

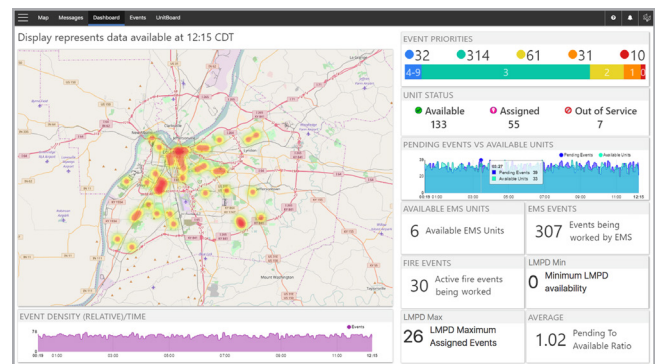
HxGN OnCall Dispatch | Advantage

Call-takers and dispatchers are the first line of contact during an emergency. To help save lives and improve outcomes, they need cutting-edge tools that let them quickly understand the situation and take action.

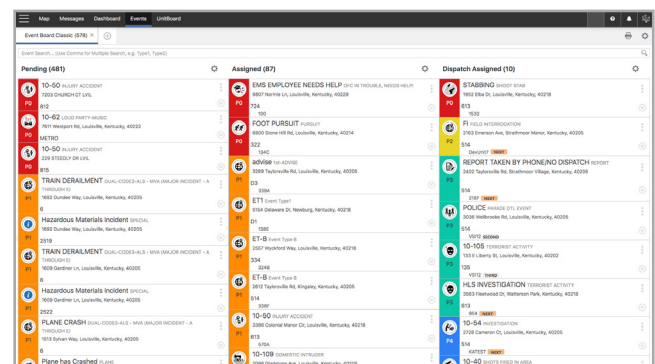
HxGN OnCall Dispatch | Advantage from Hexagon's Safety & Infrastructure division offers a transformative user experience (UX) that delivers richer situational awareness without overloading the operator. Available on-premises or in the cloud, it provides streamlined workflows that reduce operator workload, increase productivity, and boost public safety answering point (PSAP) capacity.

Part of the HxGN OnCall Dispatch product suite, Advantage helps agencies modernize contact to better meet changing public expectations and make smart decisions for the future. It improves coordination and collaboration between the PSAP, units, and field personnel and supports multi-agency deployment. With a browser client that simplifies administration, Advantage's configuration-based customization options allow agencies to adapt the software for different roles and changing needs.

Advantage features HxGN OnCall Dispatch | Dashboard for dynamic visual summaries of events, units, and workloads. It offers flexible licensing with specialized extensions and products that deliver subsets of its capabilities, including HxGN OnCall Dispatch | Essentials for organizations with simple dispatching needs and HxGN OnCall Dispatch | Call-Taker for agencies that provide call-taking and dispatch services with separate teams.



Advantage delivers rich situational awareness without overwhelming the operator.



The event board within Advantage provides a dynamic, visual summary of events, units, and workloads.

Benefits

Optimize Operation & Awareness

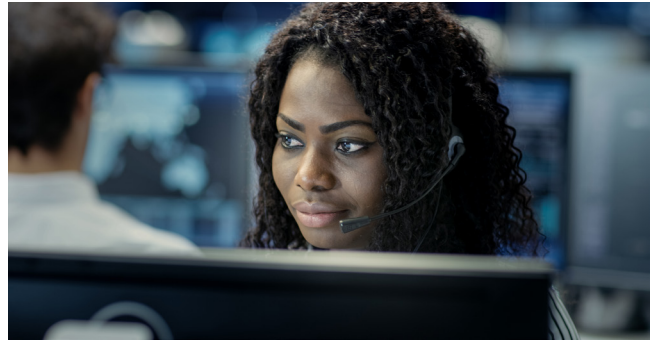
As PSAPs gain more sensors and systems, workstations and workflows have become increasingly complex, making it harder for call-takers and dispatchers to access information and take effective action. Advantage features optimized screen layouts, visual displays, and user interaction shaped by extensive UX research and testing. Agencies can easily configure the user interface (UI) to their own needs, roles, and users. With Advantage's clear insights and streamlined workflows, operators can perform critical tasks faster and more efficiently. The product's ability to integrate with other control room technologies also allows users to replace multiple UIs and input devices with a single, unified interface.

Select Best-in-Class Maps

With Advantage, agencies can choose their own provider for map display and processes, enabling them to leverage existing GIS investments or switch providers as needed. By selecting their own map provider, organizations can take advantage of advanced map capabilities, such as 3D rendering, routing with real-time traffic information, and the ability to add new themes and ad hoc content.

