



# CAD, Mobile and Records built to your needs

Create a complete software suite for your  
agency with PremierOne<sup>®</sup>

# A complete solution for modernized public safety

Hours of routine punctuated by moments of intense action. That's often what it's like on the street. It's often what it's like in the command center, too. At any time, call takers, dispatchers and first responders must respond to a variety of difficult and dangerous situations correctly, safely and in a matter of seconds.

This requires more than simply an assortment of best-of-breed applications. You need a powerful, integrated solution specifically designed for real-time response and quick, intuitive processes.

With more than 130 customer systems and over 142 million managed calls for service, PremierOne is a proven public safety software solution, backed by the industry's first and only mission-critical ecosystem built to create the lifeline your safety and mission depend on.

As an integral part of Motorola Solutions' CommandCentral software suite, PremierOne offers an end-to-end software experience, fully synced mission-critical communications, access to trusted video and security analytics, as well as a line of Motorola Solutions services that will be there in critical moments today, tomorrow and for years to come.







# Built for today, ready for tomorrow

Both in the command center and out in the field, it's crucial that up-to-date information from 9-1-1 calls, text messages and multimedia are rapidly and securely provided to the right resources at the right time. Field responders need to know that when they respond to an emergency, critical details and historical information are immediately and readily available, which also promotes productive collaboration within departments and across neighboring agencies.

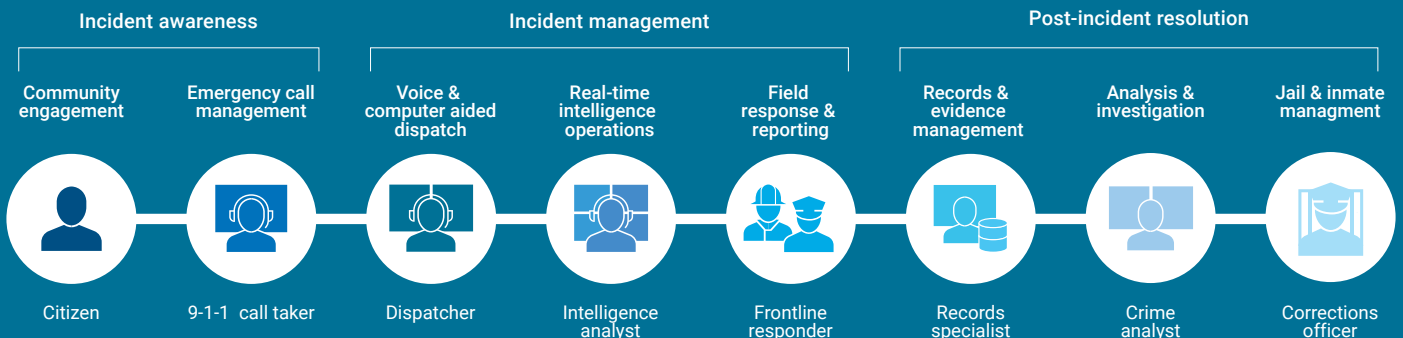
With PremierOne, you can take your operations to the next level while laying the foundation for the future. Collaboration is maximized by connecting dispatchers and field personnel in real-time and optimizing interoperability with other agencies, systems and databases.

The result is enhanced information flow for improved response, safety and incident resolution. When lives are on the line, intuitive workflows and simple, effective incident management help you and your team make the most of every second.

Keeping your command center running efficiently is a team effort. With PremierOne, not only do you have access to state-of-the-art software, your agency is also backed by highly experienced service personnel who know how to identify your unique workflows and integrate your public safety applications for maximum efficiency. Once the system is built, you have access to comprehensive training and support so your personnel are ready on day one. You deserve the best - and a vendor who works relentlessly to make it happen.

## CommandCenter software

The industry's most integrated public safety software suite from call to case closure.





# PremierOne Computer-Aided Dispatch

Streamline the capture, correlation and real-time distribution of mission critical information to dispatch the right resources in a matter of seconds.

## Utilize uninterrupted workflows

Create a continuous workflow, enabling dispatchers to control the data entry process instead of the process controlling them. The “work assist” area provides instant access to supplemental, dynamically generated information – such as address validation, alerts and premise and hazard records – without pop-ups that can disrupt workflow. Address verification, alerts and situational awareness information occurs without a break in data entry and dispatchers can decide what data to view and when to view it.

