

STREAMLINE DISPATCH

Save Seconds. Save Lives.

9-1-1 Call Taking & CAD Unified

Anything can happen in seconds. How well you maximize the minute to access and share information – voice, video and data – impacts responder effectiveness and safety. Discover how you can handle 9-1-1 calls in Spillman Flex CAD to coordinate the fastest, most prepared response.



CALL HANDLING & COMPUTER AIDED DISPATCH SOLUTIONS

Spillman Flex CAD is a fully integrated and flexible off-the-shelf solution.

Spillman Flex: How You Benefit

- Maximum systems integration from a single vendor
- Highly configurable multi-jurisdictional environments
- Timely access to real-time intelligence
- Ease of use

Spillman Flex: Why It's Different

- Fully integrated suite including CAD, Mapping, Mobile, Records, Jail and Intelligence Led Policing
- Single database, single log-in
- Standard suite-wide site licensing structure
- Flexible hardware and managed services offerings
- Multi-jurisdictional expertise

CallWorks CallStation is a browser-based solution combining call taking, mapping and reporting into a single platform.

CallWorks: How You Benefit

- Fully IP, software-based system for complete Next Generation 9-1-1 compliance
- Integrated mapping to plot calls and pinpoint location accuracy with RapidSoS partnership
- Automated, customized performance reporting
- Deployment model choices: on-premise, hosted or fully managed services available

CallWorks: Why It's Different

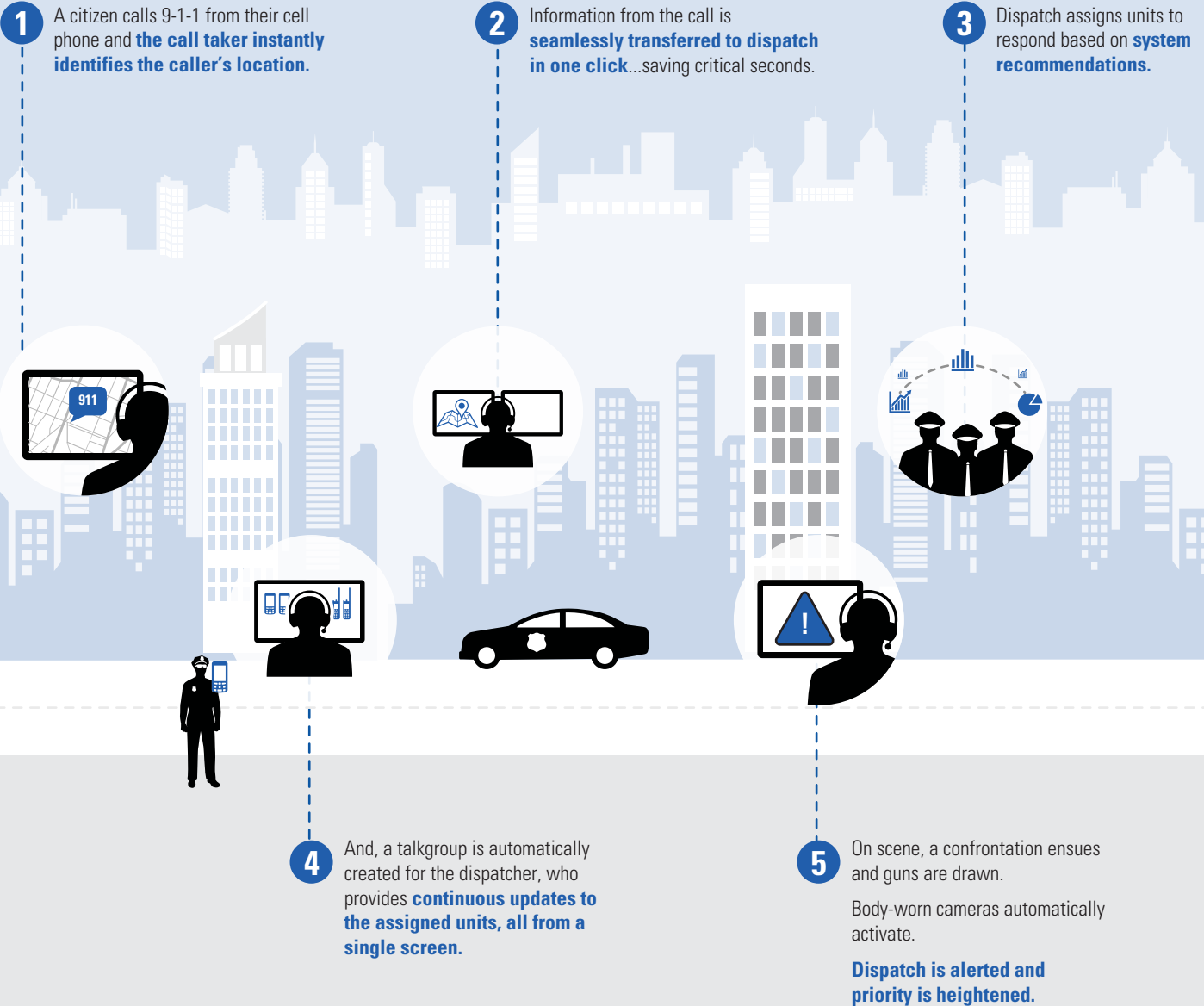
- NG i3 ready – no surprise upgrades downstream
- Designed for i3 and legacy CAMA based call handling
- Guaranteed standard compliance
- Simplify 9-1-1 Call Taking system design – includes mapped ALLI
- Browser is all that is required at the IWS (thin client)
- Dispatch group architecture - flexibility / virtual operator
- Remote monitoring is standard

BETTER TOGETHER: WHY INTEGRATE 911 WITH CAD?

- One unified workstation built for maximum efficiency and seamless software integration
- Reduced movement and clicks with one keyboard, mouse and telephony keypad
- Telephony keypad to control telephone regardless of user application with frequently needed buttons available in Flex
- Dispatcher working in CAD instead of 9-1-1 for most calls with CallWorks capabilities available whenever needed
- 9-1-1 caller locations viewable on Flex map
- Decreased costs with less hardware needed at each position, scalable solution to fit agency needs

USE CASE: INTEGRATED INCIDENT MANAGEMENT

ACCELERATE THE TRANSFER OF INFORMATION FROM CALL TAKER TO DISPATCHER



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