# PSCore

Keeping firefighters aware and productive

Combine the mission-critical functions of your CAD and RMS into one, source-agnostic app - designed for in-field use from a phone, tablet or in-vehicle infotainment system.

When you mobilise key data and workflows, everyone benefits: your officers can stay productive and focus on serving the community without distraction, while you save critical time and resources. PSCore is a mobile application platform for both Android and iOS devices, designed to equip fire and rescue workers with the tools they need to complete key tasks from anywhere - simultaneously reducing radio traffic for critical communications and enabling your team to work autonomously from the field.

MOTOROLA SOLUTIONS
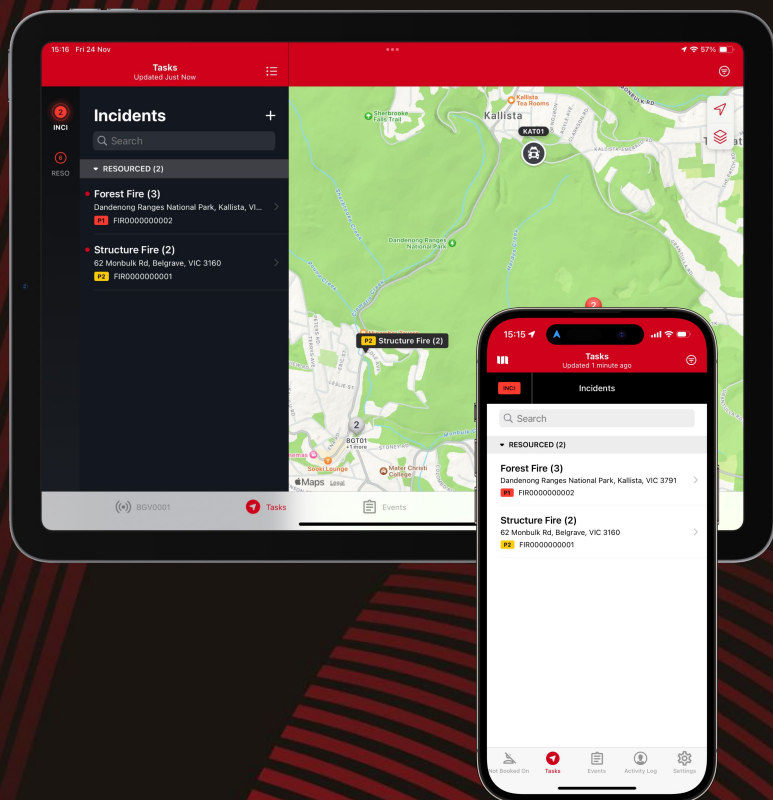
Dispatch

Manage your incident response from the field

With unprecedented visibility of your patrol area, incidents, and other units, you can respond to emergencies more quickly and safely than ever. Simplify the management of CAD-initiated incidents, critical broadcasts, and patrol directives. Whether you're a firefighter or search and rescue worker, you can now leverage real-time information from a phone or in-vehicle media unit to provide an efficient incident response - from anywhere.

Respond quickly to incidents
View incident details for effective and rapid voiceless response. Launch navigation by tap, voice command and through your in-vehicle unit.

Monitor activity from anywhere
Use infield command and control capabilities from your mobile devices and in-vehicle units.

Improve situational awareness
Report location (Telemetry) to Dispatch Centre and other infield firefighters. Access incident details at your fingertips.

KEY FEATURES: DISPATCH	
Book on	Enable firefighters to establish themselves as part of a resource for an upcoming shift.
Incident management	View, respond to, manage and create incidents (calls for service) as dispatched by an agency's CAD.
Task management	View, respond to and manage shift tasks as designated by a supervisor.
Resource status management	Update the status of a firefighter while they are attached to a resource.
Resource review	View the status and location of other resources.
Battery conservation	Intelligent processing manages battery usage (e.g. through purposeful location updates).
Notifications	Receive notifications for critical updates to incidents.
Third-party map layers	Display key operational agency-specific map layers to provide situational awareness.
Voice shortcuts	Remain focused and hands-free using voice commands and readback when responding to incident resource status changes.
Multimedia	View the associated media within an incident or capture and add to an incident.

KEY FEATURES: SITUATIONAL ALERTS	
Duress alerts	Firefighters are notified when resources within their shift area triggers a duress status in CAD.
Third-party API	Services can distribute specific alerts to firefighters based on Name, Callsigns, Shift Area, Radius, Polygon and Time Traveled from a single point.

Incident management for Apple CarPlay® and Android Auto

Safely access critical information - on the go

Incident Management for Apple CarPlay and Android Auto provides firefighters with intuitive, in-dash access to critical information from their service's existing Computer-Aided Dispatch (CAD) – no Mobile Data Terminal (MDT) required. Fully compatible with voice control features, it enables firefighters to stay focused on the road and obtain vital details and updates of an incident before arriving on scene.

INCIDENT MANAGEMENT	
Incident mapping	View incidents for a dispatch area on a map.
Incident summary	View a summary list of incidents in a dispatch area.
Incident details display	View the details of incidents in a dispatch area.
Navigation	Launch turn-by-turn navigation to an incident.
Real-time incident update alerts	Notify firefighters when they are assigned to an incident or there is a change to an incident to which they are responding.
Incident status change	Enable firefighters to update their resource status in relation to an incident, including closing/finalising an incident.
Contacting informant	Enable firefighters to contact an incident informant by initiating a voice call or SMS message.

RESOURCE MANAGEMENT	
Unit mapping	View book-on duty resources for a shift area on a map.
Unit summary list	View summary details of book-on resources in a shift area.
Unit details display	View details of book-on resources in shift areas, including details of events which they are responding.
Unit status change	Enable firefighters to change their resource statuses.
Unit-to-unit calling and messaging	Enable firefighters to contact other resources by initiating a voice calls or SMS messages.