## Enhance responses with robust GIS

When an emergency call comes in, your team and field responders need to act quickly. Geographic Information System (GIS) technology is a key component for enhanced responses to emergency situations. PremierOne CAD with GIS helps your team accurately depict the location of callers, incidents and resources for fast and successful responses. A location-based solution with GIS components developed using the Esri® ArcGIS resources, PremierOne CAD provides centralized spatial database services and a robust mapping client that allow for faster back-up and response.

## Increase interoperability and collaboration

Your public safety response often requires multi-agency coordination with neighboring cities, counties or even regional and national resources. Whether in the communications center or deployed in a mobile command post, PremierOne CAD optimizes interoperability. As an industry-recognized leader for multi-jurisdictional systems, PremierOne CAD offers highly configurable databases that maximize shared data while still allowing separate workflows and agency security. Response teams benefit from enhanced information sharing and a unified operational view of incidents that ensure a well-orchestrated and coordinated response.

## Dispatch for fire and EMS

When lives and property are in danger, dispatching the closest resources with the right equipment and training to do the job is critical. PremierOne CAD lets you customize responses that reflect your department’s operations and procedures. Flexible Fire and EMS-specific recommendations and run cards are created using critical factors, such as skills, capabilities, time of day, apparatus, split vehicle attendance and alarm level to ensure the right response is dispatched.







# PremierOne Mobile

Fully extend command center information to the vehicle and mobile devices – event information, location, dispatched units, history, hazard data and building plans – for enhanced real-time decisions.

## Enhance situational awareness

Deliver mission-critical information into the hands of those who need it most – anytime, anywhere – for informed tactics and successful outcomes. Real-time updates and automatic notifications keep responders informed with alerts, “hot hit” responses, messaging and Be On the Lookout (BOLO) notices along with vital premise and hazard information. Enhance your team’s situational intelligence with geofencing and status monitoring to provide location and activity details of all units and incidents, keeping you connected to developing situations as events unfold.

## Respond quickly, confidently and safely

Utilize drive directions and dynamically receive incident details during critical response activity. As persons, vehicles and locations are added to an incident, corresponding prior incident details are instantly made available to officers. This intelligence is automatically surfaced as scenarios develop for improved decision-making in order to execute a rapid and informed response to every call for service.

## Streamline operations

Browser-based configuration gives system administrators the power to remotely configure clients, from a single portal, to match your agency’s unique operational needs.

## Streamline incident management

Enable full incident control and information sharing while in the field. Initiate an incident with a single touch or update event details, comments and location. Quickly scan a driver’s license to automatically search and add a subject or query a registered vehicle. Utilize GPS data to automatically update unit status to enroute or arrived on scene. Easily attach and share photos from your devices for collaboration with other units and command staff. Empowering officers with tactical controls in the field enables a more autonomous and productive mobile workforce.

## Utilize a flexible, intuitive user interface

Start responding to an incident in the vehicle and continue situational awareness outside of the car. Mobile capabilities are designed to work on in-vehicle laptops, smartphones and tablets, or together across multiple devices for one seamless experience. One-level access to information minimizes keystrokes to rapidly deliver information. The client applications are designed for touch screen use in both a mobile computing and smartphone environment. Single key traffic stops, one touch status updates and simple screen tap to drill down to incident or unit details are optimized for the mobile workforce.





# PremierOne Records

Streamline the capture, organization, management and distribution of data for more reliable and actionable information in real time.

## Streamline data management

Improve the coordination and management of large volumes of traditional records as well as multimedia files such as audio, video and images. Real-time access to mission critical information regardless of where it's located is readily available, and the application lets you organize crime reporting data in virtual case folders. This actionable intelligence results in better decisions, more successful investigations, improved analysis, and ultimately, increased first responder and community safety.

## Collaborate on reports in real-time

Share timely criminal information regardless of jurisdiction. PremierOne Records enables real-time access, query, sharing and management of critical data across your own operations along with those of other agencies and jurisdictions. It supports consolidation of data systems and can serve an unlimited number of agencies on a single system, allowing each agency to control what data is shared, and when and where to share it.

