



# Improving response for fire agencies

Fire agencies face complex calls for service. Around the world, for example, wildfires are increasing in frequency. In fact, the UN reported that extreme fires could increase 14% by 2030. But agencies don't only deal with fires – according to the latest U.S. Fire Administration statistics, nearly 64% of reported calls require emergency medical services (EMS) and rescue services.

From everyday calls to specialized rescue operations, agencies need to be able to respond rapidly and coordinate with EMS and other services quickly and efficiently. They need to be able to send the right teams and equipment and know which teams are where at all times.

The problem is, many fire agencies face staffing shortages and digital transformation hurdles and are saddled with inflexible legacy systems that make their jobs more difficult.

Modern fire agencies require solutions that help them better plan for responses by identifying available units and the best plan of action. They need robust analytics and visual evidence capabilities, and the ability to respond to requests for mutual aid when required.

The answer is a **next-generation public safety platform** – one not only equipped with emergency dispatching capabilities, but that also features powerful analytics and

mobile tools and emphasizes real-time collaboration and interoperability, along with pre-built interfaces to advantageous third-party solutions.

## Benefits of Hexagon's public safety platform

- **Precise response planning:** Utilizing advanced criteria, the optimal unit and action plan are recommended, ensuring rapid and effective response to emergencies
- **Insightful analytics:** Empower your team with robust reporting and analytics tools for staging, performance measurement and KPI tracking; gain actionable insights critical for funding and enhancing public relations efforts
- **Powerful visual evidence:** Leverage unit playback capabilities and get powerful visuals crucial for investigations and post-incident analysis, enhancing transparency and accountability
- **Seamless integration:** Integrate seamlessly with resource allocation, fire station alerting and pre-planning services, ensuring efficient operations and maximizing resources



Hexagon's next-generation public safety platform has pre-built interfaces to easily integrate with partners like **FlowMSP** for pre-incident fire plans, **Deccan**, whose LiveMUM app provides coverage monitoring, alerting and move-up recommendations, and **RapidSOS** for a complete view of incident data and to coordinate resources for multiagency response.

- **Resilient mobile capabilities:** Remain agile, enabling personnel-level tracking and ensuring readiness for diverse challenges and disasters
- **Mutual aid support:** Facilitate cooperation with support for requests, strengthening community collaboration in times of need
- **Better mapping:** Leverage multisource mapping for layers for critical information, like areas with or without hydrant coverage and target hazards
- **Unmatched experience and global reach:** Rely on a partner with a rich history, extensive experience and vast worldwide customer base, with a proven track record for reliability and excellence

## Components of Hexagon’s public safety platform – available on-premises or in the cloud – for fire agencies include:

### HxGN OnCall Dispatch

HxGN OnCall Dispatch provides superior incident management capabilities in the public safety answering point (PSAP), emergency control room, station, unit or anywhere first responders need to go. Streamlined workflows reduce operator workload, increase productivity and boost capacity. Situational awareness and coordination keep responders safe and let teams take effective action sooner for better response and outcomes.

### Recommend Unit

The Recommend Unit module in OnCall Dispatch uses a combination of provider, location and configured business logic to give a real-time recommendation of available units that best meet specified criteria. For every event created in the system, a real-time recommendation is performed by the Recommend Unit server, allowing a dispatcher to accept the suggested units with a single click or modify recommended units prior to dispatch.

### Pre-built interfaces

Hexagon offers pre-built interfaces for fire agencies to integrate with advantageous third-party services and systems via Xalt | Integration and flexible application programming interfaces (APIs), including efficient fire station alerting, dynamic resource allocation, effective incident pre-planning and more.

### HxGN OnCall field mobility solutions

HxGN OnCall field mobility solutions enhance safety, performance and productivity by connecting emergency responders with dispatch wherever they are. With browser-based clients for in-vehicle devices and mobile apps for hand-held tablets and smartphones, HxGN OnCall mobile solutions offer clear information display and fast, accurate user interaction.

### HxGN OnCall Dispatch | Automatic Dispatch

HxGN OnCall Dispatch | Automatic Dispatch redefines dispatch processes with innovative automation features and streamlines operations, enhancing overall efficiency and response times.

### HxGN OnCall Dispatch | Smart Advisor

HxGN OnCall Dispatch | Smart Advisor allows users to leverage assistive AI to fill operational blind spots in complex, unfolding emergencies. It supports continual, autonomous assessment and gives users richer, actionable insights that would otherwise go unseen.

### HxGN OnCall Analytics

HxGN OnCall Analytics unleashes the full potential of data by providing comprehensive analytics, allowing agencies to gain actionable insights for continuous improvement and optimizing resource allocation and operational strategies.

### HxGN OnCall Analytics | Power Visuals

HxGN OnCall Analytics | Power Visuals helps users better understand event sequences and incident patterns by examining data changes over time and geographic area. It provides location-based insights through spatial visualization, analysis and playback capabilities.

### HxGN Connect

HxGN Connect is a cloud-native, real-time incident center as a service solution that facilitates seamless collaboration and data sharing by extending workflows across the public safety ecosystem and beyond. It is a catalyst for safer operations, promoting synergy among various entities involved in public safety.

**| Discover** how your fire agency can go beyond with Hexagon

Hexagon is the global leader in digital reality solutions, combining sensor, software and autonomous technologies. We are putting data to work to boost efficiency, productivity, quality and safety across industrial, manufacturing, infrastructure, public sector, and mobility applications. Our technologies are shaping production and people-related ecosystems to become increasingly connected and autonomous – ensuring a scalable, sustainable future.

Hexagon’s Safety, Infrastructure & Geospatial division improves the resilience and sustainability of the world’s critical services and infrastructure. Our solutions turn complex data about people, places and assets into meaningful information and capabilities for better, faster decision-making in public safety, utilities, defense, transportation and government. Learn more at [hexagon.com](https://hexagon.com) and follow us [@HexagonAB](https://twitter.com/HexagonAB).