



HEXAGON

HxGN OnCall

The Foundation for Safer Cities





Modern public safety agencies are facing mounting pressures.

The public is demanding greater transparency for first responders, citizens are sending emergency communications in new ways, and there is an overwhelming volume of incoming data to sort through. To complicate matters, for many cities, safety functions are disjointed and siloed across agencies.

So, how do public safety agencies battle these challenges to provide safer communities for people to live, work, and visit?

The truth is, there isn't one answer to this complex question. However, with the right tools and strategies in place, you can lay a strong foundation for building a safer city. That's where HxGN OnCall comes in.

Establish a firm foundation with HxGN OnCall

HxGN OnCall is a comprehensive portfolio of next-generation public safety solutions. Its set of product suites enables public safety agencies of all sizes to be more agile and resilient through modern, flexible capabilities spanning call-taking and dispatch, records, analytics, major event management, and mobility.

Deployed on-premises or in the cloud, HxGN OnCall helps organizations sort through the overwhelming amounts of incoming data to make more informed decisions; easily connect devices, systems, and people to break down information silos across agencies; and harness next-generation technology to better meet future challenges.

The HxGN OnCall portfolio is made up of four suites that can be deployed together or independently to provide the holistic insights and coordinated capabilities needed to advance the efficiency and effectiveness of a city's public safety efforts.

Let's explore each of the four suites.



HxGN OnCall Dispatch



HxGN OnCall Records



HxGN OnCall Analytics



**HxGN OnCall
Planning & Response**

HxGN OnCall Dispatch

As the first point of contact during critical events, dispatchers need cutting-edge tools to help them quickly understand unfolding emergencies and take effective action. HxGN OnCall Dispatch allows agencies to leverage Hexagon's all-new, scalable industry-leading computer-aided dispatch (CAD) solution to provide superior incident management capabilities for public safety answering points (PSAPs), emergency control rooms, stations, units, or anywhere first responders need to go.

Why HxGN OnCall Dispatch?

Improves multi-agency collaboration

HxGN OnCall Dispatch eliminates disjointed emergency operations by combining multi-agency and multi-jurisdictional CAD deployments. This sparks collaboration across a wider response community instead of a siloed approach. And, it allows users to pool resources to optimize performance, increase resilience, and lower costs. HxGN OnCall Dispatch also works alongside Hexagon's major incident management platform, HxGN OnCall Planning & Response, enabling immediate escalation for large or complex situations.

Transforms call-taker & dispatcher experience

In critical situations, call-takers and dispatchers need reliable technology they can count on. Shaped by firsthand customer observations, usability studies with hundreds of participants, and decades of domain experience, HxGN OnCall Dispatch's intuitive design delivers streamlined workflows and rich situational awareness without overloading operators and eliminates the need to switch between multiple interfaces and input devices.

Meets changing public expectations for emergency contact

HxGN OnCall Dispatch allows agencies to receive new types of incoming emergency communications data, including SMS and social media. This allows citizens to convey vital information in whatever means available.

HxGN OnCall Dispatch delivers agile, next-gen call-taking and CAD capabilities to reduce the time to handle calls, assess situations, and take effective action.

Features

Exceptional user experience for reduced operator workload, increased productivity, and higher PSAP capacity

Support for Next Generation 911/112 to meet changing public emergency communication expectations

Browser-based clients and apps for remote access, easier administration, and reduced overhead

Increased resiliency through a load-balanced, redundant, and distributed system design and support for cloud infrastructures, geographically separated servers, and virtual machines

HxGN OnCall Records

Law enforcement personnel need quick access to accurate information. HxGN OnCall Records provides a robust records management system (RMS) that enables quick data entry and real time alerts, immediate search and retrieval, and extensive reporting capabilities. A flexible software suite, it adapts to the unique needs of agencies of all sizes and gives users across an agency access to the information they need.

Features

Real-time, rule-based alerts for keeping personnel informed

Visual reports and analytics all roles can create and use

Integration with CAD and mobile systems for efficient workflows and robust data capture

Streamlined data administration

Why HxGN OnCall Records?

Serves all facets of law enforcement

Law enforcement operations include a countless number of components, from field and office reporting to patrols, investigations, custody, and administration. HxGN OnCall Records supports all roles by linking data points to a central database, meeting government reporting requirements (e.g., NIBRS or UCR formats), and delivering a complete workflow solution for patrols, case management, and investigative processes.

Enhances field mobility

Without the power to search and update information in the field, first responders will always be a step behind during critical moments. HxGN OnCall Records leverages mobile devices to help field personnel enhance awareness and increase efficiency wherever they are.