## Eliminate data silos

Ensure consistent data entry as well as efficient data sharing and management for more accurate and reliable data. PremierOne Records' advanced business logic ensures that users collect all pertinent information, optimizing data consistency, efficiency and reliability. Master indices for people, entity, property, vehicle and location allow data to be entered once, reducing duplicate data entry and automatically delivering more reliable data throughout the system.

## Work smarter, not harder

Effectively control your information and maximize operational efficiencies. Through its innovative Advanced Configuration Tool (ACT), PremierOne Records provides user-configurable features you can design to conform to your workflows and business processes. You can even customize some of these features to capture information specific to your agency. The result is an RMS that works the way you do, eliminating inefficient manual procedures and costly third party customization.





# Maximizing the ecosystem

Extend your software's reach with additional products that are designed to work seamlessly with PremierOne.

## PremierOne CAD and mission-critical communications

Increase situational awareness and improve officer safety by displaying field devices through one, centralized hub for voice and data communications. Use Critical Connect to access location, presence, operational status and other key data for both LMR and broadband PTT resources and display the information in a single CAD map. You can create reports on officer movement throughout the day for enhanced decision making on resource distribution as well as associate all radios, status changes and recent communication with the fleet vehicle, responder and unit for increased responder safety.

## Advanced location services for PremierOne CAD customers

Today, the next generation of LTE communications is delivering a more powerful integration experience for PremierOne CAD customers through APX devices by Motorola solutions, including enhanced location information and improved reliability. SmartLocate is now available for PremierOne organizations who also have CommandCentral Aware and APX devices, enabling public safety organizations to scale their communications and locate devices beyond radio networks.

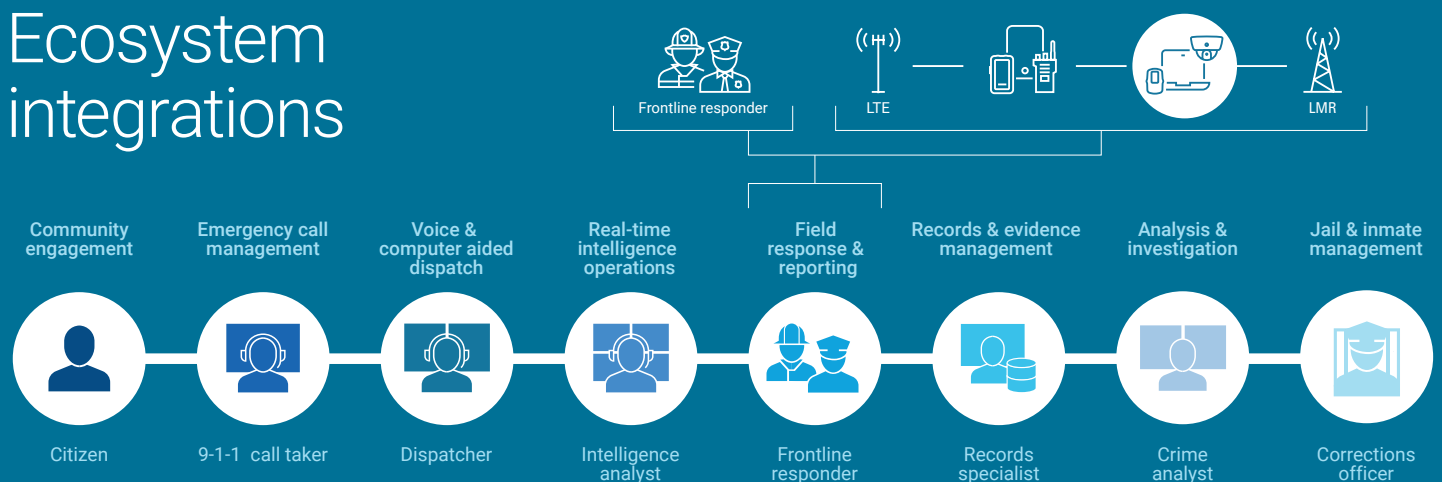
## PremierOne CAD and dispatch consoles

In today's dispatching world, there's more information, resources and tools competing for your attention than ever before. Cut through the noise and be ready for any crisis that comes your way by integrating PremierOne CAD with MCC 7500 IP and MCC 7500E IP Dispatch Consoles. Keep your field personnel connected to dispatchers and other responders without requiring them to switch car and body radio channels manually, improving officer safety and outcomes. Additionally, dispatchers can use PremierOne CAD to automatically group talkgroups per incident, helping them dispatch more efficiently. Improve situational awareness for field responders by sending alphanumeric messages to text-enabled devices. You can also manage pager information including alias type, allowing you to send messages to a group of people or devices.

