



HxGN OnCall Dispatch | Viewer

HxGN OnCall Dispatch | Viewer from Hexagon's Safety & Infrastructure division provides a simple, cost-effective way to extend access to computer-aided dispatch (CAD) information and basic functions, while alleviating pressure on call-takers and dispatchers.

An easy-to-use web application, Viewer allows users outside the control room to view live operations, search live and historic information, and create non-emergency events. Used with the optional HxGN OnCall Dispatch | Call-Taker module, Viewer also fulfills call-taking workflows for agencies that deliver call-taking and dispatching via separate teams.

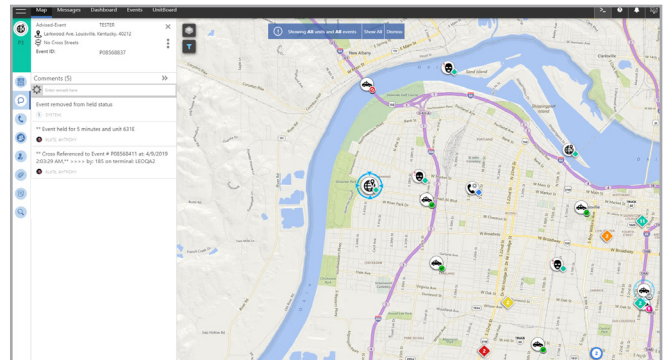
Benefits

Monitoring & Supervision

With Viewer, managers and supervisors can maintain constant visibility and control, even while away from their desk. Summary status views deliver situational awareness of live events and unit data, with immediate drill-down to detailed information. Users can also augment Viewer with the optional HxGN OnCall Dispatch | Dashboard module, which combines summarized live data and rolling short-term data histories to deliver a single-source overview of PSAP operations.

Senior Management Oversight

Senior managers outside the control room can stay in touch with live operations via browsers on laptops and tablets. Viewer provides immediate access to up-to-the-minute situational information for analysis and sharing.



Viewer's map tab extends situational awareness to users outside the control room.

Call-Taking

With the optional HxGN OnCall Dispatch | Call-Taker module, call-takers can view, accept, and manage calls for service, and create, update, and forward event records. Additional options support advanced call-handling capabilities, including structured call-handling and those required for NG911/112 and message-based communications with the PSAP.

Internal Inquiry

Viewer offers simple, web-based access to CAD records, enabling authorized users to fulfill their own information requests. This also allows users to access information more quickly and reduces control room staff workload.

Non-Emergency Incidents

Viewer supports users outside the control room who need to create non-emergency events. It improves service accessibility and public confidence by providing effective support for public interaction at station front desks, storefront stations, and kiosks. Staff can discuss existing incidents and log events that require incident records, but do not need immediate dispatch. Law enforcement records clerks and other auxiliary personnel can view current activity, execute event searches, create advised events, and assign case numbers.

System Support

With Viewer, IT staff have an accessible and easy-to-use view into the operational status of an organization's CAD system.

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Key Features

Maintain Situational Awareness

Viewer helps users find information faster and lessens call center workload. Users can search live and historical records of events, units, personnel, and equipment. They can also monitor the status and distribution of events and units and quickly find associated information using sortable list views and map displays. Custom feeds allow users to set up automated alerts for events and units of interest.

Extend Access

Viewer delivers supervisory and non-emergency workflows outside the call center. Users can create non-emergency events or incidents where immediate dispatch is unnecessary. They can also send messages via HxGN OnCall Dispatch to provide reliable, secure communications that are recorded in the system log.

Realize Cost-Savings

Viewer provides a more cost-effective and capable tool for users outside the control room. It works with HxGN OnCall Dispatch out-of-the-box to avoid setup costs, such as data connection, CAD schema mapping, dashboard and query configurations, and user access control. The web client is simple to deploy and maintain (including to remote sites and mobile users) with low administrative and support costs.

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.

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