



# INTERGRAPH® COMPUTER-AIDED DISPATCH

## OVERVIEW

Intergraph® Computer-Aided Dispatch (I/CAD) is a suite of industry-leading incident management software. Trusted by the public safety community worldwide, I/CAD supports the operations of more than 2,500 agencies in 28 countries. Its deployments span individual communities, mega cities, and nation-wide coverage for law enforcement, fire and rescue, emergency medical services, critical infrastructure protection, and road safety.

I/CAD features complete, integrated capabilities for call handling and dispatching, intelligent mapping, field communications, data reporting and analysis, and application integration. I/CAD enhances the quality and availability of critical information, providing a common operating picture for intelligent response.

With I/CAD, organizations can implement applications, interfaces, business rules, and workflows that meet their specific needs – from single agencies to multi-agency communications centers to virtual consolidations and hub-and-spoke deployments for agencies sharing common systems.

## BENEFITS

### COTS & INTEROPERABLE

I/CAD is commercial off-the-shelf (COTS), interoperable, standards-based software, which reduces the total cost of ownership for IT investments.

## SCALABLE & FLEXIBLE

I/CAD helps agencies adapt to changing requirements with scalable and flexible systems built for coordinating multiple agencies, location, and resources.

## ROBUST & RELIABLE

I/CAD is highly available and reliable, ensuring continuity of operations and meeting mission-critical needs.

## FUNCTIONS

### CALL HANDLING & DISPATCHING

With I/CAD, call-takers, dispatchers, and supervisors benefit from streamlined tools to field calls, create and update events, and immediately manage resources from a single interface. I/CAD provides real-time, critical information from multiple sources in a clear operational view that automates key functions and enables users to easily visualize calls, events, and resources. From day-to-day operations to exceptional events, users can dispatch services more effectively, monitor events and personnel more comprehensively, and empower responders with better information that is more accurate and up-to-date.

## KEY APPLICATIONS

- **I/Dispatcher** – Complete capabilities for call-taking, dispatching, and resource management. It features dialogue and map-based views of calls, events, and units



and automatically recommends and routes resources based on location, availability, skills, and more.

- **Intergraph Communications Controller** – Integrates voice, text, and data in one easy-to-use system for Next Generation 911 workflows. It enables call control and event creation in a single environment with common call management functions.
- **I/NetDispatcher®** – Access real-time incident information via the web. It offers remote and occasional users a view of the current operational status and the ability to dispatch units, update status, and more.
- **Intergraph Video Responder** – Integrates video feeds into dispatcher workflows for better situational awareness. Users can automatically view the closest feed near an event or monitor live feeds and create events based on observed incidents.

## MOBILITY

I/CAD provides field personnel access to critical applications and information to seamlessly connect the communications center and the field. It enables organizations to deploy mobile dispatch capabilities on laptops, smartphones, and tablets and allows field personnel to update event details, access databases, and send and receive messages. By streamlining workflows, accelerating information flows, and empowering users, our mobile solutions improve productivity and safety.

## KEY APPLICATIONS

- **Intergraph Mobile for Public Safety** – A powerful in-vehicle field application that provides responders in the field with the insight they need to prepare for any incident. It offers full-featured mobile dispatching capabilities for laptops and Microsoft® Windows® mobile devices.
- **Intergraph Mobile Responder®** – A simple-to-use app that extends mobile dispatching workflows to mobile devices via native apps for Windows, iOS, and Android devices. It leverages consumer platforms to offer simple deployment and lower cost of ownership.

## MAPPING

I/CAD provides intelligent maps for effective management of events and resources. Administrators can automate and streamline map creation and updates, while dispatchers and field personnel benefit from feature-rich maps displaying data from many sources.

## KEY APPLICATIONS & CAPABILITIES

- **I/Map Editor** – Leverages Hexagon's GeoMedia to enable the use of third-party GIS data as the source of map graphics in I/CAD.

- **I/Map Editor™ for ArcGIS®** – Leverages Esri's ArcGIS Platform to enable map production within ArcGIS.
- **Multi-Source Maps** – Easily connect to map services for high-quality base maps and overlays, including real-time views of multiple sources simultaneously. I/CAD supports open and commercial sources, including OGC, WMS, Microsoft Bing, Open Streets, ArcGIS, and Mapbox.

## REPORTING & ANALYSIS

Intergraph Business Intelligence Direct for CAD provides built-in analytics capabilities. Users can create reports on operational data to manage performance and identify trends. By leveraging other Business Intelligence for Public Safety products, agencies can further enhance reporting and analytics capabilities. With our business intelligence software, organizations can access, analyze, and report on large volumes of data, providing the insight to improve operational planning, performance, and decision-making.

