



# E-Comm Uses Hexagon Software to Speed Response & Promote Multi-Agency Coordination

## E-Comm

*British Columbia, Canada*

Emergency Communications for Southwest British Columbia (E-Comm) provides communication services and support systems to emergency responders and approximately 2 million residents of southwest British Columbia, Canada. The high-volume call center receives more than 1 million 911 calls per year. E-Comm currently provides dispatch for the fire departments of Vancouver and surrounding communities of Richmond, New Westminster, Delta, Port Moody, Squamish, Whistler, and the Sunshine Coast.

E-Comm faced increasing growth as new, smaller regional agencies engaged the center as their dispatch provider. However, E-Comm had an outdated computer-aided dispatch (CAD) system and needed a new solution that would support its growth with comprehensive dispatch capabilities, including mobile and web flexibility.

### Overcoming Challenges

- Combine E-Comm's multi-agency, multi-jurisdiction operations
- Handle larger emergency fleets and additional responders
- Use intelligent maps to georeference critical information

- Develop a more robust interface that handles third-party integration
- Reduce response time to emergency calls
- Increase the type and quality of information available to responders

### Realizing Results

After an extensive review of available solutions, E-Comm determined that Hexagon's Safety & Infrastructure division offered the technology needed to support the company's growth plans, including well-developed mobile and web dispatch options. E-Comm was also familiar with the fact that the British Columbia Ambulance Service (BCAS) had recently chosen Hexagon as its provider of CAD solutions to be implemented in multiple sites throughout the province.

With growth in mind, E-Comm initially purchased its Hexagon system to support 911 fire dispatch on behalf of Vancouver Fire, the Delta Fire Department, Richmond Fire, Whistler, Port Moody, and the Sunshine Coast. The scalability of Hexagon's solution allows E-Comm to easily expand its geographic coverage, while its architecture enables future interfaces and capabilities. The system's ability to interoperate with third-party record management systems (RMS) is another significant benefit.

With the new system in place, E-Comm is well equipped to handle the transition when a new public safety agency comes on board. New agencies have two service options: they can ask E-Comm to dispatch their calls for them, or have their own dispatchers run Hexagon's CAD system on their local workstations connected to E-Comm through a network.

E-Comm's CAD solution includes a fully redundant database to ensure continuity during an interruption. The implementation encompasses dispatch workstations and software to access and send data to multiple sites. The seamless integration of 911 call answering, intelligent mapping, evaluation, processing, and dispatch improves public safety communications and customer service, and opens up numerous opportunities for E-Comm.

"[Hexagon] offers a commercial off-the-shelf (COTS) solution that is highly configurable and allowed us not only to offer a product for the departments we dispatch, but also to provide a cost-effective hosted solution for agencies outside of our dispatch jurisdiction," said E-Comm IT Director Glen Miller.

"A tightly coupled interface to [Hexagon]'s BC Ambulance solution allows for 'combined events' to be automatically generated for our fire department first response, and the business rules allow different notifications by department, since not all departments respond to the same type of events. The [Hexagon] technical team has in-depth knowledge of their systems, and that made a difference in the installation of their product."



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**Glen Miller**  
E-Comm IT Director

### Moving Forward

The scalability of Hexagon's solution allows E-Comm to easily expand the new CAD system into additional geographic areas, such as the Saanich and Coquitlam districts. This flexibility, along with the option that agencies have to use E-Comm dispatchers or their own personnel, opens up a host of opportunities for E-Comm to efficiently and effectively serve a growing population.

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

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