



**HEXAGON**

Product Description

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## **Mobile Alert 2020**

Product Description

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# Product Summary

## Community Empowerment

Mobile Alert provides citizens with a simple means to communicate with public officials. Citizens can report issues that concern them, such as graffiti, illegal trash dumping, potholes, and broken street lights or signs. Community members can download the app for free and anonymously submit incident details. The app enables individuals to take a photo of an incident, provide the location via the app's GPS, and enter an optional comment. Citizens benefit by being actively involved in improving the quality of life in their communities.

## Cost Reduction for Public Works and Utilities

Mobile Alert enables local governments to increase their reach and response to issues that require their attention without spending more on personnel or hardware. Reports submitted by watchful citizens are received by a Hexagon Geospatial division cloud service and directed to appropriate personnel in the subscribing organization. Hexagon Geospatial division provides the total solution, including the cloud hosting environment, processing logic, and the downloadable application. All installation, software upgrades, support, and maintenance of the system is done by Hexagon Geospatial division, removing any IT strain on organizations.

## Mobile Alert Configurator

Mobile Alert is part of Hexagon Smart M.App, our innovative cloud platform. Available on the M.App Exchange from Hexagon's Geospatial division, subscribing organizations can use the Mobile Alert Configurator subscription to define areas of interest, customers incident category configurations and icons, and email notifications. All of this is done in four easy steps with no GIS or IT knowledge required, and the configuration can be updated at any time.

Mobile Alert Configurator is available on the M.App Exchange via a monthly or annual subscription. This Smart M.App allows you to create, edit, and maintain your Mobile Alert configuration with no external assistance.

Mobile Alert Configurator can be purchased as part of Mobile Alert Bundle.

## Mobile Alert Viewer

Mobile Alert Viewer is a Smart M.App application that lets subscribing organizations see real-time incident reports pinpointed on a Business Intelligence map. Each report shows details such as incident type, identifier, address, and comments. Mobile Alert Viewer's interactive charts present an account of incidents per month and categorically filtered occurrences.

You can easily send reports from Mobile Alert Viewer with citizens, colleagues, and shareholders by exporting data to a CSV file.

Mobile Alert Viewer can be purchased as part of Mobile Alert Bundle.

# Features

- Incidents stored as geospatial data in the cloud are accessible via WFS service, allowing for additional geospatial analysis
- Intuitive and user-friendly mobile application can be localized for each country, culture, and language



- Citizens who optionally provide their contact information to the subscribing organization are kept abreast of the status of their incident reports
- At the Mobile Alert Professional level, Geospatial Portal is included and can be customized to provide additional queries, styles, and analytics.

## Citizen's Client Application

Feature	
Anonymous reporting of issues or incidents	•
Free Apple iOS® version downloadable from Apple iTunes app store	•
Free Android™ version downloadable from Google Play app store	•
Device's camera is automatically engaged for taking photo of incident	•
Device's GPS is used to assign incident location	•
Where GPS signal is limited, Bing® Maps can be used to properly locate incident	•
Fully customizable incident categories. Default stock incidents are also provided.	•
In areas where multiple subscribing organizations exist, the reporter is presented with an easily identifiable list of choices to ensure the incident is routed to the appropriate organization	•
Support for optional comments about reported incident	•
Adapts to smart phone language setting, and localized to each country and culture	•
Option to provide contact information (email and/or phone number), so that subscribing organization can provide status on reported incident	•
Option to always display Bing Maps for better location reporting	•

## Subscribing Organization Application

Feature	Basic	Professional
All system configuration is performed by Subscribing Organization	•	•
Email routed to appropriate personnel of subscribing organization based on incident category	•	•
Unlimited email addresses for incident reporting	•	•
Email includes latitude, longitude coordinate location of incident	•	•
Email includes accuracy of device's GPS	•	•
Email includes URL to incident photo	•	•
Email includes nearest address of incident	•	•
Email includes URL that pinpoints the location of incident using Bing Maps	•	•

Email includes citizen contact information, if provided by citizen	•	•
Geospatial Portal integration for analytics		•
Portal access to export of all or selected incidents		•
Standard query and geoprocessing of incidents		•
Apply custom symbology and styles to incidents and geoprocessing results		•
Secure WFS (OGC service) access to retrieve incidents as GIS features for further geoprocessing		•

## Mobile Alert Configurator Smart M.App

Feature	Basic	Professional
No restrictions for reporting area		•
Create and edit categories	•	•
Create and edit icon for each category	•	•
Create and edit email notifications for any or all categories	•	•
Use default or upload new icons for categories	•	•
Available anywhere, anytime via subscription	•	•
All changes are immediately available when the Mobile Alert app is restarted on any mobile phone or tablet	•	•

## Mobile Alert Viewer Smart M.App

Feature	Basic	Professional
Access to both list and map views of all incidents. Map view enabled using Here Maps.	•	•
Display category, address, and reported date/time of each incident	•	•
Real-time tracking of reported incidents	•	•
Use Tooltips to present the most important information on the reported incident	•	•
View expanded photo in a browser	•	•
Specify the status of each incident	•	•
Delete any incident	•	•
Use bar charts and heat maps to view patterns regarding incidents and submission times	•	•
Create reports of the incidents and export data to a CSV file	•	•



## Contact Us



<https://go.hexagongeospatial.com/contact-us-today>

## About Hexagon

Hexagon is a global leader in sensor, software and autonomous solutions. 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 Geospatial division](#) creates solutions that deliver a 5D smart digital reality with insight into what was, what is, what could be, what should be, and ultimately, what will be.

Hexagon (Nasdaq Stockholm: HEXA B) has approximately 20,000 employees in 50 countries and net sales of approximately 4.3bn USD. Learn more at at [hexagon.com](https://hexagon.com) and follow us [@HexagonAB](https://twitter.com/HexagonAB).