

Smarter Communication, Faster Response.

BCE Global Public Safety Computer-Aided Dispatch for Critical Infrastructure

When there's a crisis, critical infrastructure agencies like energy, transportation and forestry need effective communications, just as public safety agencies do.

BCE Global Public Safety Computer-Aided Dispatch (CAD) supports your personnel with access to the mission-critical information they need to do their jobs safely and effectively. Our powerful and flexible solution ensures your critical infrastructure and your personnel are kept safe and informed.



Benefits of BCE Global Public Safety CAD for Critical Infrastructure



Rapid, accurate resource allocation

Call centers can track resource status, create calls for service and use specialized recommendations (configurable by you) to ensure the correct resources are assigned to each call.



Field personnel safety

BCE Global Public Safety CAD significantly increases the level of safety for your team by displaying administrator-configured location alerts, operating procedures, and pre-plans to communications and mobile units



Remote support

Comprehensive safety features such as status timers, and mobile applications with enabled situational awareness, status update and duress signals, give your remote workers confidence that assistance is one touch away.



Accountability & integration

BCE Global Public Safety CAD supports tight integration with building alarm/fire systems, SCADA, and IOT to give you a heads up the moment issues arise.

Improve response in any industry, for any location

A fully integrated solution, BCE Global Public Safety CAD streamlines and automates your emergency communications, from initial call through response to reporting. It supports multiple departments on shared IT infrastructure, and multiple zones/campus areas within each department, with each department able to configure and protect its own data. During crisis events, departments can easily share data, view resource deployments and communicate with each other instantly, providing true situational awareness and interoperability. We provide tight integration with: mapping, mobile applications, GPS/AVL, paging, and e-mail among other third party solutions.

Our solution also supports remote workstations, allowing users outside the main call center to create/schedule incidents, look up information, send messages and query data.

Key features of BCE Global Public Safety CAD for Critical Infrastructure



Incident/resource management

Create, schedule, and assign calls for service, track resource status and location, monitor timers, and access locally configured response plans and recommendations.



Data reporting

Retrieve historical data, display it in a variety of formats, and export it as needed. Our solution also supports generic database views that can be used to mine data using the reporting software of your choice.



Situational awareness

Keep communications and field personnel connected with features like resource/incident status display, two-way instant messaging, and shared notes.



End-to-end security

Protect your confidential, mission-critical data with MS-CAPI AES 256-bit (FIPS 140-1) encryption along with Active Directory and Entrust two-factor authentication protocols.

Why BCE Global?

For over 30 years, public safety and emergency service agencies have relied on BCE Global to provide the secure communications systems they depend on daily. Our Public Safety Group – a team of expert software developers, database administrators, GIS specialists, Support staff and more – has implemented computer-aided dispatch systems and mobile solutions at customer sites across North America. With 24/7 access to the BCE Global support team, your field and emergency service personnel know they will be able to respond quickly, accurately and safely to any event.

For more information about BCE Global Public Safety CAD for Multi-Agency, please contact your BCE Global representative, email publicsafetygroup@bcenexxia.com, or visit www.bceglobal.net/public-safety.

Ready to Respond

BCE Global Public Safety CAD Mobile

Emergency personnel must respond quickly to calls for service, while ensuring maximum safety for all concerned. Responders must understand each situation before their arrival on scene and, once there, get the job done without impediments. The BCE Global Public Safety CAD Mobile offers:

- Quick, reliable transmission of dispatch information, alerts and procedures
- Integrated GPS, Mapping and Travel Routing
- Seamless interaction with the Dispatch System, and
- Continuously updated Situational Awareness

The BCE Global Public Safety CAD Mobile ensures that field personnel have access to the mission-critical information and the functionality needed to do their jobs safely and effectively, while simultaneously keeping dispatchers and supervisors informed of their location and status.



Benefits of BCE Global Public Safety CAD Mobile



Tri-Service interoperability

Deployable for Law Enforcement, Fire and/or EMS, single or multiple agencies/ jurisdictions; a plug-in architecture supports the packaging of relevant work modules. Promotes co-ordinated response to emergencies by allowing services/departments to monitor each other's activity as permitted.



Responder safety

Responder safety is the highest priority, with continuously updated Situational Awareness; Duress Signal; GPS/AVL integration; Travel Routing; and automatic display of Alerts/Operating Procedures related to each dispatch.



Seamless integration

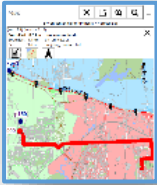
Integration capability with CAD systems including, but not limited to, the BCE Global Public Safety CAD, enables two-way integration includes Status Update, Messaging, electronic Dispatches, Situational Awareness display based on CAD data, and Data Queries.



Leading edge technology & security

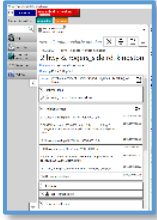
Operating on laptop or tablet, a flexible user interface allows the user to open multiple tab views and re-position them as required; mobile units can be provisioned/ updated remotely, reducing deployment issues in large and geographically distributed sites.

Key features of BCE Global Public Safety CAD Mobile



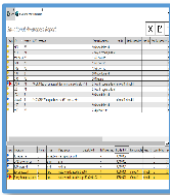
Integrated mapping & routing

Mobile maps are based on local GIS data including specialty layers when available. Mobile users can view the location of their own and other units, and request travel routes as required. A travel route is automatically generated when responding to a dispatch.



Efficient communication

As new information is received, electronic dispatches are automatically refreshed and include alerts, hazards and SOP's when applicable. One-touch Status Updates, Messaging, Query and Incident Notes features allow the mobile user to interact with assigned incidents and the dispatch system; support silent communication when preferred; reduce busy radio traffic and communications center workload; and keep the responder informed prior to arrival on scene.



Situational awareness

Provides responders and field supervisors with the “bigger picture” at all times by monitoring active resources and calls for service in requested services/areas. The Situational Awareness display refreshes dynamically. The user's monitoring preferences are saved automatically between login sessions.



End-to-end security

Protect your confidential, mission-critical data with FIPS compliant AES256 encrypted data transfers accessed through Active Directory and Two-Factor Authentication protocols.

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