



COMMANDCENTRAL

CONNECTED.
COLLABORATIVE.
COMPLETE.





COMMAND CENTRAL

CONNECTED. COLLABORATIVE. COMPLETE.

The right response requires the right information. It requires clarity for better decisions and stronger workflows. And no one knows better than public safety that workflows can be complex.

In the same way it takes multiple teams working together to accomplish critical tasks, first responders require a variety of applications and tools. Many times these applications are outdated, have different experiences for users, and have – at best – “swivel chair” integration. Teams today are frustrated by data silos, outdated tools, and inefficient application integration, all forcing them to enter data multiple times, in multiple places, using tools that don’t look and operate the same.

CommandCentral delivers a suite of cloud-native applications, so you can respond with the confidence that you have the most complete information, from call to case closure.

**Bring clarity to decisions.
Simplify collaborative workflows.
All enabled by the industry’s only complete,
360° Incident.**



WHAT IS THE 360° INCIDENT?

The public safety workflow doesn’t just move in one direction. Information flows back and forth between different teams, and even between agencies and the community. Keeping this information in data silos, without consistency and secure access between teams slows operations and increases risk.

CommandCentral centralizes your information, using intelligent correlation to collect and build an accurate and complete case file as the incident unfolds, so you have a confident 360° view.

THE POWER OF THE GOVERNMENT CLOUD

FASTER DEPLOYMENT

Get up and running faster with a remote cloud deployment, so you can get a return on your investment sooner.

EASIER UPDATES

New capabilities are immediately available, without requiring downtime for updates and ensuring your software remains up-to-date.

PREDICTABLE COSTS

A single subscription for an all-inclusive, software-as-a-service solution minimizes agency risk and makes pricing predictable and bundled for cost efficiencies.

EASY SCALABILITY

Easily support your agency’s changing workloads with the ability to add or remove users and storage as needed.

THE RIGHT INFORMATION, EVERY TIME



CONNECTED

Eliminate information silos and uncover actionable intelligence across the entire workflow, end-to-end.

CommandCentral is powered by a secure cloud platform. Every data source is connected and unified to uncover actionable intelligence and automate what can be automated — so you can focus on what matters most.



COLLABORATIVE

Remove workflow barriers so teams share information and work efficiently with one another, with other agencies and with the community.

CommandCentral removes traditional technology barriers, strengthening collaboration and making interactions consistent and intuitive. Each application was designed in partnership with public safety, so it's easy to learn, share, and bring teams, agencies, and communities together.



COMPLETE

Access all information in one place with confidence in the data integrity through an uncompromised 360° view of the incident.

Building a successful case requires the right data. Our unified data platform intelligently correlates data as the case unfolds, building the most accurate, most complete case file, so your teams can go to court with confidence.

DESIGNED FOR PUBLIC SAFETY SECURITY AND COMPLIANCE

SOC 1 AND 2

Motorola Solutions software is audited annually against the Service Organization Control 1 and 2 (SOC 1 and SOC 2) reporting framework.

CJIS COMPLIANCE

CommandCentral suite is designed to CJIS Security Policy requirements. We also offer a dedicated team of compliance professionals for CJIS policy and audit support.

NIST FRAMEWORK

Our cloud-based solutions are backed by a team of leading cybersecurity experts that leverage the NIST National Initiative for Cybersecurity Education Framework (NICE Framework).

TRANSFORM OPERATIONS WITH **COMMANDCENTRAL**

YESTERDAY

SILOED DATA

Agencies are faced with an overwhelming amount of data, and it's only continuing to increase. It's coming from so many different sources that it's easy to miss connections and trends.

MANUAL EFFORT

Re-enter incident data over and over again, while manually tagging information, typing out officer narratives and transcribing audio files.

LACK OF INSIGHT

Miss connections between cases or data, resulting in slower operations and more time to close cases.

WORKFLOW BARRIERS

Struggle to share information between different individuals, teams and applications, slowing down operations.

