

PSCore

Keeping the front line 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 first responders with the tools they need to complete key tasks from anywhere - simultaneously reducing radio traffic for critical communications and enabling officers to work autonomously from the field.



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 supervisor or frontline officer, 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 officers. Access incident details at your fingertips.

KEY FEATURES: DISPATCH

Book on	Enable officers 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 officer 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	Officers are notified when resources within their shift area triggers a duress status in CAD.
Third-party API	Agencies can distribute specific alerts to officers 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 officers 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 officers 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 officers when they are assigned to an incident or there is a change to an incident to which they are responding.
Incident status change	Enable officers to update their resource status in relation to an incident, including closing/finalising an incident.
Contacting informant	Enable officers 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 officers to change their resource statuses.
Unit-to-unit calling and messaging	Enable officers to contact other resources by initiating a voice calls or SMS messages.

VOICE COMMAND

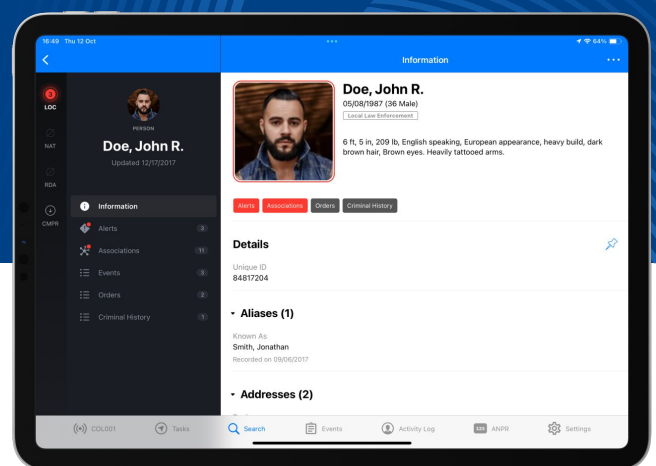
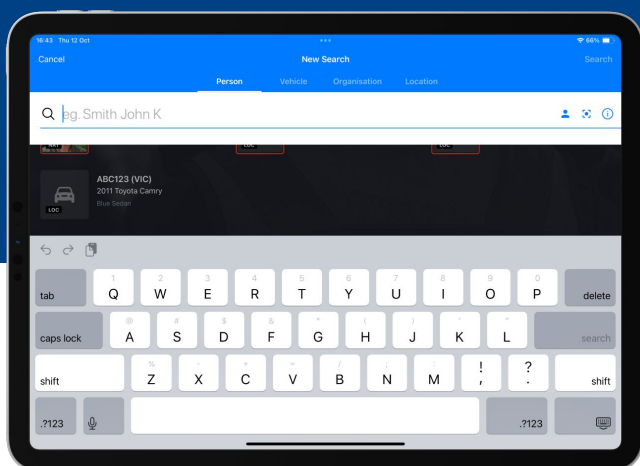
Incident and status change
Update incident details
Launch turn-by-turn navigation
Incident details announcement / Incident update announcement



Search

Access key intelligence from a single screen

PSCore has unparalleled connections to local, national and international police systems, so you can access key data about people, places and vehicles from one place while you're on patrol. With unified, organised results from your existing RMS, you can be aware of potential hazards from anywhere - while you're checking vehicle registrations or comparing a suspect's fingerprints.



Flexible, free-text searching

Find the information you need with a single, free-text search bar. A breadth of available search inputs provides natural language-like simplicity.

Discreet risk indicators

Easily identify potentially dangerous situations or individuals with color-coded borders around entities that have alerts or warnings associated with them.

KEY FEATURES: SEARCH

Multi-database query	Search a variety of databases including your Records Management System (RMS), Customer Records Management (CRM) system and third-party operational databases.
Entity search	<p>Search for information specific to an entity type, including:</p> <ul style="list-style-type: none">• Persons - name or unique identifier• Vehicles - registration number, vehicle identification number or engine number• Organisations - name or unique identifier• Locations - type-ahead text, dropping a pin on a map or entering a manual address
User search history	Recent searches and viewed entities are maintained in the dashboard for easy retrieval.
Footprints	See an entity's previous interactions and intercepts on a map.
ANPR view	Connect to in-vehicle ANPR solutions to present ANPR Hits and Reads to first responders.
Integrated traffic stop workflows	View summary details of book-on resources in a shift area.