## KEY CAPABILITIES

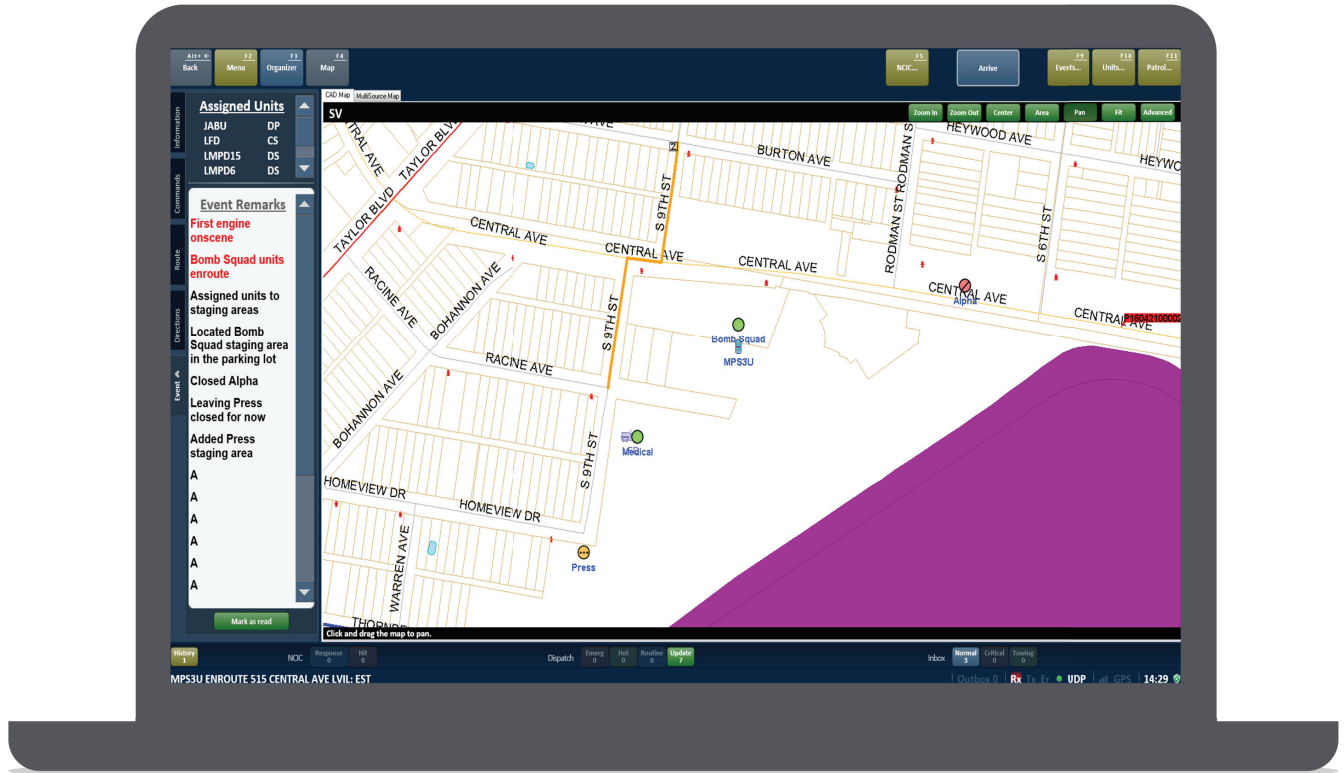
- **Data Mining** – Quickly and easily access operational data about calls, events, units, and more.
- **Report Creation** – Create and schedule pre-configured reports. Perform ad-hoc analysis and reporting.
- **Information Sharing** – Present data in easy-to-understand textual and graphical formats and share information via a secure web portal.

## INTEGRATION

I/CAD easily integrates with Hexagon and third-party applications for system and multi-agency interoperability. With tools for pre-built and custom interfaces, users can rapidly connect data and workflows. With our application integration software, organizations can achieve more efficient operations and deploy new capabilities.

## KEY APPLICATIONS & CAPABILITIES

- **Collaboration** – Use the CAD-to-CAD interface to communicate event and resource information with other CAD systems for multi-agency and jurisdiction coordination.
- **Interoperability** – Leverage pre-built interfaces to records management systems, mobile, radio, alarms, alerting, video, and other systems for seamless integration and service-oriented components for easier interfacing to I/CAD.
- **Custom Interfaces** – Intergraph CAD Connect for EdgeFrontier® enables rapid development of custom interfaces to applications, devices, and systems for reduced total cost of ownership.



Critical remarks in Intergraph Mobile for Public Safety

## About Hexagon Safety & Infrastructure

Hexagon Safety & Infrastructure provides mission-critical and business-critical solutions to governments and service providers. A global leader, proven innovator, and trusted partner, our software and industry expertise help improve the lives of millions of people through safer communities, better public services, and more reliable infrastructure. Visit [hexagonsafetyinfrastructure.com](https://www.hexagonsafetyinfrastructure.com).

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