# HxGN OnCall field mobility solutions

When faced with challenging situations, field responders and patrol officers need clear communication and instant access to critical information to act effectively and help save lives.

HxGN OnCall field mobility solutions from Hexagon enhance safety, performance and productivity by connecting mobile users with dispatch and records management systems (RMS) wherever they are.

By enhancing awareness, communication and coordination, OnCall's easy-to-use, task-focused tools empower field personnel to make better informed decisions and complete workflows more quickly without returning to the station. They deliver the data dispatchers and supervisors need to keep teams safe and effective.

With browser-based clients for in-vehicle devices and mobile apps for hand-held tablets and smartphones, OnCall mobile solutions offer simplified administration and a user experience (UX) optimized for clear information display and fast, accurate user interaction. A consistent look and feel across tasks and devices helps reduce training overhead and allows personnel to easily move from response to updating events to gathering information for reports.
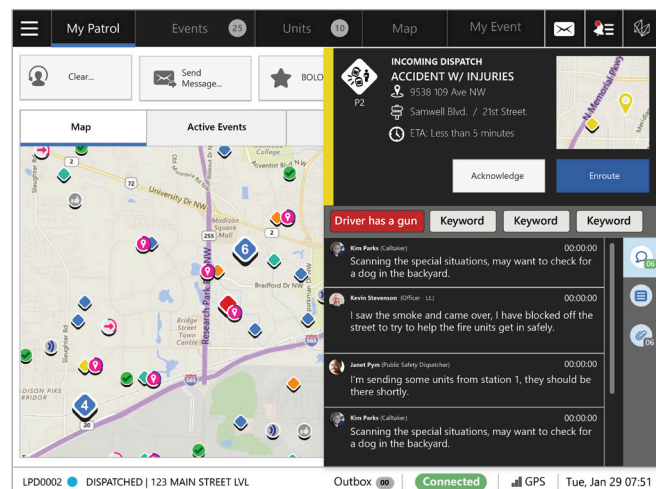
HxGN OnCall Dispatch | Mobile Unit's task-focused apps enhance awareness, communication and coordination.

Benefits

Enhance safety and response

- Directly connect to data for broader, real-time information

- Run searches in the field against dispatch operations, records and external data sources

- Provide real-time intelligence and event updates

Increase productivity

- Optimized UX provides a clear information display in devices with smaller form factors

- First responders collect information fast and with richer detail using the native capabilities of their hand-held device, such as barcode scanning, GPS coordinate capture and speech-to-text note-taking

- Field users can complete more tasks directly because process disconnects and duplicative work are removed

- First responders can make self-serve information requests, reducing dispatcher workload

- Supervisors can monitor operations and optimize resource deployment using OnCall analytics tools

Improve community engagement

Improve visibility in the community by allowing officers to work in the field, not the station. By accessing background information via computer-aided dispatch (CAD) and RMS search, HxGN OnCall mobility solutions enable personnel to discuss events and issues from an informed perspective and offer greater reassurance to the public.

Simplify administration

Centralized deployment and control of HxGN OnCall's browser-based clients and mobile apps provide simplified deployment, administration and support.

- In-vehicle clients can avoid duplicate tasks and ensure steady application of business logic, such as access profiles, using administrative capabilities

- Hand-held mobile apps share consistent administration across incident response and patrol tools

- No more custom coding because agencies can adapt user interfaces, forms and workflows using configuration-based customization

HxGN OnCall Records | Mobile Bookings and Mobile Patrols help officers capture descriptive data and issue reports on the scene.

Features

In-vehicle workflows

Hexagon's field-based reporting product for HxGN OnCall Records supports in-vehicle workflows for incident response and law enforcement.

- Optimized screen layouts and operations for in-vehicle devices with nighttime and high-contrast display

- Large buttons and menus make it easy to navigate when wearing gloves or while the vehicle is moving

Hand-held workflows

For field personnel using hand-hand tablets or smartphones, HxGN OnCall Dispatch | Mobile Responder and HxGN OnCall Records | Mobile provide access to streamlined response and law enforcement workflows. Optimized for smaller form factors, they ensure information is clear and agencies can operate tools quickly and accurately.