MISSED INFORMATION

Put responders and communities at risk by not getting the right information to the right people when they need it most.

EXTENSIVE TRAINING

Require your teams to spend longer in training and away from more critical tasks.

INCONSISTENT DATA

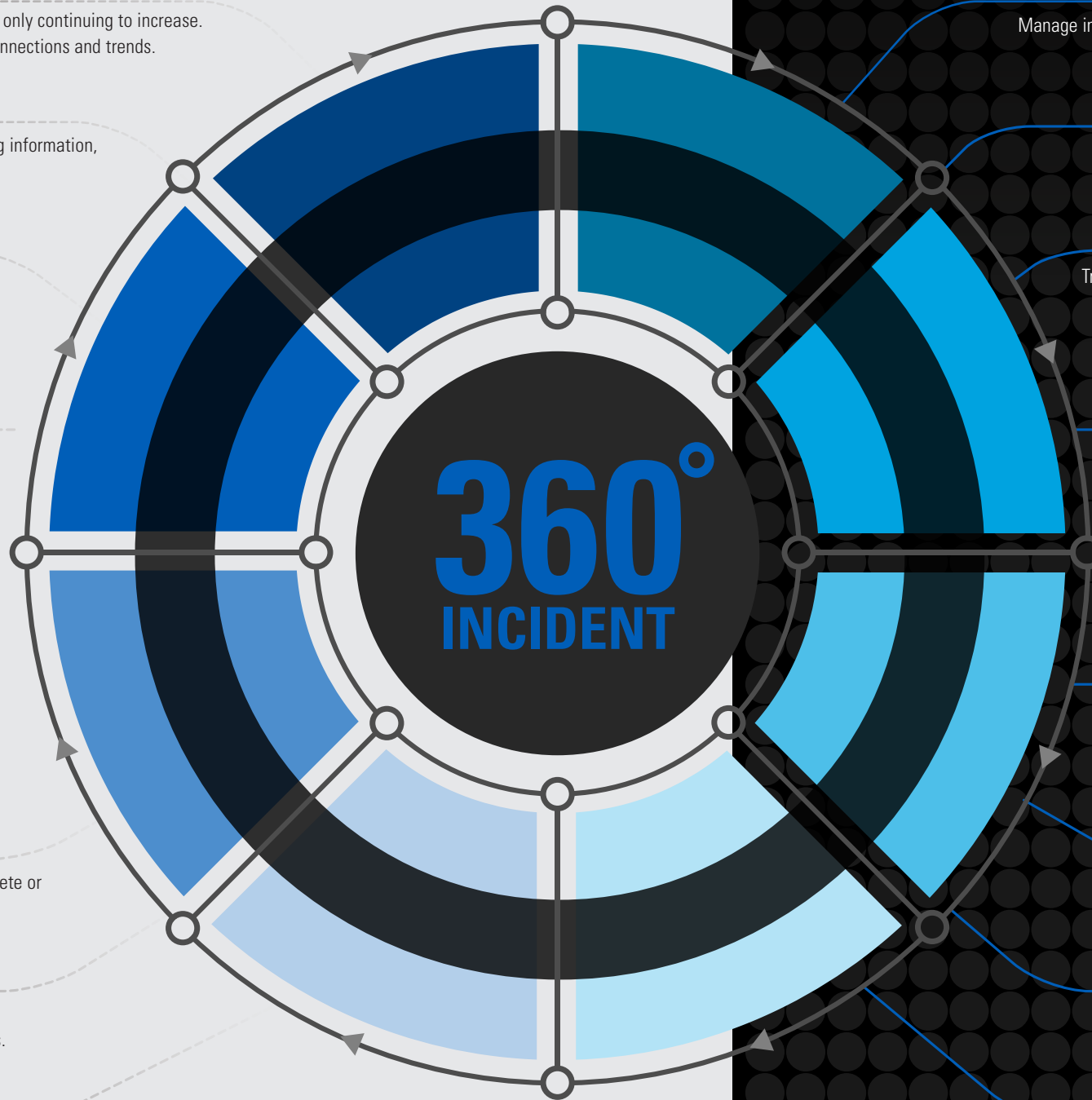
Enter information over and over again along the workflow. Incomplete or inaccurate information puts successful case prosecution at risk.