VOICE COMMAND
Incident and status change
Update incident details
Launch turn-by-turn navigation
Incident details announcement / Incident update announcement

PSCore additional capabilities

GLOBAL IN-APP CAPABILITIES	
Multi-language support	Configurable to support multiple languages across entire solution.
Activity log	A history of a firefighter's in-app actions are automatically recorded and maintained for ready in-app reference. Firefighters can also manually create and update activities to provide a comprehensive record of their workday activities.
Recently-used	Provides a set of recently used options to the firefighters when the same information or action is required to be repeated.
User settings	Personalize your experience: • Alpha and Numeric Keyboard • Visualiser • Siri Shortcuts • Preferred Navigation App • Limited Connectivity Mode • Support Resources • Terms and Conditions View Options • What's New View Options

PSCore additional capabilities

ADDITIONAL CAPABILITIES AND FUNCTIONALITY	
Mobile deployment	Support for handheld and tablet devices across Apple iOS and Android.
PSCore implementation model	Support for cloud or on-premises deployment.
Support OEM in-vehicle media units	Natively integrate with Apple CarPlay (requires iPhone) or Android Auto, and leverage vehicle steering and audio (microphone and speaker) controls.
Authentication and security	Firefighters are authenticated at login using the customer's secure Authentication Services, based on OAuth, and must use device passcodes or FaceID to access the application after login.
End-to-end encryption	All data transferred and stored by PSCore is encrypted using SSL TLS 1.2 with Certificate Pinning.
User preferences	Persists user actions across sessions or devices using the iOS, Android Applications.
Reference data	Define a set of manifest (reference) data to be downloaded and used within the application in forms, choice lists or drop-down menus.
Monitoring	PSCore includes monitoring and recording of all transactions originating from the application for your future reference and to help Motorola Solutions drive application improvements, limited to the previous 60 days.
Transactional audit	Every request that is sent from the application to the integration services (eg. login, book-on) generates a system event to be forwarded to the customer's audit system.
Reporting	Internally to the system, PSCore captures metrics such as the following: ● Unique users ● App crashes ● API latency ● End-to-end latency ● Devices and OS versions ● Session length

PSCore offer comparison guide

	DISPATCH	DISPATCH PLUS
AUTHENTICATION		
PSCore provided identity management	✓	
Third-party identity management (OAuth2 compatible)	✓	
Brokered third party identity management (OAuth2 compatible)	✓	
HOSTING		
On-premises	✓	
Motorola Solutions managed service (within AU, US, US Gov, Canada, UK or Brazil)	✓	
Customer-provided Azure service	✓	
GENERAL AND SETTINGS		
Dark mode	✓	
Limited network connectivity	✓	
Visualiser	✓	
Terms and conditions	✓	
What's new	✓	
Global map	✓	
Preferred navigation app	✓	
Siri shortcuts	✓	
TASKING (DISPATCH) – CONTINUED ON NEXT PAGE		
Book-on / off	✓	
Update unit status	✓	
View incidents - list and map	✓	
Incident details - including media, associations, premise hazards and previous incidents	✓	
Update incident narrative (incl. voice-to-text)	✓	
Respond to incident (including navigation)	✓	

PSCore offer comparison guide

	DISPATCH	DISPATCH PLUS
TASKING (DISPATCH) – CONTINUED FROM PREVIOUS PAGE		
Create general incident	✓	
Create traffic stop	✓	
View resources - list and map	✓	
Resource details	✓	
View officer - list and map	✓	
Officer details	✓	
Create patrol task	✓	
View broadcasts - list and map	✓	
Broadcast details	✓	
Update notifications (when updated)	✓	
Resource location updates	✓	
Close incident (incl. voice-to-text)	✓	
ACTIVITY LOG		
CAD entries	✓	
Manually create simple log entry	✓	
Add comments to entry	✓	
Add entities to entries	✓	
7 day data retention	✓	
REFERENCE DATA		
Sync reference data to device	✓	
AUDIT		
Transactional based audit	✓	
User behavioral audit	✓	
Third-party audit integration	✓	

PSCore offer comparison guide

	DISPATCH	DISPATCH PLUS
CONFIGURATION		
Feature flags (MDM delivered)	✓	
SITUATIONAL ALERTS		
View situations alerts - list		✓
View situations alerts - map		✓
View situations alerts - detail		✓
Third-party API		✓
Duress alert		✓
VOICE COMMANDS		
Change status	✓	
Initiate close incident workflow	✓	
Active incident summary	✓	
Current incident summary	✓	
Active broadcasts summary	✓	
Currently viewing incident summary	✓	
Navigate to current incident	✓	
Add comment to current incident	✓	
Close current incident	✓	
TEXT RECOGNITION		
Address	✓	
Phone number	✓	
Date and time	✓	
Text in images	✓	

PSCore services

	DISPATCH	DISPATCH PLUS	SERVICE PLUS	SERVICE ADD ON
Service reporting (included in license)	✓	✓		
Remote technical support	✓	✓		
2 x PSCore releases a year	✓	✓		
Application lifecycle management	✓	✓		
Production maintenance	✓	✓		
Remote system administration	✓	✓		
Remote proactive alerting	✓	✓		
Service dashboard			✓	
User analytics			✓	
User experience rating (NPS) from app			✓	
ActiveEye managed detection and response				✓
System monitoring (requires NOCC)				✓
Security updates (Certification EG, IRAP, FedRAMP, third-party penetration test)				✓
Special events support				✓

Learn more at motorolasolutions.com/pscore