HxGN OnCall® Analytics

Public safety agencies today produce a staggering amount of data. While effective use of data promotes smarter decision-making and enhances city services, organizations often struggle to harness their information resources.

HxGN OnCall® Analytics from Hexagon’s Safety & Infrastructure division takes raw, fragmented, incomplete, or incorrect data and converts it into usable reports and dashboards, so agencies can better assess performance, allocate resources, and improve operations.

By creating a single source of truth to explore, analyze, and share, the software suite quickly turns knowledge into action and helps agencies respond more effectively to incidents and major events. HxGN OnCall Analytics is more than a standard reporting solution – it’s a suite of public safety data visualization and analytics products. With it, users have the information and tools they need for evidence-based reporting, analysis, and decision-making.

Built for organizations of all sizes, HxGN OnCall Analytics delivers clear insights to improve community relations and support programs and policies in the field. It allows agencies to make better decisions and easily explore complex data and its relationships.

HxGN OnCall Analytics prepares more staff to use reports and analyses to solve complex business problems, freeing analysts’ time and reducing delays. It also makes cities better places to live, work, and visit by removing data silos and giving managers the insights they need to make communities safer and more resilient.

Analytics allows users agencywide to confidently run reports and analyses and leadership to make thoughtful decisions and improve public trust.
Benefits

Unlocks Valuable Data Assets

A city can only reach its full potential when its citizens feel safe and secure. With data mining capabilities from HxGN OnCall Analytics, agencies can transform complex, unintelligible data into clear business reports and dashboards that are easy to understand and use across multiple groups. Built for diverse organizations and data sets, the suite gives agencies a solid foundation for accurate and reliable reporting and analysis. This allows users agencywide to confidently run reports and analyses and leadership to make thoughtful decisions and improve public trust.

Empowers Public Safety Staff & Leaders

Data visualization and analytics carry enormous potential. For agencies of all sizes, a data-driven enterprise ensures decisions are based on facts and users can spot hidden patterns and insights that might otherwise go unnoticed. HxGN OnCall Analytics offers easy-to-use, business-ready content and visual reports that leverage Hexagon’s computer-aided dispatch (CAD) and records management systems and other data sources for monitoring events, aligning resources to demand, supervising PSAP performance, maintaining governance and oversight, and much more. By allowing more employees to visualize data, run reports, and conduct analysis, the suite empowers organizations to improve performance and productivity.

Builds Trust & Transparency

The digital age has changed the way the public perceives and responds to service providers. Today, citizens, government authorities, and the news media want instant answers and access to broader information. Public safety agencies must be prepared to meet these demands to increase transparency and awareness of important issues. With HxGN OnCall Analytics, organizations can easily find and share robust information using clear reports and analyses to enhance public trust, dispel misconceptions, demonstrate compliance, and justify funding requests.

Features

Interactive Reports & Dashboards

HxGN OnCall Analytics helps organizations be more productive from the start and meet specific agency and user requirements. With it, departments can access
pre-built, paginated reports and dashboards that address diverse business challenges or build their own with subject-area data models and self-service, drag-and-drop tools. Agencies can also easily refine and adapt out-of-the-box content for assessing, reporting, and optimizing emergency response tasks.

**Spatial Analysis & Playback**

Better understand event sequences and incident patterns with spatial analysis, visualization, and playback capabilities, including multi-unit automatic vehicle location (AVL) data. In HxGN OnCall Analytics, map controls include plotting location-based information, pin and hotspot mapping, dynamic clustering, geofencing (geospatial filtering), and more.

**Powerful Data Warehouse**

Ensure your data is clean, easy to understand, and business-ready with HxGN OnCall Analytics’ customizable data warehouse. By flagging errors and inconsistencies and replacing obscure database codes with relevant business themes, the data warehouse enhances data quality and query performance. It creates a single source of truth all staff can understand and use, ensuring operators can quickly explore, analyze, and share data through interactive reports and dashboards. The data warehouse also supports third-party software access and provides data integration capabilities agencywide.

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