FRAGMENTED SEARCH

Search separate applications and manually compile results — or use clunky and expensive form-based federated search products.

MANUAL CASE CORRELATION

Spend valuable time correlating data and media to the case and risk missing important pieces of information.



TODAY

UNIFIED DATA

Manage increasingly complex information with a unified platform that centralizes data with augmented intelligence to guide better decisions.

MACHINE LEARNING

Automate data entry and management, including metadata, tagging, assisted narratives, transcription, and form completion.

BUILT-IN INSIGHTS AND REPORTING

Transform data into intelligence that helps your team uncover actionable insights, improve resource planning and close more cases.

STREAMLINED WORKFLOWS

Strengthen collaboration, save time and establish operational consistency, efficiency and security.

SHARED INFORMATION

Access information across the public safety workflow, so you know you have all the information you need going into a critical situation.

EASY TO USE

Use applications designed with you and for you, making it easy to use and faster to get up and running.

DATA INTEGRITY

Save valuable time, eliminate duplicate effort and create greater data consistency between applications with automated data entry.

UNIFIED SEARCH

Search across all your data from a single search bar. The more data you have, the more powerful your search will be.

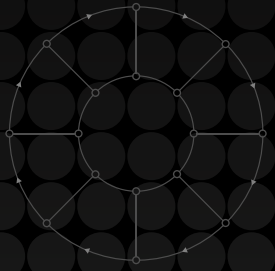
AUTOMATIC CASE CORRELATION

Automatically correlate data to the incident as it is collected throughout the response for the most accurate, most complete case file.

CONNECTED

COLLABORATIVE

COMPLETE



CONNECTED FROM CALL TO CASE CLOSURE



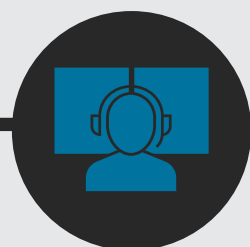
CITIZEN

The public is one of the most valuable resources agencies have. Promoting collaboration between the public and law enforcement delivers true public safety for the greater good.



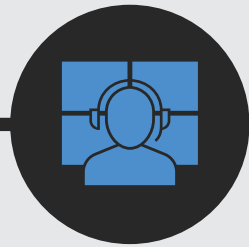
9-1-1 CALL TAKER

Calling 9-1-1 can be the worst day of someone's life. Call takers rely on software that leads them to the right response, every time, because every second counts.



DISPATCHER

Dispatch telecommunicators are overwhelmed by the amount of incoming information while managing communication with responders and the public.



INTELLIGENCE ANALYST

The more first responders know before they get on scene, the safer and more efficient their response will be. Real-time intelligence operations serve as eyes and ears for responders.



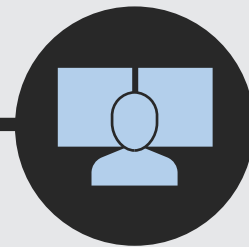
FRONTLINE RESPONDER

Keeping officers informed throughout an incident can be a challenge. Streamlining evidence gathering and reporting while in the field is not a nice-to-have — it's critical for your agency's operations.



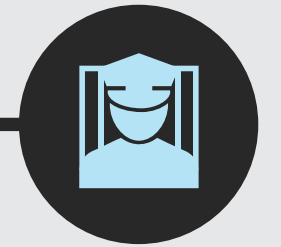
RECORDS SPECIALIST

Officers' time on the street is critical, but handwritten notes and manual forms slow them down. With growing demands on evidence and new reporting standards, the data burden on agencies has never been greater.



