

Fast, Efficient Multi-Agency Response

BCE Global Public Safety Computer-Aided Dispatch for Multi-Agency

Emergency responders from multiple services and departments often have to collaborate to meet complex public safety needs. Quick response time saves lives, and it's essential to get personnel on scene and up to speed as fast as possible.

BCE Global Public Safety Computer-Aided Dispatch (CAD) ensures that all required field personnel have access to the mission-critical information needed to do their jobs safely and effectively, regardless of their location and distance from each other. Resources are deployed correctly where they're needed the most, and receive essential information en route.



Benefits of BCE Global Public Safety CAD for Multi-Agency



Rapid, accurate resource allocation

Configurable role-based dispatch recommendations place the power of resource allocation in the hands of the experts and remove the guesswork from the dispatch process.



Inter-operability with external agencies

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 during a crisis situation.



High priority on responder safety

Significantly increases responder safety by providing field personnel with immediate access to alerts, hazards, standard operating procedures and pre plans. In addition, our solution supports contact timers, configurable status codes, and integration with mobiles, GPS/AVL and GPS based radio systems.



Reduce IT costs

Allows you to support multiple services/departments from a single platform, and share IT costs across organizations.

Shared Information, Co-ordinated Response

BCE Global Public Safety CAD supports multiple emergency services, multiple agencies or departments within the same service, and multiple jurisdictions within agencies on a shared server providing everything needed for true interoperability. An extensive grant system controlled by the CAD Administrator allows agencies to share specific types of data as required, communicate electronically and easily view the deployment of each other's resources. Each agency can configure its own pick lists, call types, status codes, timers, alerts, and resources.

Multi-agency configuration can be applied to all types of communications center operations, from a small PSAP receiving calls for multiple services to larger centers with multiple service-dedicated

dispatchers. CAD users remote from the communications center can also create calls for service and view their local resource activity.

Key Features of BCE Global Public Safety CAD for Multi-Agency



Flexible incident handling & configuration

Incidents can be generated for single or multiple agencies (simultaneously) as required, reducing call processing time. They can also be easily duplicated as additional agencies become involved. The CAD Administrator can configure data specific to each agency including call types, status codes, alerts, lookup information, CAD operators, responders, units, stations, and dispatch recommendations. In most cases data can be added / changed without system down time.



Mapping & external interfaces

Supports tight mapping integration with the ability to source ESRI based map data locally or from a map server. The map supports multiple data layers that include user management around presentation and labeling. Supports integration with external systems including Triage software (Paramount ProQA), Records Management Systems, Mobiles and GPS/AVL, Station Alerting, Paging, E-Mail, Police Query Databases and more.



Extensive reporting capabilities

Easily search incident/unit history data and produce statistical benchmark reports in a variety of report/ graphic formats.



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 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

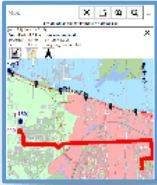
Integration capability with CAD systems including, but not limited to, the BCE Global Public Safety CAD, enables two-way integration includes Status Update, Messaging, electronic Dispatches, Situational Awareness display based on CAD data, and Data Queries.



Leading edge technology & security

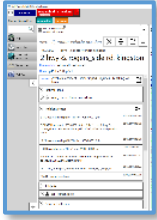
Operating on laptop or tablet, a flexible user interface allows the user to open multiple tab views and re-position them as required; mobile units can be provisioned/ updated remotely, reducing deployment issues in large and geographically distributed sites.

Key features of BCE Global Public Safety CAD Mobile



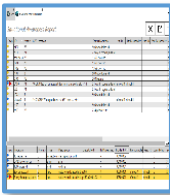
Integrated mapping & routing

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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