Mobile response

HxGN OnCall Dispatch | Mobile Unit is a browser-based client of HxGN OnCall Dispatch optimized for in-vehicle use. It enables first responders to follow live operations via event and unit monitors, run searches and queries, receive events and alerts from the control room, and self-attach to events. Users can also update status and event information; make, update and cancel tow requests; and message and chat with units, individuals, devices, groups and dispatchers.

Mobile Responder connects to the same live operational views and messaging, allowing responders operating away from their vehicle to stay on top of event changes and share consistent situational awareness with the control room.

Either solution provides:

- Chat-style messaging, group notifications, automated alerts

- User updates and live feeds including person-level tracking

Mobile field reporting

HxGN OnCall Records | Mobile Field Reporting tightly integrates with both Mobile Unit and OnCall Records. The integration between Mobile Unit and Mobile Field Reporting provides a rich, in-vehicle user experience. Equip your team with an integral solution for in-vehicle workflows, including incident creation, incident supplements
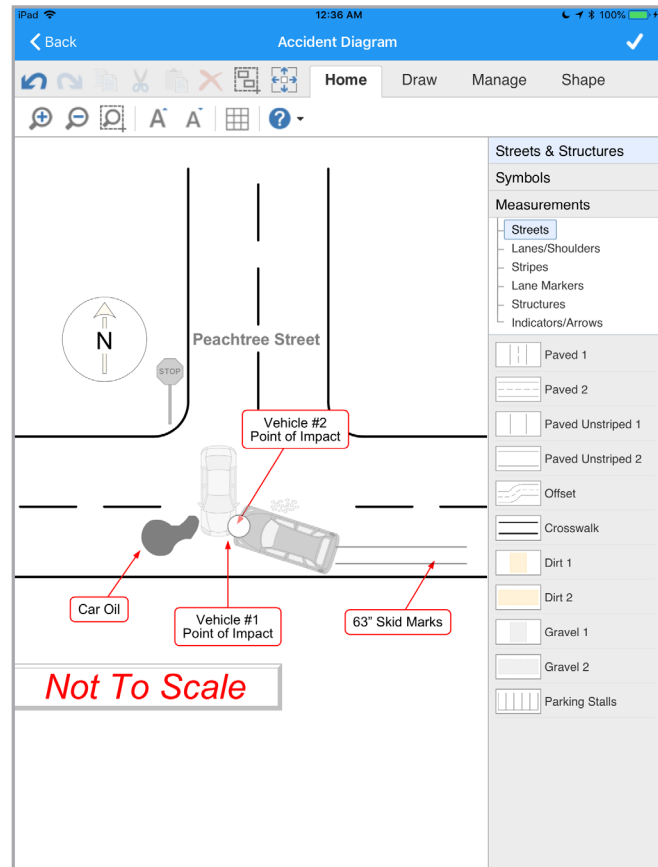
HxGN OnCall Records | Mobile Accident Diagrams provides field officers a quick way to capture essential accident details.

and field interviews. In support of critical workflows, users can submit reports for approval and quickly identify approval information.

OnCall Records provides a robust approvals process and a singular administration point. This singular administration point is continued by using OnCall Records reporting capability, SQL Server Reporting Services (SSRS).

Accident diagrams

After a traffic accident, HxGN OnCall Records | Mobile Accident Diagrams allows officers to gather occupant and vehicle information, environmental conditions and contributing factors for open reports.

Officers can:

- Use tablets to diagram accidents

- Add vehicles and fixed objects like a fire hydrant, sign posts and contributing factors such as weather to maps

- Collect essential personal information and associated charges during the booking process

Disconnected working

In areas with unreliable network coverage, support for connected and disconnected operation means users can continue working with cached information and post updates once back online.

External database query

With HxGN OnCall Dispatch | Informer, mobile users can run searches against external databases, including state and national information databases, such as the U.S.-based National Crime Information Center (NCIC).

Native device capabilities

Hand-held workflow apps leverage native device capabilities to speed accurate data capture and add depth to records.

For example, officers can scan a driver's license barcode to auto-populate personal details or record a narrative field interview and associate it to a person or vehicle. Users can dictate reports and record spoken field interviews to later transcribe and record text against appropriate data fields. Mobility solutions also allow personnel to capture and attach photos to reports and use their device's GPS sensor to record accurate location information.

Person-level tracking

Person-level tracking can extend to devices not associated with a Hexagon mobile solution. Using HxGN OnCall Dispatch | Tracker, agencies can process GPS streams from other devices for display in the CAD system's map view.