CRIME ANALYST

Your agency's data is only as powerful as what you can do with it. Transform the vast amounts of information your agency collects into actionable intelligence.



CORRECTIONS OFFICER

When your jails are overcrowded and your team is overworked and understaffed, the safety of your officers and your inmates is at risk.



COMMUNITY

Easy-to-use tools to offer the public a greater role in community policing. Gain a single touchpoint to build transparency and collaboration between the public and public safety.



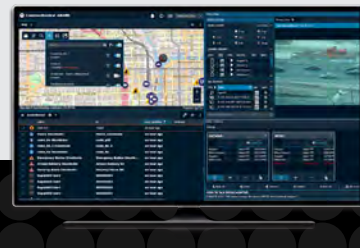
CALL HANDLING

Simplifies the call handling experience and offers advanced integration and data sharing for managing multimedia content.



CAD

Enables dispatchers to process critical information faster and dispatch incidents with a streamlined, modern interface. Gain tactical insights and operational analytics through easy-to-use reporting tools.



AWARE

Ties operations together and improves situational awareness. The single view includes responder location, real-time video feeds, body-worn and in-car video, alerts for fall alert, shots fired, vest pierced and vehicle impact.



RESPONDER

Provides the intuitive, flexible field response tool needed to help your officers respond more effectively, minimize documentation effort, and get back on the street faster.



RECORDS

Pulls dispatch, digital evidence and citizen inputs into one view. From the same screen, easily submit secure case information and digital evidence to judicial partners.

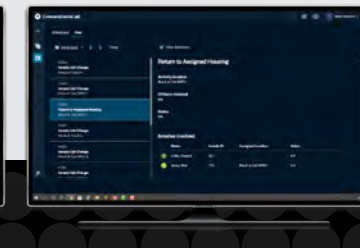
EVIDENCE

Fully integrated with CommandCentral Records. Provides a source-agnostic solution for storing, managing, redacting and transcribing digital evidence.



INVESTIGATE

Boosts your ability to solve more crime with data driven insights. Search, access and develop reports that combine agency data, inter-jurisdictional data and 10,000 sources of public records.



JAIL

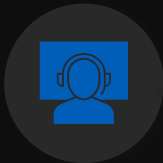
Simplifies and streamlines the complicated offender intake process while also improving inmate and officer safety with automation, alerting and increased awareness of jail and inmate activity.

STREAMLINE WORKFLOWS WITH SEAMLESS INTEGRATIONS

Each CommandCentral application is designed to transform your agency's operations and enable better outcomes — but they are even more powerful when leveraged together. The applications are designed for consistency and collaboration, so your teams benefit from simpler workflows and superior outcomes.

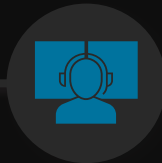
DIRECT A SAFER INCIDENT RESPONSE

When responders know what they're facing before they arrive, they can move quicker to keep the public—and themselves—safe. CommandCentral connects your teams, giving first responders the right information when they need it most.



SIMPLIFY

Secure and simplify PSAP operations. Close the loop on vulnerabilities and reduce IT complexity while increasing reliability and scalability.



CREATE

Increase efficiency by enabling dispatch telecommunicators to create and access records case numbers, starting the appropriate agency workflow for a single incident.



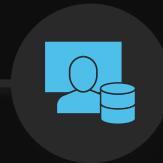
INFORM

Dispatch can share up-to-the-moment data with responders, such as pending and active incidents, units, comments, status updates, and premises or hazard alerts.



UPDATE

Officers utilize devices in the field to search CommandCentral Records via Unified Search and update the incident record with narratives and photos.

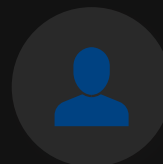


CONSOLIDATE

Create a more complete picture of the case by correlating CommandCentral CAD, Responder, Evidence and Community data to the incident record.

