HxGN Connect: Reimagining collaboration for public safety

When it comes to saving lives, the information public safety agencies need to receive and share with internal teams, partners, neighboring agencies and the communities they serve can be crucial. A global pandemic, social unrest and tightening budgets have spurred agencies to enlist collaborative technology that helps them increase transparency with citizens, adjust to a changing workforce and reduce costs by consolidating tools for both daily operations and emergency situations.

How effectively these agencies communicate with one another and internally can ultimately affect emergency response times, crime / resolution rates, employee retention and public perceptions.

Collaboration hurdles

Technology barriers   **People barriers**

From incident response to major events to daily operations, public safety agencies need a quick and easy way to securely receive, share and act on data. But true collaboration can be messy. Technology barriers, such as integration

to systems, Internet of Things (IoT) devices and applications, as well as people barriers, such as politics over data ownership and exchange standards, can doom collaboration projects from the start.

Many agencies resort to operating within silos which can lead to problems, including:

- Slower response times
- Duplicated or conflicting work
- Higher cost of operations
- Greater safety risks
- Loss of data ownership
- Lack of community trust and engagement

Intra-organizational data sharing can be just as difficult to achieve. When internal teams operate in silos, this can lead to low employee engagement and morale, conflicting decisions, lost opportunities and major missteps.

HxGN Connect: A real-time incident command center as a service

Gartner® recently named Hexagon as a Sample Vendor for real-time incident command center as a service in three Hype Cycle™ reports. HxGN Connect, Hexagon's solution to manage real-time incidents, links agencies

to the information and people needed to break down communication silos and respond faster to incidents, both large and small. Additionally, HxGN Connect's cloud-based workspace helps agencies achieve better situational awareness and collaborate on everything from day-to-day operations to emergency situations. Agencies can use smart, data sharing controls within Hexagon's consistent, machine-readable system to access valuable, shared data while maintaining complete ownership and control of the data shared with others.

HxGN Connect's cloud-native system includes collaboration channels to receive shared data and coordinate action based on diverse types of data, including assets, incidents, cameras, alarms and more. HxGN Connect complements organizations' existing systems by creating a collaborative space to expand on originally sourced data – it provides a richer, more unified view of information with channels to enable day-to-day, ad hoc engagement and ongoing, structured partnerships. With HxGN Connect, you can easily connect and update data, message and assign tasks to users, and break down barriers between departments, agencies, community partners and regional stakeholders.
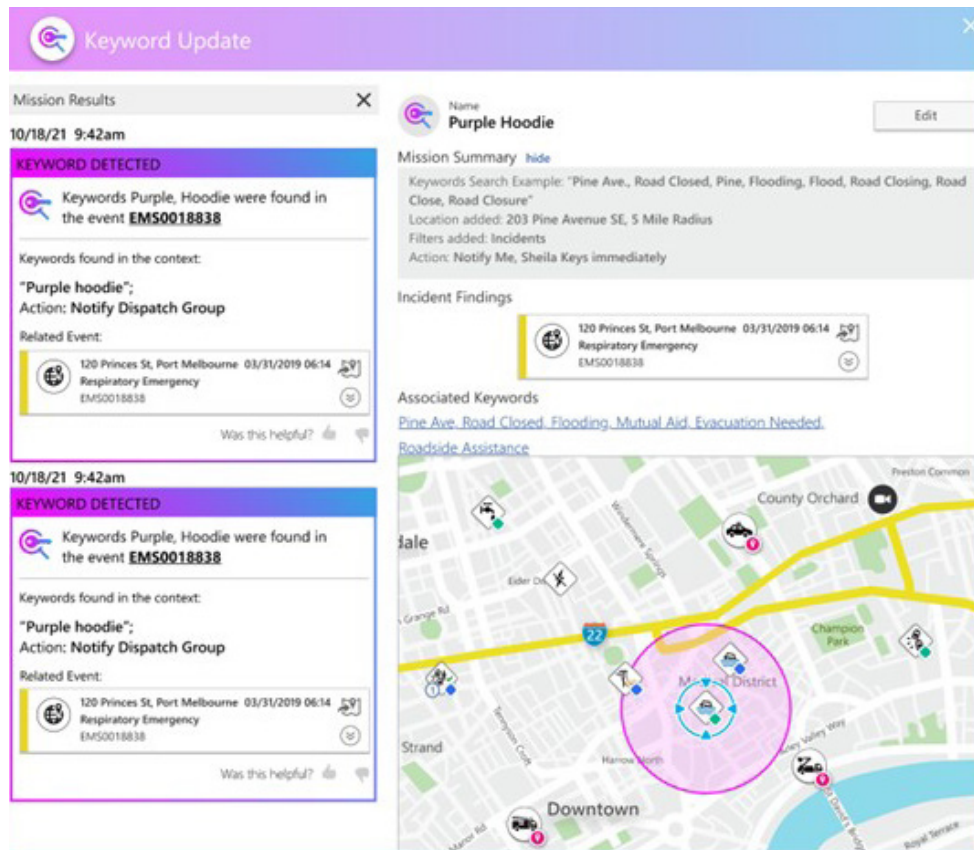
Benefits: Respond faster, identify patterns and stop emerging crime
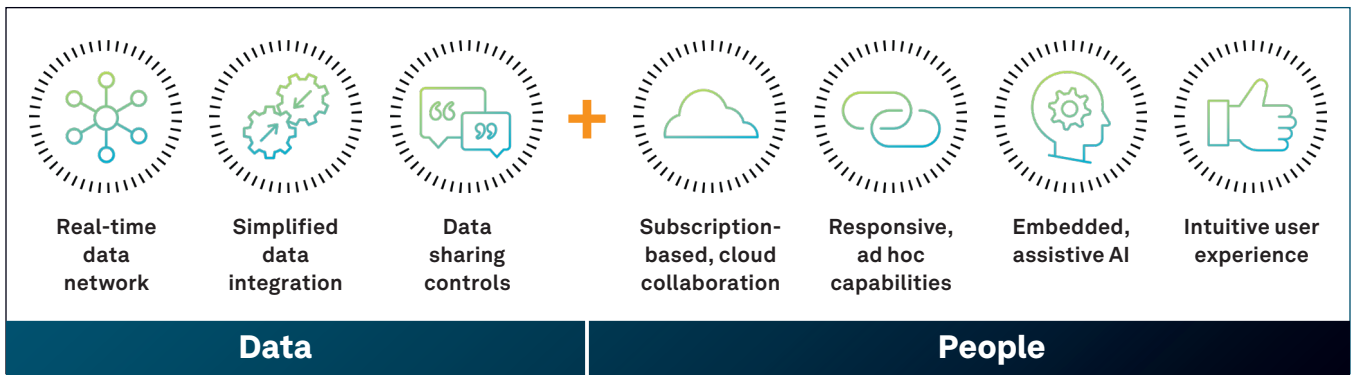
Monitor real-time intelligence

