HxGN OnCall managed service

The public safety industry is evolving rapidly, and part of that transformation is the move toward cloud-based technology.

Across industries, limited experience with cloud solutions can lead to uncertainty and hesitancy. But public safety agencies are particularly risk averse, with legitimate concerns about the reliability of mission-critical systems in a cloud environment, as well as data security and compliance with local, state and federal guidelines. They also struggle to find trustworthy cloud providers that understand their unique needs.

HxGN OnCall managed service

HxGN OnCall – part of **Hexagon's next-generation public safety platform** – is a comprehensive portfolio that enables public safety agencies to be more agile and resilient through modern, flexible capabilities spanning call-taking and dispatch, records, analytics, major event management and mobility. It can be deployed on-premises, on a customer-managed cloud or as a fully managed service.

HxGN OnCall managed service brings Hexagon's next-generation public safety technologies to agencies and enables faster deployment and exceptional security and resilience – **all backed by Hexagon's 30-plus years of public safety experience and its partnership with Microsoft.**

Benefits

- **Greater flexibility:** Take advantage of configuration-based customizations and adapt to changing demands and technologies faster while lowering administrative burdens

- **Exceptional security and compliance:** Leverage Microsoft Azure Gov Cloud's robust cybersecurity measures, ensuring compliance with local, state and federal regulations

- **High availability and disaster recovery:** Take advantage of solutions designed for redundancy and resilience, with options that include geodiversity, ensuring mission-critical systems remain operational even in the face of unexpected disruptions

- **Comprehensive support:** Benefit from proactive monitoring and support by both Hexagon and Microsoft, guaranteeing continuous assistance and maintenance, smooth operations and rapid issue resolution

> **Hexagon's partnership with Microsoft Azure provides $2B in cybersecurity protection, 24/7 monitoring and proactive support, ensuring data security and peace of mind.**

On-premises vs. managed service

Feature	On-premises	HxGN OnCall managed service
Client type	Browser-based, thin client	Browser-based, thin client, cloud native
Software updates	Included; services not included	Included; services included
High availability and disaster recovery (DR)	Available at additional cost	Included with geodiversity
Hardware requirements	Purchase required; IT staff needed to support hardware and OS software	No hardware purchase required; managed service included in cloud subscription
Cybersecurity	Reliant on city/county resources	Microsoft Azure Gov Cloud cybersecurity protection – $2B investment
IT support	Local IT support required	24/7 proactive monitoring and support by both Hexagon and Microsoft
Scalability and flexibility	Local IT support and knowledge required	Scalable and flexible; easy to add resources, horsepower and multiple agencies
Maps management	Managed on-premises	Managed in cloud
Interface complexity	Complex and requires on-site server	Less complex and easier to interface
Database access	Direct access to database	No direct access to production database
Offline CAD	Supported	Supported

Components 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.

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 Records

HxGN OnCall Records is a cloud-deployable records management system (RMS) that serves all facets of law enforcement operations and administration. Flexible and scalable solution, it allows agencies to quickly capture and harness information to reduce officer paperwork, inform investigations, streamline administration and effectively manage resources to enhance community safety.

| Explore **Hexagon's full public safety platform**