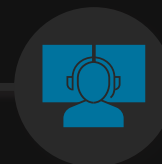
BUILD A STRONGER CASE

CommandCentral simplifies information collection and documentation by capturing data across multiple systems to build a more complete case. This lessens the burden on administrative staff and frees up resources for more value added tasks.



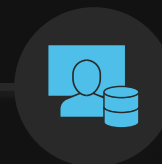
COLLABORATE

Public submissions, such as online reports and anonymous tips, automatically correlate to the incident record, providing a more complete view of the incident and saving time and resources.



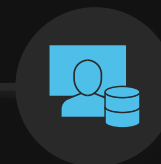
STREAMLINE

Pre-populate the incident record with CAD data, saving time, eliminating duplicate data entry and ensuring data consistency across multiple systems.



MANAGE

Aggregate and intelligently organize digital evidence from multiple sources in one place. The evidence is correlated to the incident record for easy access in the records system.



SHARE

Quickly and securely share the case package with judicial partners via a dedicated page designed for their needs.



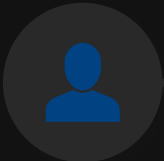
PROCESS

Pre-populate arrest information from the incident record into an offender's booking form to reduce duplicate data entry and significantly speed up offender intake.



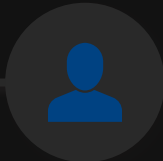
STREAMLINE PUBLIC RECORDS REQUESTS

Public Records Requests are a reality of the job. That doesn't mean they have to slow you down. CommandCentral helps streamline your workflows and increase efficiency when it comes to answering Freedom of Information Act (FOIA) requests.



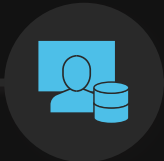
REQUEST

From CommandCentral Community, citizens can submit a public records request. Submission forms can be custom or standard, depending on your agency's preference.



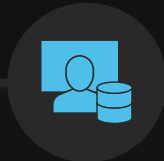
REVIEW

Your agency reviews the request in the Community Inbox, tagging accepted submissions with the incident ID or creating a new incident ID if required.



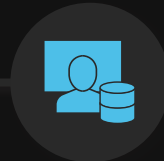
MANAGE

Any personally identifiable information in the request is redacted if necessary before approval.



CENTRALIZE

Once the request is accepted, it is automatically uploaded to CommandCentral Records for secure storage and easy management.

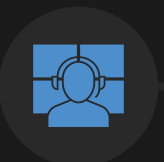


SHARE

With the citizen's contact information provided in the submission, the case can be easily shared electronically using the citizen's email address.

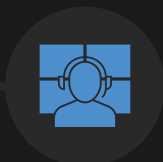
INCREASE SITUATIONAL INTELLIGENCE

Improve situational awareness and communicate actionable intelligence, without overwhelming your teams with information. CommandCentral helps maximize the data at your fingertips, across applications, for a safe and rapid response.



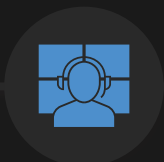
ALERT

As high-priority incidents, real-time video analytics, and responder alarms populate on the CommandCentral Aware map, triggered rules send summary alerts to agency-determined roles so that an appropriate response can be organized.



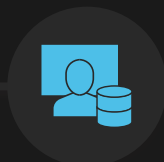
MONITOR

Access all call taking and CAD incident details, as well as responder location and status from the real-time situational map for a complete operational view to monitor the situation as it unfolds.



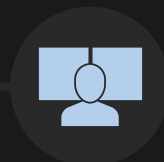
VIEW

View nearby video feeds in real-time including body-worn and in-car video. Capture incident-related video and images from across a variety of video systems and view them all in CommandCentral Aware.



