Rapid EMS Response Saves Lives.

BCE Global Public Safety Computer-Aided Dispatch for EMS

Effective communication is critical to successful emergency response. Our solution helps first responders get up to speed before they get on scene.

BCE Global Public Safety Computer-Aided Dispatch (CAD) provides responders in every location with the mission-critical information they need to do their jobs safely and effectively. Detailed and configurable dispatch recommendations and information lookup ensure resources are deployed efficiently, where and when they are needed the most.

Benefits of BCE Global Public Safety CAD for EMS

Improved call processing
Efficient incident forms automatically display all available information including E911/NG911 data, location lookup, responses from integrated medical triage software, premise history, location alerts, and patient transfer legs. When seconds count, our solution promotes rapid call processing and ensures your communications center and responders are prepared.

Improved response time
BCE Global Public Safety CAD supports the development of response plans (dispatch recommendations) based on multiple factors including location (district, zone, neighborhood, single building), call type/priority, resource status, and capabilities. Dispatchers can assign recommended resources with a single command that can simultaneously trigger integrated station alerting, mobile units, paging, and e-mail.

Location awareness
Leverage your GIS data to create visual maps with multiple data layers and routing capability for CAD and mobile users. We support configurable location alerts and procedures that can link to external resources (websites, documents, photos) to give responders have the information they need to make quick and effective decisions.

Flexible patient transfer
Patient transfer incidents can be generated immediately, or can be scheduled in advance, on a one-time or recurring basis. Transfer incidents can be edited at any time to support quickly changing situations.

Helping EMS Respond Effectively

We provide a complete solution designed to serve the needs of Emergency Medical Services at urban and regional levels. Supporting multiple agencies and jurisdictions, we provide the tools you need to manage EMS response easily, rapidly and effectively, with efficient and intuitive call processing and dispatch, integration with required external software, including comprehensive situational awareness and reporting capabilities.

BCE Global CAD also supports communications with other CAD systems, providing complete interoperability and coordinated emergency response

BCE Global Public Safety CAD for EMS Brochure

BCE Global
A BELL CANADA COMPANY

Key features of BCE Global Public Safety CAD for EMS

1

Integration with external systems
Our solution offers full integration with E911/NG911, Mobiles, Mapping, GPS/ AVL, Station Alerting, Records Management Systems (RMS), Paging, E-Mail, Priority Dispatch Paramount ProQA™ triage software, and P25 GPS Radio.

2

Data reporting
Retrieve CAD historical data (incidents, unit histories, statistical benchmark average or fractile measurement), produce it in a variety of report formats, and/or export it to spreadsheet or text file. BCE Global CAD also supports generic database views that can be used to mine data with the reporting software of your choice.

3

Advanced information management
Collect and store critical data such as premise history, location alerts, SOP's, directory lookup information, stations, personnel, call types, status codes and dispatch recommendations. Data can be configured and edited locally, without system down time.

4

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.

BCEGlobal
A BELL CANADA COMPANY

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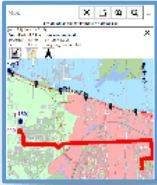
Seamless integration
Integration capability with CAD systems including, but not limited to, the BCE Global Public Safety CAD, enables two-way integration includes Status Update, Messaging, electronic Dispatches, Situational Awareness display based on CAD data, and Data Queries.

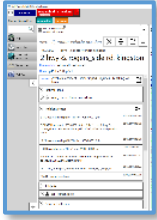### Leading edge technology & security
Operating on laptop or tablet, a flexible user interface allows the user to open multiple tab views and re-position them as required; mobile units can be provisioned/ updated remotely, reducing deployment issues in large and geographically distributed sites.

BCE Global
A BELL CANADA COMPANY

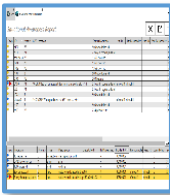## Key features of BCE Global Public Safety CAD Mobile

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.

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 experts including software developers, database administrators, GIS/Domain 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 personnel know they will be able to respond quickly, accurately and safely to any event.

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

BCE Global
A BELL CANADA COMPANY