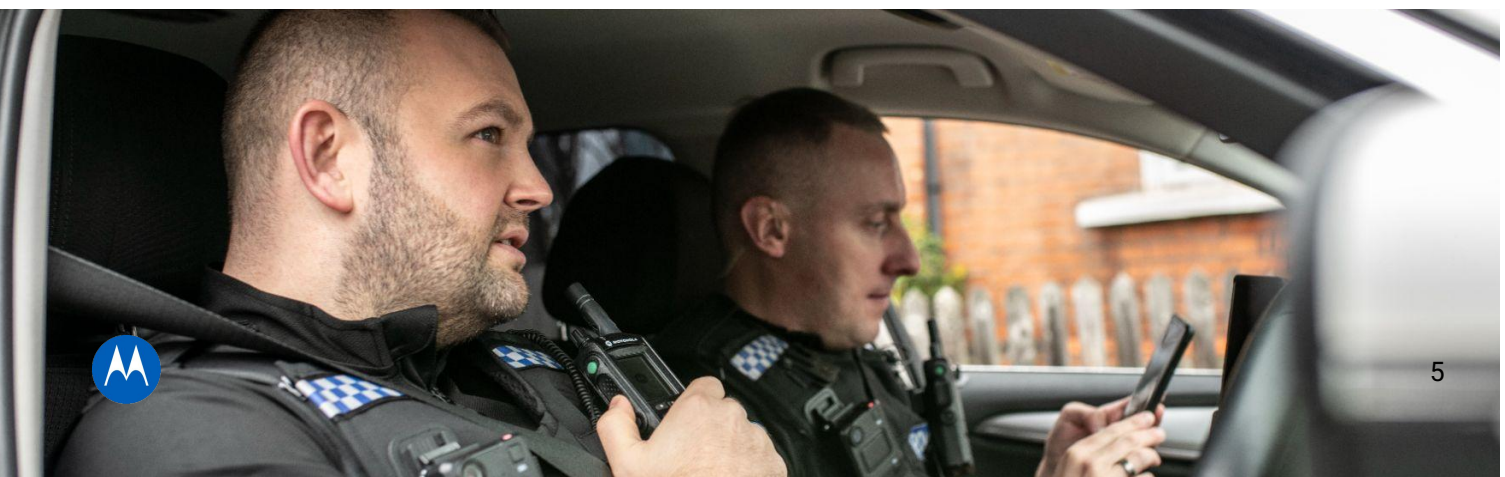
Reporting

Write reports with confidence

Capture and submit event information with data elements and requirements adapted to your specific operational workflows and logic. Linked closely to the dispatch and search capabilities, your teams can complete reports, intelligence gathering and compliance actions in the field with minimal keystrokes and effort.

KEY FEATURES: REPORTING

Report or event creation	Create events including event type, automated time, date and location data stamps.
Involved entities	Capture involved entities and their associations.
Notes and multimedia files	Capture notes and multimedia files, including hand-drawn annotations and room scans (iOS only).
Automatic draft saving	Information captured is saved on device and encrypted until submitted to your RMS.
Pre-completion checks	Ensure that data meets guidelines or rules set out in key systems before a form can be submitted.
Data validation upon submission	PSCore will prompt the user to validate new entities once an event has been submitted, to maintain database integrity.
Secure, protected offline mode	Create draft events with limited or no connectivity that are stored locally and securely. Upon reconnecting, simply validate relevant data elements and submit.