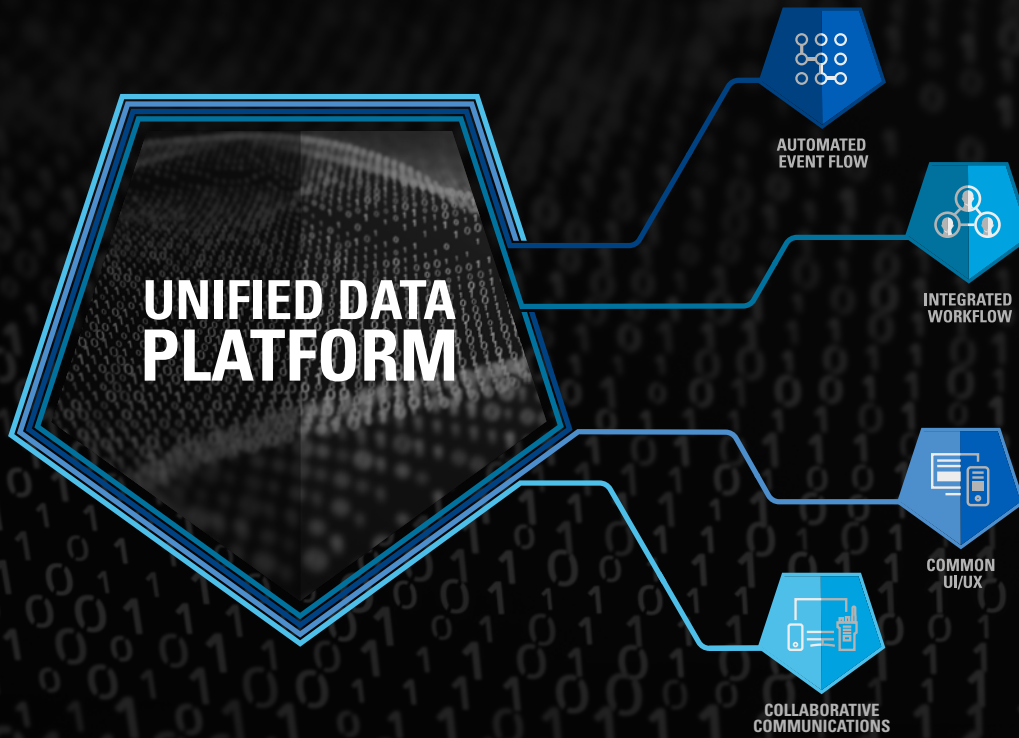
UPLOAD

Automatically upload media including bookmarked and tagged video and a historical mapped view of the incident response into CommandCentral Evidence, eliminating the need to download digital content onto a physical drive and manually transfer the media.



ANALYZE

Quickly identify emerging crime trends, accurately track down leads and communicate intelligence across your agency with CommandCentral Investigate.



BENEFITS OF A UNIFIED DATA PLATFORM

You are faced with an overwhelming amount of data — and it's only continuing to increase. It's structured and unstructured. It's coming in from so many different sources that it's easy to miss connections and trends. And no matter how much data you have, it won't be useful unless you can put it to work for your organization.

CommandCentral is built on a unified data platform, securely bringing information together across your operations and applications — from CAD data and video feeds to multimedia records and citizen inputs. As a result, your data is put to work so you can collaborate more easily and make more informed decisions through automated event flows, integrated workflows, a common user experience and collaborative communication.

AUTOMATED EVENT FLOW

Conventional workflows, which are typically handled manually on a one-by-one basis, can lead to missed events or delayed response. Automated event flows leverage artificial intelligence to save your team time and resources. For non-critical events, the workflow can be scripted to require little to no human intervention. Potentially critical incidents can be surfaced for you to verify, so you can coordinate your response with real-time data and take appropriate action.

INTEGRATED WORKFLOW

Many vendors provide APIs or interfaces for information to flow from one application to the next. CommandCentral delivers integrated workflows to truly eliminate the "swivel-chair integration" that often exists from application to application. Through native and complete integrations, you will experience better digital interactions and maximize information flow, providing one common operating picture for users and enabling a better response and improved safety.

