

# Rapid, Efficient Fire Response

## BCE Global Public Safety Computer-Aided Dispatch for Fire

Effective communication is key 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 needed to do their jobs safely and effectively. Highly configurable dispatch recommendations ensure resources are deployed efficiently, where and when they are needed the most.



## Benefits of BCE Global Public Safety CAD for Fire



### Improve response time

Supports the development of response plans (dispatch recommendations) based on multiple factors including location (district, zone, neighborhood, single building), call type/level, resource status and capabilities. Dispatchers can assign recommended resources with a single command



### Ensure your team is properly equipped

Leverages your GIS data to create visual maps, automated location lookup and multiple data layers (for example, hydrants/ property information), ensuring communications and firefighters have the information they need to make quick and effective decisions



### Improve firefighter safety

Supports configurable alerts including pre-plans, hazards, flagged locations and standard operating procedures. Alerts can be linked to external resources such as websites, documents, diagrams and photos, significantly increasing responder awareness and response co-ordination.



### Inter-operability

Compliant with industry standards such as the National Information Exchange Model (NIEM) and NENA NG911. This allows you to share data with external agencies, view overall resource deployment and communicate securely with other agencies throughout a combined response.

## A comprehensive solution for all your emergency communication needs

BCE Global Public Safety CAD seamlessly supports multiple fire services both urban and rural, and is optimized to reduce response time and improve resource allocation. Rapid, one-time data entry for incident creation improves dispatch times, with incident forms automatically populated with 911 ANI/ALI data and the full range of required information. Automatic status timers and benchmarks mean you know when apparatus rolls and when they arrived. Comprehensive reporting allows you to accurately track and report on all activity. Mobile users have full Situational Awareness for all permitted areas including calls for service and resource status.

BCE Global Public Safety CAD for Fire Brochure

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## Key features of BCE Global Public Safety CAD for fire



### Highly configurable

Our solution supports the configuration of response plans per fire department according to local business rules, as well as stations, mutual aid, personnel, call types, status codes, timers, lookup information, and much more. All this can be accomplished without system down time.



### Integration with external systems

Our solution offers full integration with Mobiles, GPS/ AVL, Station Alerting (FSA), Records Management Systems (RMS), Fire Alarm Systems, Paging, E-Mail, Priority Dispatch Paramount ProQA™ triage software, trunking radio and P25 GPS Radio.



### Data reporting

Retrieve CAD historical data (incidents, unit histories, statistical benchmark averages), produce it in a variety of report formats, and/or export it to spreadsheet or text file.



### End-to-end security

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



### Fire information management

Collect and store all critical data including premise history, HAZMAT, location alerts, SOP's, hydrants, and directory lookup information.

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## 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](mailto:publicsafetygroup@bcenexxia.com), or visit [www.bceglobal.net/public-safety](http://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.

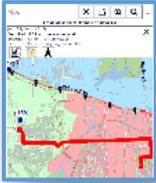


### Leading edge technology & security

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.

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## 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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