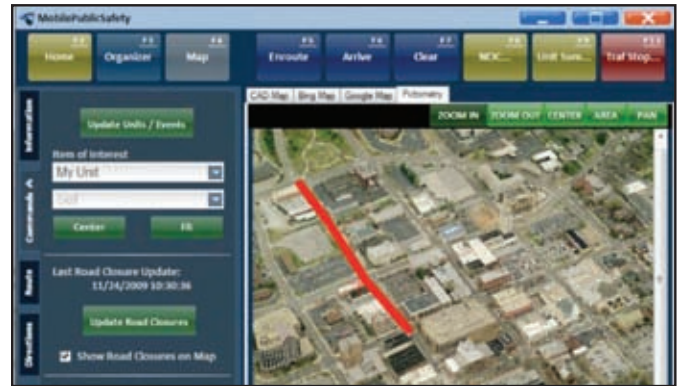
- **Improved Alert Mechanism and Keyword Highlighting** – Differentiates between critical and less urgent alert information and highlights keywords, saving time and guarding against oversights
- **Role-Specific User Interface Templates** – Offers best-in-class, “out-of-the-box” police and fire user interfaces, reducing configuration time and lowering configuration and upgrade costs
- **Fire Workflow Enhancements** – Supports the unique requirements of fire workflows and improves communications between CAD and fire records management systems
- **Integrated Pictometry Window for Mobile Dispatch** – Provides field officers with an integrated display of pictometry imagery for fast and easy viewing and analysis of important information related to an incident location
- **Easy Upgrade to New Mobile for Public Safety Application** – Achieves parity between I/Mobile and Intergraph’s new Mobile for Public Safety, making it easy to take advantage of the enhanced platform
- **Integrated Mobile Desktop Workflows** – Saves time and increases efficiency for officers who perform reporting and other desktop tasks in the field

## Platform Enhancements

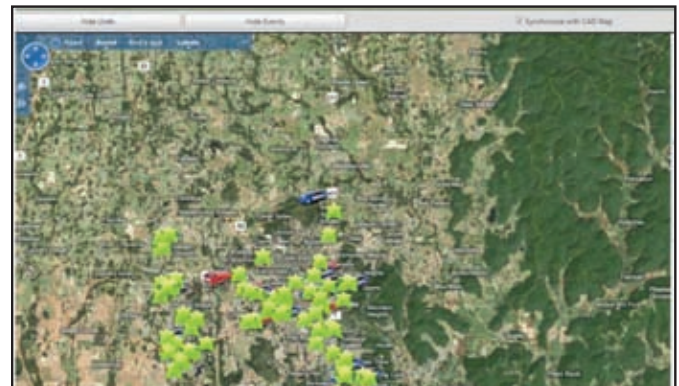
- **Updated Support for Industry Standards** – Keeps you up to date with support for the latest platforms from technology partners, such as Oracle Database 11g, SQL Server 2008, Microsoft Internet Explorer®, and Microsoft Windows® Server 2008
- **Virtualization Support** – Supports Citrix XenApp for client virtualization and VMWare’s VSphere ESX for server virtualization, which can save money by reducing hardware and system administration costs

## APPLICATIONS

- Computer-Aided Dispatch
- Notifications & Interoperability
- Communications Interfaces
- Public Safety Fire Interfaces
- Mobile Dispatch for Public Safety



An integrated pictometry window in Mobile Dispatch enables fast and easy viewing and analysis of key information related to an incident's location.



Intergraph’s Incident Management version 9.1 lets you view CAD information with either Microsoft Bing or Google maps.

## 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](http://www.intergraph.com).