## PremierOne CAD, Motorola Solutions radios and responder alerts

Further enhance your team's situational awareness and improve responder safety by viewing responder location on your CAD map, including responders outside of the vehicle. Responders in the field can quickly alert dispatch of a critical incident by pushing the emergency/panic buttons available on Motorola Solutions radios. Events can escalate quickly and your responders in the field should be assured that backup is ready and available if they need it. Alerts on responder status automatically show the command center what's happening to officers during an incident including weapon fired, man down/fall down alerts and other important information.

## Ecosystem integrations





## PremierOne CAD and real-time intelligence operations

Unify your team with one view and one workflow for a safe and rapid response with CommandCentral Aware. Access CAD incident data from the situational map to achieve a complete operational view in your real-time crime center. Improve response time and save clicks by pushing an incident into PremierOne CAD from CommandCentral Aware and set analytics to automatically send to multiple agency personnel the moment a critical CAD incident occurs. Combining CommandCentral Aware with industry-leading video technology from Avigilon and WatchGuard, you can deliver unprecedented visibility of a scene with access to all cameras in a single operational view, with easy evidentiary tagging and storing through CommandCentral Evidence. By bringing users' attention to key video content, you can use CommandCentral Aware to enhance officer safety and boost productivity.

## PremierOne and CAD Web Client

Securely view CAD information and keep an eye on agency activity when not on the dispatch floor from any internet-connected laptop or PC. With secure view access to agency CAD information from anywhere, you can make better decisions in record time while also enabling non-traditional users to work from locations that have not previously had access to jurisdictional CAD information.

## CommandCentral Responder for PremierOne records

Scan, query and use the results of driver license, vehicle registrations and PremierOne Records data to prepopulate fields for citations, field interviews and incident reports. Capture and submit electronic signatures on citations directly from your Android or iOS device and print on-scene complete with pre-calculated court dates. Record videos, photos, and audio recordings from your device for use in citations. See a timeline of citations, field interviews and incident reports and submit to PremierOne Records for workflow review.

## PremierOne Records and CommandCentral Evidence

Maximize the value of your digital evidence with CommandCentral Evidence, the foundation for an evidence-based operation. With it, your team can simplify content management, quickly review case evidence and share it, securely and seamlessly, with partners. Managing the influx of video, images, audio and other content from a variety of different systems can cause a lot of strain for your team. But now, more than ever, this content is vital to accomplishing the right criminal justice outcomes. CommandCentral Evidence is a cloud-based solution for aggregating and intelligently organizing all of your agency's digital content in one place. Because of its seamless integration with PremierOne Records, all digital content can be easily managed, reviewed and shared with corresponding agencies.





