

## Computer-Aided Dispatch for Next Generation 9-1-1

Next Generation methods of communication are already here. Mobile phones, SMS text, VoIP, and email are more common today than landline telephones. Data networks link businesses, consumers, and government agencies in myriad ways, and carry video and voice in addition to data.

Next Generation public safety systems will enable the public safety community to take full advantage of today's communication infrastructure, and will have the flexibility to adapt to future advancements. NG9-1-1 communications systems will free PSAPs from the constraints imposed by dedicated PSTN trunks and specialized 9-1-1 switching equipment at every location. 9-1-1 calls for service will be routed to responders via a multi-purpose public safety network. Agencies will be able to collaborate to provide the most effective response.

The National Emergency Number Association (NENA), the U.S. Department of Transportation, Congress, and many others are actively working to finalize and implement the new communications standards for public safety. As the communication mechanisms by which citizens interact with the public safety community gain this new flexibility, a Next Generation of CAD, GIS, and Mobile applications will also be required.



### Key Features of HerculesCAD include:

- > **Scalable** - Robust CAD that can handle an extremely high volume of calls
- > **Fast** - Based on new reliable messaging technology that can operate over low bandwidth networks (as opposed to obsolete client/server configurations)
- > **Virtual** - Like NG9-1-1 phone systems, InterAct HerculesCAD supports virtual PSAPs, enabling call-takers and dispatchers to work from any network location
- > **Reliable and Fault-Tolerant** - Workstations can continue to operate (in a reduced capacity) through server failures and re-synch with servers when connectivity is reestablished.
- > **Flexible** - Quickly and easily change call routing on the fly to alternate, overflow, and back-up locations along with CAD data. Removal of almost any constraints in terms of organizational structure complexity, priorities, event codes, aliases, etc. Even the command line syntax can be modified to match current operations.

## The Future of Dispatch

InterAct HerculesCAD is a hosted or premise based application that can be distributed from a central location and enable flexible multi-agency configurations. Critical data from incoming calls for services via phone, SMS, VoIP and email including images and video can be transferred and shared quickly between agencies and jurisdictions over a secure network. HerculesCAD is also highly agile, platform and database agnostic, highly available, and massively scalable with peer-to-peer fault tolerance.

### Benefits

- > Easy to set-up, maintain and support
- > 99.999 uptime
- > Easy implementation of new positions
- > Easy upgrade process
- > Very cost effective for small organizations
- > Utilizes state of the art web and client/server technologies
- > Runs on multiple hardware and database platforms