HxGN OnCall Records is a cost-effective solution for mobilizing first responders, aiding investigations, and improving community safety.

HxGN OnCall Analytics

Expanding scope of mission and increased demand have stretched public safety agencies' resources. They urgently need to harness operational data to inform operations and strategy as well as build public understanding and support. This is where HxGN OnCall Analytics comes in. By unifying data and providing easy-to-use tools, HxGN OnCall Analytics provides clear insights that allow agencies to make smarter decisions and easily explore complex data.

Why HxGN OnCall Analytics?

Empowers public safety staff & leaders

Agencies must make decisions based on facts and discover unseen patterns and trends within their operations. HxGN OnCall Analytics offers easy-to-use, business-ready reports and dashboards, allowing more staff to visualize data, run reports, and conduct analysis to improve performance and productivity.

Builds trust & transparency

In today's culture of instant gratification, citizens, government authorities, and the media demand fast answers and access to detailed information. HxGN OnCall Analytics allows organizations to easily share clear reports and analyses to build trust and transparency with the community.

HxGN OnCall Analytics is much more than a conventional reporting solution — it's a comprehensive public safety analytics suite that enables more users to unlock their data and turn it into invaluable insights.

Features

Out-of-the-box interactive reports and dashboards agencies can adapt as needed for assessing, reporting, and optimizing emergency response tasks

Spatial analysis, visualization, and playback capabilities give agencies a better understanding of event sequences and incident patterns

Map controls with location-based information plotting, pin and hotspot mapping, dynamic clustering, geospatial filtering, and more

A powerful, unified data warehouse with third-party software access and data integration capabilities

HxGN OnCall Planning & Response

In addition to day-to-day concerns and community issues, public safety agencies also play leading roles in ensuring communities plan and prepare for, respond to, and recover from major incidents. HxGN OnCall Planning & Response integrates and coordinates resources, procedures, and communications across diverse teams and individual agencies. It fulfills incident command system (ICS) requirements and harnesses the collective capabilities of all responders to provide a single source of information through the entire event life cycle.

Features

Single, unified source of information for all responders and stages of operation

Easily deployable across diverse organizations

Support for incident command in a variety of environments, including on-scene, in tactical operations centers, at emergency operations centers, and for secondary and tertiary responders

Integration with CAD and other systems for a holistic view of the entire event

Maintained comprehensive record of operations to remove gaps in processes and data

Why HxGN OnCall Planning & Response?

Integrates responders across agencies

HxGN OnCall Planning & Response enables public- and private-sector agencies to act as a cohesive unit with common purpose and direction. It provides overarching command, coordination, and oversight without replacing the systems and processes responders rely on in their day-to-day operations. It also follows ICS principles that ensure information and instructions are easily understood and interpreted in the same way across highly diverse organizations.

Provides unified operational information

With HxGN OnCall Planning & Response, agencies have access to several linked views that eliminate the problem of fragmented records, including common operating pictures, action plans, document libraries, organizational charts, and more. Throughout the event, every user and all system activity are recorded in audit logs. Each contains vital data that supports post-event review, legal actions, training, and simulation.

By working across various agencies and supporting new collaborations, HxGN OnCall Planning & Response ensures safe, efficient, and effective operations when agencies need it the most.

Respond, predict & prevent faster with HxGN OnCall

A robust set of solutions, HxGN OnCall is the only cohesive, interoperable portfolio on the market today that enables agencies of all sizes to fully address daily pressures and be better prepared for tomorrow.

With HxGN OnCall, agencies can respond to emergencies quickly and efficiently, leverage data to enhance response and understand causes, and work to prevent incidents from happening in the future – making the HxGN OnCall portfolio the perfect foundation for building a safer city.

[LEARN MORE](#)

About Hexagon

Hexagon is a global leader in sensor, software and autonomous solutions. We are putting data to work to boost efficiency, productivity, and quality across industrial, manufacturing, infrastructure, safety and mobility applications. Our technologies are shaping urban and production ecosystems to become increasingly connected and autonomous — ensuring a scalable, sustainable future.

Hexagon's Safety & Infrastructure division provides software for smart and safe cities, improving the performance, efficiency, and resilience of vital services.

Hexagon (Nasdaq Stockholm: HEXA B) has approximately 20,000 employees in 50 countries and net sales of approximately 4.3bn USD. Learn more at [hexagon.com](https://www.hexagon.com) and follow us @HexagonAB.

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