## PremierOne Records and CommandCentral Community

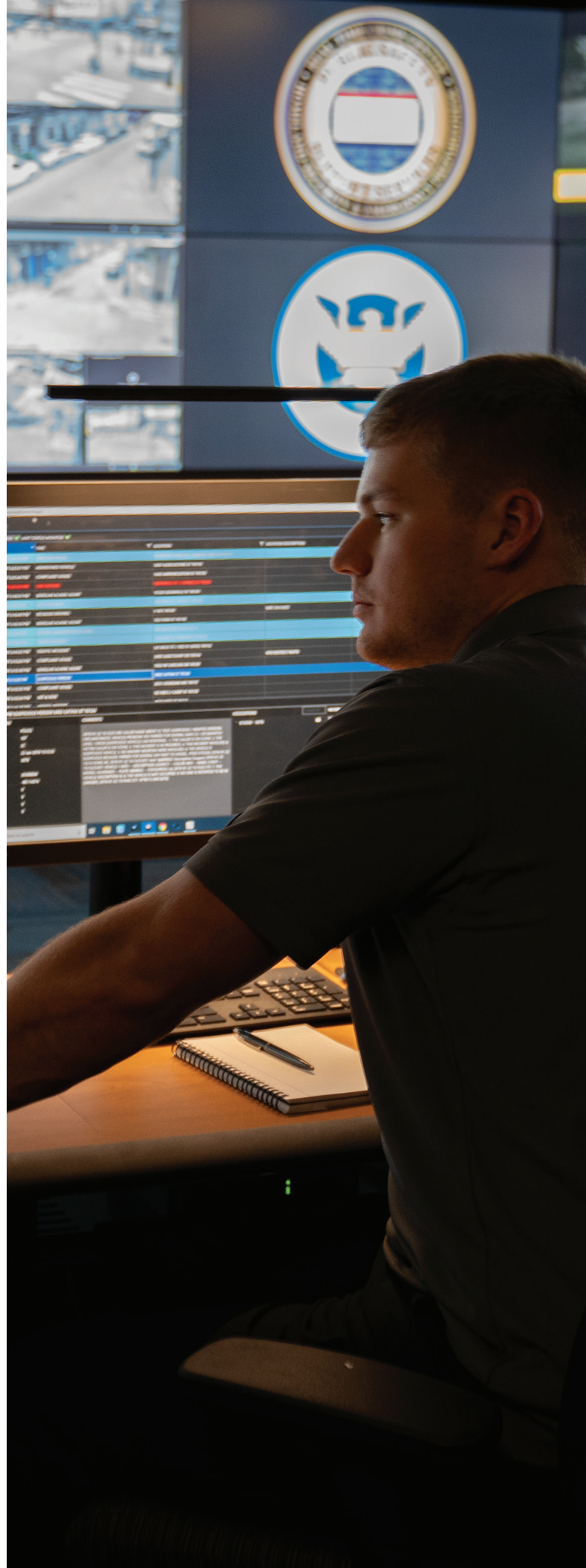
Your community has valuable knowledge and can be a critical partner if you have the right tools to connect. Provide your citizens with the ability to share intelligence and be a true public safety partner with CommandCentral Community. These tools provide a secure way to collect evidence from the public, a safe place for anonymous tipping and a channel to keep the public informed of local crime data - on your terms.

## PremierOne Records and Flex™ Jail

PremierOne Records connects seamlessly with Motorola Solutions' on-premises Flex Jail solution. Flex Jail is a completely secure jail management platform that is officer-oriented and built to integrate with the PremierOne system to streamline intake, improve awareness for your team and ensure accurate release for safe, successful rehabilitation. While jail management software is typically designed by location, it's common that your team might wear multiple hats. Development of Flex Jail is focused around the user and simplifying workflows - from intake to rounds to release.

## PremierOne Records and CommandCentral Investigate

Integrate PremierOne Records with CommandCentral Investigate, a powerful investigative analytic and reporting platform that boosts your agency's ability to solve more crime with data driven insights. CommandCentral Investigate puts big data to work for you, so you can quickly identify crime trends, track down leads with more accuracy and effortlessly communicate intelligence across your agency - empowering everyone on your team to fight crime smarter.





# Rely on industry-leading services for PremierOne

Purchasing and implementing a CAD or Records system is complex and time-consuming. Few systems touch as many parts of a customer's business operations than a CAD/RMS system. Often, business transformation is a necessary or desired outcome of implementing a public safety software system. Moreover, CAD and RMS systems are inherently designed to provide choice and flexibility to customers.

With choice and flexibility comes complexity, increasing the technical difficulty of a public safety software suite implementation and often requires unique or specialized resources to achieve success. Choice and flexibility also result in customization which can introduce variables into the software that require engineering-level assistance or support-level assistance to achieve success.

Motorola Solutions is dedicated to the ongoing success of every public safety organization's PremierOne system and offers services to augment organizational outcomes. Reduce the pressure on your IT team while keeping your PremierOne system working at peak performance. Choose the level of support your organization needs.

## After sale

### Implement successfully

Motorola Solutions connects your organization with a team of individuals dedicated to understanding your organization's pain points and desired outcomes. An Applications Specialist, Project Manager, a Solutions Architect and Solutions Technologist will help guide you through the complex systems and configurations and provide solutions that fit your precise needs. Connect your organization's process and policies with PremierOne expertise to achieve autonomous success and flexibility once you are ready to go live with your system.