COMMON USER EXPERIENCE

Our human-centered design teams develop intuitive applications that are easier to learn and easier to use. A consistent user experience, across a cohesive suite of CommandCentral applications, means you can focus less on where to click and more on the tasks and people in front of you. It also makes it easier to add or restrict users across multiple applications, giving you the ability to control data access across the workflow from a single interface. And the CommandCentral app switcher helps you seamlessly navigate between applications, without having to login with a new username and password every time.

COLLABORATIVE COMMUNICATION

Dynamically route communications over the best network to apps on the most suitable device. Video, data, messages, voice and PTT are mapped to existing workgroups and workflows, which preserves the integrity of teams and operations. Whether it's sharing CommandCentral CAD data with CommandCentral Responder users, or live streaming body-worn camera footage in CommandCentral Aware, you can collaborate in new ways and fully focus on the task at hand — confident that your teams have the information to be safe and effective.

A TRUSTED ECOSYSTEM

Motorola Solutions has created the first and only technology ecosystem built for Public Safety. Radio and broadband communications are unified. Software solutions are integrated from end-to-end. Video is intelligently captured and analyzed. And services ensure your technology is always protected and always advancing.

This trusted ecosystem was built on our unified data platform to bring consistency to your data, response, workflows, user experience and communications. It provides a secure foundation, unifies your teams and technologies, and strengthens your decision-making so you can collaborate like never before. Here are a few of the integrations across our ecosystem, providing even more value to CommandCentral.

MISSION CRITICAL COMMUNICATIONS

TWO-WAY RADIOS

APX and APX NEXT users appear on the CommandCentral Aware map so the analyst knows who is in the vicinity. Engage the emergency button on your APX radios to send an alert for backup to that same Aware analyst. Also, a hot hit from ViQi Virtual Partner on a database search will alert the Aware analyst to send backup.

BROADBAND PUSH-TO-TALK

Display the locations of WAVE Push-to-Talk users on the CommandCentral Aware map to better allocate resources around an incident and keep first responders safe.

COMMAND CENTER SOFTWARE

LICENSE PLATE RECOGNITION

CommandCentral Records integrates with Vigilant PlateSearch to automatically detect when license plate matches are available in the License Plate Recognition (LPR) database. A direct link to the available results is available in the Consolidated Record View.

ON-PREMISES SOFTWARE

We are committed to your unique journey to the cloud, paced to the individual requirements and expectations of your agency. Many of our CommandCentral applications integrate with Spillman Flex, PremierOne, VESTA, and CallWorks so you can experience advanced cloud capabilities at your own pace.