Enable Better Coordination

Advantage delivers a wide range of capabilities to support efficient, effective coordination across teams. It uses the same dynamic common operating picture for supervisors, field officers, and the PSAP to improve communications and track resources in real time. With Advantage, standard operating procedures are no longer standalone documents, but capabilities integral to the system. Particularly valuable for infrequent, complex scenarios, they can guide and inform operators, trigger system commands, and provide a record of actions.



Advantage can guide and inform operators, trigger system commands, and provide a record of actions.

Organizations can leverage facilities, diversions, and unit transports and create, share, and use staging areas during incidents and major events. Advantage can also record, validate, and track units assigned to the same incident operating away from the primary or initial location. The product supports strike teams and task forces and allows operators to schedule future events, such as a controlled burn, non-emergency hospital transport, or patrol task.

Modernize Call-Taking & Contact Management

More people than ever are using mobile phones to make emergency calls. To better meet public demand, Advantage allows agencies to modernize contact services by supporting different contact channels, harnessing richer information, and handling increasingly diverse types of data. Advantage is also compatible with NG911/112 initiatives and supports message-based communication with the PSAP.

Increase Agility

Advantage's centralized administration and configuration-based customization offers increased agility while cutting management overhead.

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Features

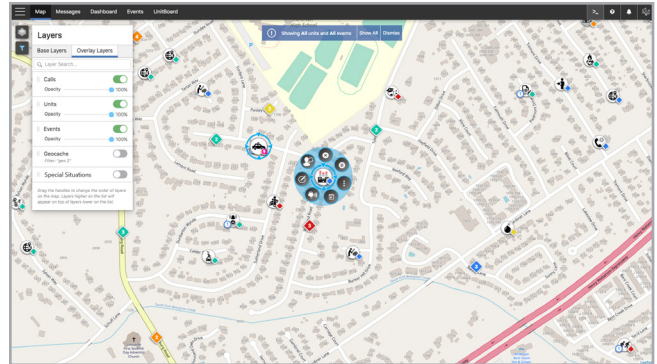
Innovative UX

When every second counts, call-takers and dispatchers need relevant information and capabilities to quickly solve problems and respond effectively. Advantage delivers clearer insights and faster operation by constantly matching the tools and information users see to those most relevant to their current tasks. It also ensures related functions and data are available at the click of a mouse. Its dynamic UI changes dialogs and icons to alert users to events, keeping the interface clear and uncluttered and avoiding the need to frequently move or close new windows.

Automated Assistance

Advantage uses automated processes to make call-takers and dispatchers more productive and efficient. From automating basic data capture to discovering and alerting users about valuable insights, these processes run in the background to enhance workflows and simplify call center operations.

- **Location Verification:** With location verification, operators can confirm event location faster when given incomplete or ambiguous information, such as the name of a common business or establishment. This feature offers dynamic search capabilities that reveal potential locations on a map as users receive and enter new data.
- **Location & Person of Interest:** Leveraging HxGN OnCall Records and other external sources, location and person of interest searches highlight matches to current call information. Both provide important insights earlier in the call-taking process after running location verification.
- **Nearby Events:** This feature alerts operators about existing events near their current call for service and provides a link to drill-down for additional information. This process allows agencies to identify events that may be part of a larger incident and adapt their response efforts.



Advantage's map view leverages visual icons that allow operators to drill-down for additional information.

- **Duplicate Processing:** By highlighting existing records that may be related to the same event as their current call for service, operators can cut back on creating and closing out duplicate event records.

Alerts & Notifications

- **Geofencing:** Users can create operational boundaries on a map that trigger automated alerts when resources enter or exit the defined area.
- **Be on the Lookout (BOLO) or Attempt to Locate (ATL):** Dispatchers can create, manage, and push high-priority alerts to a large audience.
- **Ad Hoc Timers:** User-defined, ad hoc timers allow operators to set timed alerts against a call for service or unit and produce a visual or audible alert when time has run out.

Hexagon is a global leader in digital solutions that create Autonomous Connected Ecosystems (ACE). Our industry-specific solutions create Smart Digital Realities™ that improve productivity and quality across manufacturing, infrastructure, safety and mobility applications.

Hexagon's Safety & Infrastructure division provides mission-critical and business-critical software solutions to governments and service providers.

Hexagon (Nasdaq Stockholm: HEXA B) has approximately 20,000 employees in 50 countries and net sales of approximately 3.8bn EUR.

Learn more at hexagon.com and follow us @HexagonAB.