## Go-live

### Realize system benefits immediately

Ensure continued success as your organization moves from system implementation to production with Hypercare resources for PremierOne. Motorola Solutions deploys a tailored team of Technical Support, Customer Success, and Product Engineering resources to help you navigate the migration to your new system in the days immediately following a go-live.

## Ongoing

### Support when you need it. Monitoring for when you don't know you need it.





Designed to help agencies maximize the benefit of the PremierOne investment, PremierOne Tiered Services connects organizations with the technical support, repair and maintenance experts to keep PremierOne running at peak performance. Additional services like cybersecurity monitoring and regular system health checks can prevent issues before they turn into crises.





# Purchase the right level of service to support agency operations

Rely on premiere experts to assist your organization in maintaining system health and troubleshooting issues.

 Essential	 Advanced	 Advanced plus	 Optional services
Software maintenance Hardware repair coordination Remote technical support	Managed detection & response Security update services System monitoring Software maintenance Hardware repair coordination Remote technical support	System upgrades Managed detection & response Security update services System monitoring Software maintenance Hardware repair coordination Remote technical support	Remote health checks Remote system administration Onsite system administration Custom reports Special events support

## PremierOne service tiers

### Software maintenance

Keep your organization's PremierOne system operating to specifications with the software updates and labor provided by Motorola Solutions.

### Hardware repair coordination

Leverage our support experts to coordinate the repair process of select third-party infrastructure equipment supplied by Motorola Solutions.

### Remote technical support

Connect with experts through remote consultation for technical issues that require a high level of system knowledge and experience capabilities, including full transparency for partner-maintained systems.

### ActiveEye managed detection and response

Help your organization spot and remediate cyber attacks and potential access issues before they become an emergency with 24/7 security monitoring.

### Security update services

Download important updates and patches that keep your system secure. Operating system patches, device firmware, network devices and other third party component software security updates are analyzed and tested in our labs by our PremierOne experts. Avoid unforeseen compatibility issues, mitigating the risk of detrimental impact to your operations.

### System monitoring

Enable experienced professionals to utilize new architecture to monitor your organization's systems, investigate alerts and determine how to implement and update policies and technology specific to environment and needs.

### System upgrades

Keep your organization's PremierOne system operating to specifications with the software updates and labor provided by Motorola Solutions.

### Remote health checks

Maximize the uptime of systems through proactive, periodic systems analysis, security scans and historic ticket review.

### Remote system administrator

Rely on a time-based resource from Motorola Solutions to assist with patches, provisioning and configuration changes.

### Onsite system administrator

Utilize a dedicated full-time resource from Motorola Solutions global support and managed services organization to administer your PremierOne System to support and ensure optimum performance, availability, maintenance of GIS data, geodatabases, and CAD mapping files.

### Custom reports

Leverage Motorola Solutions resources to create custom reports and training to create custom reports based on specific data and analysis needs.

### Special events support

Lean on PremierOne experts to manage technical considerations during special events so you and your staff can stay focused on delivering a safe experience for your community.





“We’ve eliminated information silos and ensured that the right dispatcher and responder immediately get the information needed. With a Next Generation solution, up-to-date information refreshes constantly across multiple systems. All responders have the same view at all times, simplifying workflows. Motorola Solutions worked with us to maintain the same look and feel, considerably reducing training time.”

Karl Fasold, Director of Technology, Orleans Parish Communication District, LA

## Next-generation evolution with a dedicated technology leader

We build software for mission-critical environments where every second matters. PremierOne and other applications in our CommandCentral software suite unify data and streamline workflows from call to case closure in order to put your information to better use, improve safety for critical personnel and restore your focus on the communities you serve. Backed by a trusted, 90+ year expert with proven public safety leadership and the industry’s first and only mission-critical ecosystem, our suite is transforming the public safety experience. Combined with unified radio and broadband communications, video intelligence and analytics and world-class services, our ecosystem is the technology lifeline your mission depends on. Our mission is to never stop advancing it.

For more information about PremierOne, visit [www.motorolasolutions.com/premierone](http://www.motorolasolutions.com/premierone)



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