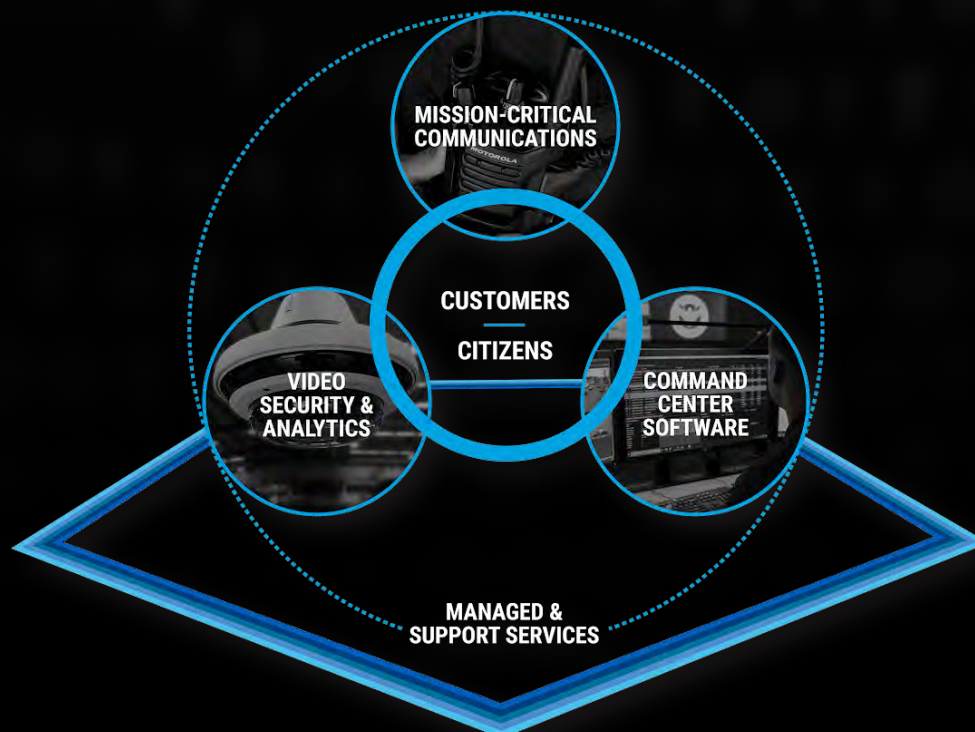
VIDEO SECURITY & ANALYTICS

BODY-WORN AND IN-CAR VIDEO

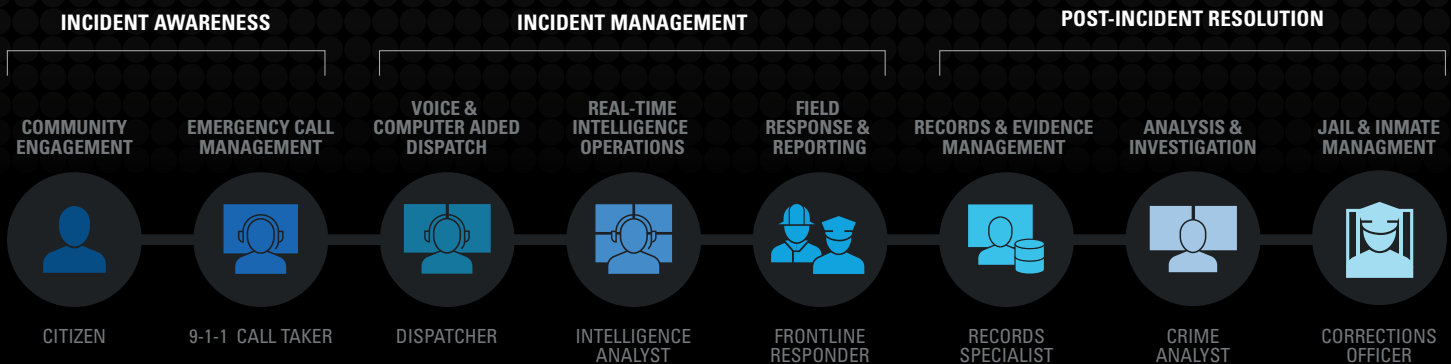
Motorola Solutions' robust body-worn and in-car cameras help you capture secure, unbiased video evidence in the field. Live stream body-worn camera footage in CommandCentral Aware. The video evidence is uploaded directly to CommandCentral Evidence and viewable in CommandCentral Records for a more complete picture of the incident.

FIXED VIDEO SECURITY

See live video streams directly from the CommandCentral Aware dashboard through native integration with Avigilon Control Center software. You can also receive Avigilon Analytics notifications in CommandCentral Aware, saving critical time.



COMMANDCENTRAL



THE INDUSTRY'S MOST COMPLETE SOFTWARE SUITE

You depend on solutions that help deliver on the promise of a safer world. Our CommandCentral software suite is designed to bring clarity to your public safety workflow and the confidence that you have the right information, every time. From call to case closure, CommandCentral connects all data to create actionable intelligence, eliminates barriers to heighten collaboration and delivers the complete, 360° Incident.

Our CommandCentral software suite is unified with voice, video and analytics, creating the industry's only end-to-end, integrated ecosystem for public safety. Individually, every Motorola Solutions product and service makes the world safer. United, they are exponentially more powerful. Let's build the future of safety together.

For more information about CommandCentral, please visit:
www.motorolasolutions.com/commandcentral



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