PSCore additional capabilities

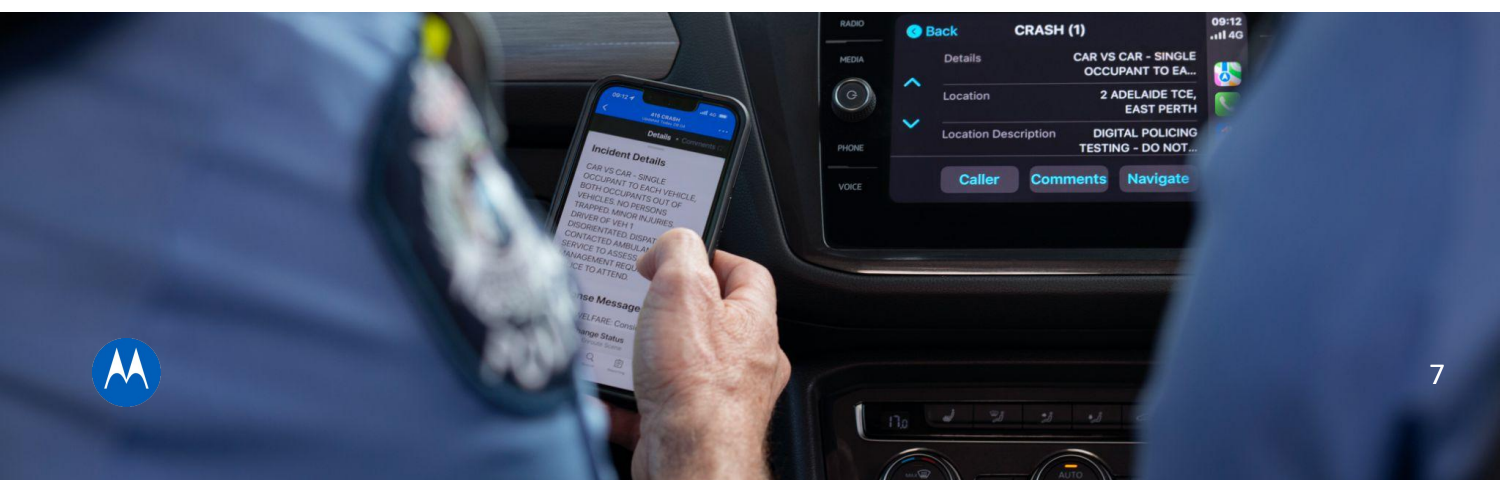
GLOBAL IN-APP CAPABILITIES

Multi-language support	Configurable to support multiple languages across entire solution.
Activity log	A history of an officer's in-app actions are automatically recorded and maintained for ready in-app reference. Officers 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 officers when the same information or action is required to be repeated.
User settings	<div>Personalize your experience:</div> <ul style="list-style-type: none">• Alpha and numeric keyboard• Visualiser• Siri and Google Assistant shortcuts• Queued search• 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, person search, event submission) generates a system event to be forwarded to the customer's audit system.
Reporting	<p>Internally to the system, PSCore captures metrics such as the following:</p> <ul style="list-style-type: none">• Unique users• App crashes• API latency• End-to-end latency• Devices and OS versions• Session length



PSCore offer comparison guide

	SEARCH	SEARCH PLUS	DISPATCH	DISPATCH PLUS	REPORTING	ACTIVITY LOG 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*	✓	✓	✓	✓	✓	✓
Customer-provided Azure service	✓	✓	✓	✓	✓	✓
GENERAL AND SETTINGS						
Dark mode	✓	✓	✓	✓	✓	✓
Limited network connectivity	✓	✓	✓	✓	✓	✓
Visualiser	✓	✓	✓	✓	✓	✓
Set default search type	✓	✓				
Terms and conditions	✓	✓	✓	✓	✓	✓
What's new	✓	✓	✓	✓	✓	✓
Global map	✓	✓	✓	✓	✓	✓
Preferred navigation app	✓	✓	✓	✓	✓	✓
Google Assistant shortcuts			✓	✓		
Siri shortcuts	✓	✓	✓	✓	✓	✓

* Within AU, US, US Gov, Canada, UK or Brazil



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	SEARCH	SEARCH PLUS	DISPATCH	DISPATCH PLUS	REPORTING	ACTIVITY LOG PLUS
SEARCHING						
Search help	✓					
Person search	✓					
Person search - OCR		✓				
Person details	✓					
Create person	✓					
Vehicle search	✓					
Vehicle details	✓					
Create vehicle	✓					
Organisation search	✓					
Organisation details	✓					
Create organisation	✓					
Location search	✓					
Location details	✓					
Create location	✓					
Footprints	✓					
Recently viewed	✓					
Recently used	✓					
Shared recently viewed	✓					
Entity pinning	✓					
Third-party search API	✓					
Recently searched	✓					
Third-party app launch:						
<ul style="list-style-type: none"> • Person • Vehicle • Organisation • Location 	✓					



PSCore offer comparison guide

	SEARCH	SEARCH PLUS	DISPATCH	DISPATCH PLUS	REPORTING	ACTIVITY LOG PLUS
EVENTS / REPORTING						
Create events/reports					✓	
Save draft reports - on device and online backup					✓	
Submit events/reports					✓	
Add media					✓	
Entity validation					✓	
ACTIVITY LOG						
Entity search entries	✓					
CAD entries			✓			
Event entries					✓	
Manually create simple log entry	✓		✓		✓	
Add comments to entry	✓		✓		✓	
Add entities to entry	✓		✓		✓	
Customer-defined log entries	✓		✓		✓	
Add media to entry						✓
7 day data retention	✓		✓		✓	
60 day data retention						✓
Third-party API - add activities						✓
Third-party API - agency storage						✓
REFERENCE DATA						
Sync reference data to device	✓	✓	✓	✓	✓	✓
AUDIT						
Transactional based audit	✓		✓		✓	✓
User behavioral audit	✓		✓		✓	✓
Third-party audit integration	✓		✓		✓	✓



PSCore offer comparison guide

	SEARCH	SEARCH PLUS	DISPATCH	DISPATCH PLUS	REPORTING	ACTIVITY LOG PLUS
TASKING (DISPATCH)						
Book-on / off			✓			
Officer search			✓			
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 (incl. navigation)			✓			
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)			✓			
ANPR						
Third-party ANPR API		✓				
View ANPR data		✓				
Hot List notifications		✓				



PSCore services

	ALL OFFERS	SERVICE PLUS	SERVICE ADD-ON
Service reporting	✓		
Remote technical support	✓		
2 x PSCore releases p/a	✓		
Application lifecycle management	✓		
Production maintenance	✓		
Remote system administration	✓		
Remote proactive alerting	✓		
Service dashboard		✓	
User analytics		✓	
User experience rating in app		✓	
ActiveEye managed detection and response			✓
System monitoring			✓
Security updates			✓
Special events support			✓

Learn more at motorolasolutions.com/pscore



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