- Provide command staff, field officers and detectives instant information to help identify patterns and stop emerging crime

- Receive and share data with internal teams and external organizations, such as police, fire, EMS, neighboring agencies, partners and more

- Access real-time video and camera feeds in one workspace

- Connect to IoT devices and sensors, such as gunshot detection systems and license plate readers

- Integrate internet feeds such as social media, weather or traffic data

Achieve unified situational awareness

- Geographically locate incidents, units, assets, cameras and alarms on a 2D or 3D map

- Supplement existing tools, like records management systems, to show a broader range of information

HxGN Connect's embedded AI can detect similarities and anomalies across calls for service. It can then alert agencies to potential emergencies – from large, rapid-onset events to smaller, linked incidents. By detecting patterns and connections sooner, agencies can act faster and coordinate smarter to reduce the impact on communities, resources and staff.

| Real-time data network | Simplified data integration | Data sharing controls | Subscription-based, cloud collaboration | Responsive, ad hoc capabilities | Embedded, assistive AI | Intuitive user experience |

| **Data** | **People** |

- Deploy HxGN Connect for multi-agency operations quickly, removing delays from working with disparate systems
- Deploy into the PSAP or control room boards for a flexible, broader set of data beyond traditional CAD or GIS tools
- Supplement existing feeds from intel units with a broader display to operate alongside HxGN OnCall Dispatch or HxGN OnCall Analytics
- Locate current incidents, important stationary or moving assets, cameras, sensors and IoT devices

Securely receive, share and collaborate on data

- Communicate through chats, posts and video conference with internal and external stakeholders
- Easily share data, media and documents
- Set up channels to receive and share data, information and multimedia for specific workflows, special events, emergency situations and more
- Share information securely without exposing native data systems to unauthorized users

Features

- **Real-time data network:** Get instant access to real-time data from internal and external sources and share data from accidents/incidents, fixed or moving assets, IoT sensors/devices, video and more
- **Simplified data integration:** Easily normalize disparate data with Hexagon's proven, in-house data integration platform and leverage our DIY approach to build, manage and maintain your own interfaces
- **Data-sharing controls:** Set what data is shared with whom and for how long using intuitive data-sharing controls and make changes any time, while maintaining full ownership of originally sourced data

- **Subscription-based cloud collaboration:** Reduce entry barriers, simplify deployment, and quickly onboard new users during an emergency by leveraging the cloud-native system
- **Responsive, ad hoc capabilities:** Leverage flexible, easy-to-use tools to set up new layouts, change data-sharing rules, scale to the scope of an event, and create collaboration channels where users can dynamically add related people and assets
- **Embedded, assistive AI:** Address accidents faster, pinpoint problem areas for accidents or traffic congestion, and link disparate systems easily with intuitive, proactive notifications generated by embedded, assistive AI
- **Intuitive user experience:** Create ad hoc layouts in seconds using an aesthetically pleasing, customizable user interface

Implementation examples

Intra-organizational data sharing

Large agencies typically have several different divisions. HxGN Connect allows these agencies to share dispatch information across internal departments so teams are aware of current and future plans.

Real-time intelligence centers (RTICs)

RTICs gather and analyze data from multiple sources to detect patterns and improve emergency response times for major incidents. They sometimes lack the technology needed to extract real-time intelligence. As a result, they are often forced to mine historical data instead of performing analyses in real time.

HxGN Connect can provide RTICs vital information from multiple partners, including fire, EMS, police, FBI or other community services – giving those who arrive on scene the most accurate, up-to-date information available for major incidents.

Disparate emergency communications centers (ECCs)

ECCs oversee operations from multiple headquarters – all of which use different workflows and systems.

HxGN Connect helps ECCs share and receive data across headquarters for police, fire, EMS neighboring agencies and federal agencies. For example, ECCs can gain insight into emergencies occurring across borders, and link those affected with services to coordinate care.

Cross-organizational data sharing

Organizations such as police, fire, EMS, neighboring agencies, government entities and social services use different systems and methods for communicating and sharing data. These silos hinder collaboration and data sharing across organizations.

HxGN Connect can help agencies easily share data and collaborate with outside organizations such as police, fire, EMS, neighboring agencies, government entities and social services.

Enhancement to CAD workflows

Traditional computer-aided dispatch (CAD) systems provide users with information on incidents but offer no method to collaborate with others when incidents occur.

For CAD customers, HxGN Connect can be delivered pre-configured and connected to HxGN OnCall Dispatch – expanding an agency's dispatching capabilities.

Hexagon is a 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.