HxGN OnCall® Dispatch

Public safety agencies face unprecedented challenges from converging forces that are driving radical change across all aspects of their operations, transforming organizational structures, ways of working, and skill sets.

Realizing these goals requires modernized capabilities that enable agencies to harness technological innovation to improve efficiency and effectiveness, adapt to new mission requirements, and leverage burgeoning data resources to inform decisions and carry public support.

Part of the HxGN OnCall® portfolio, HxGN OnCall Dispatch is a flexible suite of next-generation incident management capabilities from the industry's leading computer-aided dispatch (CAD) provider. Supporting on-premises, customer-hosted, or Software as a Service (SaaS) deployments, the intelligent software suite provides superior incident management capabilities in the public safety answering point (PSAP), emergency control room, station, unit, or anywhere first responders need to go.

Accessed via a browser and mobile app, HxGN OnCall Dispatch is easy to administer and maintain and adapts to rapidly changing demands and technologies faster and more cost-effectively than legacy CAD systems. It delivers comprehensive capabilities via a range of role-based products and optional modules so agencies can assign the right tools to every type of user.

HxGN OnCall Dispatch's streamlined workflows reduce operator workload, increase productivity, and boost PSAP capacity. Situational awareness and coordination keep responders safe and let teams take effective action sooner for better response and outcomes. Agencies also benefit from improved public trust with HxGN OnCall Dispatch, which enhances performance, lowers costs, and generates data for greater oversight, governance, and community engagement.

Benefits

Transforms Call-Taker & Dispatcher Experience

As PSAPs modernize, adding contact channels and sensors, workstations, and workflows has become increasingly complex, making it hard for operators to assess information and take timely action. Shaped by usability studies with call-takers and dispatchers and decades of public safety partnerships, HxGN OnCall Dispatch's intuitive design delivers an exceptional user experience (UX) that transforms workflows and offers richer situational awareness without overloading the operator.

For example, dynamic data filtering and an adaptive user interface (UI) give users the information and tools most relevant to their assignment. Streamlined workflows require fewer mouse clicks to perform vital tasks, speeding operations and reducing workloads. HxGN OnCall Dispatch can also integrate ICCS, CCTV, and other third-party data and capabilities, further reducing user input and eliminating the need to switch between multiple interfaces and input devices.

Connects Roles for Better Safety & Efficiency

An interactive common operating picture (COP) integrates contextual mapping, real-time data, and external feeds (i.e., weather map overlays) to improve awareness and coordination. Apps from HxGN OnCall Dispatch ensure safe, efficient, and effective response by connecting field responders with control rooms and supervisors for optimal awareness, communication, and coordination. By quickly leveraging insights in the field, responders can take safe, effective action and keep control rooms informed of their status and location no matter where they are. The ability to update records and run searches also reduces dispatcher workload, increasing productivity and raising PSAP capacity.

Improves Multi-Agency Collaboration

HxGN OnCall Dispatch meets multi-agency and multi-jurisdictional CAD deployment needs, allowing users to pool resources to optimize performance, increase resilience, and lower costs. The suite strengthens communication and data sharing between agencies to provide faster, more effective response and coordination during incidents and major events. By supporting roles beyond police, fire, and emergency medical services (EMS), HxGN OnCall Dispatch sparks collaboration across a wide responder community through shared insights and resources.

Supports Agile Organizations & Sustainable IT

HxGN OnCall Dispatch's web architecture and administrative tools help public safety agencies become more agile and their CAD systems more sustainable over time. The suite simplifies application deployment and maintenance, training, and support by delivering configuration-based customization and centralized administration of browser clients and apps.

HxGN OnCall Dispatch is easy to customize, update, and adapt to new requirements. Extensive configuration capabilities allow administrators to control and customize without coding, while a REST API supports development when coding is needed. Agencies also enjoy lower capital costs as HxGN OnCall Dispatch removes high-specification client needs, makes more efficient use of server capacity, and enables flexible hosting options. With HxGN OnCall Dispatch, organizations can rest easy knowing their systems are safe, reliable, and highly configurable for the future.

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Delivers Better Services & Return on Investment

Most public safety agencies have the same core goals for IT: enhance service and productivity, make more efficient use of resources, and reduce total cost of ownership. With improved tools and workflows in HxGN OnCall Dispatch, organizations can increase productivity and better allocate resources. They can also take advantage of lower hardware costs, simpler administration, faster and more sustainable adaptability, and shared IT opportunities. This allows agencies to focus on next-generation solutions that improve public engagement, boost performance, and deliver greater cost-savings.

Promotes Reporting, Transparency & Accountability

Agencies can leverage HxGN OnCall Dispatch's rich operational data to fulfill governance requests, demonstrate compliance with regulations and mandates, and quickly produce evidence to dispel misconceptions before they cause damage. Organizations can also better engage the community with public-facing reports and dashboards and more easily justify funding initiatives.

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Features

Lower Client Requirements & Costs

HxGN OnCall Dispatch eliminates the need for high-specification client hardware typically required by conventional CAD systems. By using browser clients and apps, organizations have better remote access and lower overall costs. Component web services also distribute processing across hardware to optimize performance and improve server capacity.

Increased Resilience

HxGN OnCall Dispatch supports load-balanced, redundant, and distributed system design, cloud infrastructure, and geographically separated servers and virtual machines. These features help agencies increase resiliency and respond more efficiently to high workloads.

Dynamic Rendering

Dynamic presentation is a powerful HxGN OnCall Dispatch feature that delivers richer insights without overwhelming the operator. It enhances clarity and speeds operations by only displaying information and tools related to the user's current task.

Specialized data filtering ensures relevant content is available and automated services highlight related information without requiring user input. Users can also set up their own filters using custom data feeds to focus on event and unit information matching their specific criteria.

With HxGN OnCall Dispatch, users can maintain situational awareness of important events without the distraction of opening new dialogs. Examples include feeding data into an open form or moving and changing the appearance of icons in the map view.

Visibility & Control

Live dashboards and web clients allow managers and supervisors to maintain visibility and control of live operations and developing trends no matter where they are. By staying alert to changes in the number, type, status, and distribution of events against available units, they can make smarter decisions and improve overall performance.

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Hexagon is a global leader in sensor, software and autonomous technologies. We are putting data to work to boost efficiency, productivity and quality across industrial, manufacturing, infrastructure, safety and mobility applications. Our technologies are shaping urban and production ecosystems to become increasingly connected and autonomous — ensuring a scalable, sustainable future.

Hexagon's Safety & Infrastructure division provides software for smart and safe cities, improving the performance, efficiency and resilience of vital services.

Hexagon (Nasdaq Stockholm: HEXA B) has approximately 20,000 employees in 50 countries and net sales of approximately 4.4bn USD. Learn more at hexagon.com and follow us @HexagonAB.