Product overview

HxGN OnCall® Analytics from Hexagon's Safety & Infrastructure division is a suite of public safety data visualization and analytics software for evidence-based reporting, analysis, and decision-making. It creates a single source of organizational data, which users can explore, analyze, and share through interactive reports and dashboards. With it, agencies can see their data in new ways to assess performance, better allocate resources, and improve operations.

This release includes significant enhancements to HxGN OnCall® Analytics | Dispatch Advantage and HxGN OnCall® Analytics | Dispatch Essentials.

- **Dispatch Advantage** offers complete dispatch data visualization and analytics capabilities for evidence-based reporting, analysis, and decision-making. Ideal for larger data sets, it delivers comprehensive reporting and analysis features and reports, including live operational data and HxGN OnCall® Analytics | Power Visuals.

- **Dispatch Essentials**, a subset of Dispatch Advantage, offers core reporting and analysis capabilities for smaller data sets.

Both products provide pre-built, paginated, and visual content for assessing, reporting, and optimizing critical emergency response tasks. With it, agencies can supervise events, align resources to meet demand in the PSAP or field, monitor performance, conduct post-event reviews and investigations, manage tow requests and providers, and more.

Value Proposition

OnCall Analytics overcomes the challenges of raw, fragmented, incomplete, and incorrect data, providing a solid foundation for accurate and reliable reporting and analysis tailored to an organization's needs. It empowers staff to create and run user-friendly reports and analyses to solve business problems, freeing analysts' time and eliminating delays. These clear visual insights can be shared with the public for greater awareness, engagement, and understanding.

Version overview

The new versions of Dispatch Advantage and Dispatch Essentials include several significant enhancements and fixes that offer more robust support for new features in HxGN OnCall® Dispatch.

Updates include:

- To increase customer access, OnCall Analytics now supports Oracle versions of HxGN OnCall® Dispatch.

- Users can take advantage of and report on new AVL/GPS data tracking features in OnCall Dispatch (*Dispatch Advantage only*).

- To support reporting and analysis of custom data in OnCall Dispatch, OnCall Analytics now supports the auto-generation of data models to include the CustomData JSON format in OnCall Dispatch.

- A new "All" option in the report generation drop-down lists in paginated reports allows users to quickly run tailored reports for all options in a list.

- Semantic model improvements provide access to more data fields, measures, and calculations when building and consuming reports.

- A new installer upgrade process reduces the time it takes to re-run the ETL after upgrading.

- An improved uninstall process makes the process faster and easier to complete.

- Security upgrades that take advantage of the latest SQL server capabilities ensure users only have access to data they are supposed to view.

- New performance enhancements dramatically reduce the ETL processing time, allowing the ETL to run more quickly and/or frequently

Licensing & distribution

Dispatch Advantage and Dispatch Essentials use a core-based licensing model that only applies to the server or virtual machine hosting the data and HxGN OnCall® Analytics | Records Data Warehouse. The server or virtual machine used to host the reporting web portal does not require OnCall Analytics.

From a user perspective, there is no licensing restriction on the number of individuals who can create, run, and/or view reports. It is a node-locked license.

Dispatch Advantage also includes three concurrent user licenses to Power Visuals.

Dependencies & download

- OnCall Dispatch, I/CAD v9.1, I/CAD v9.2, I/CAD v9.3

- Microsoft SQL Server 2016 Enterprise SP2 with Software Assurance

- Microsoft SSRS Report Builder

- Microsoft Power BI

- Microsoft Power BI Report Server (included with SQL Server 2016 Software Assurance)

- Microsoft Power BI

Note: Dispatch Advantage and Dispatch Essentials only work with Microsoft SQL Server 2016 Enterprise at this time. Support for Microsoft SQL Server 2016/2017 Standard is on the roadmap for 2020.

Additional information & resources

Learn more about this release by visiting the support site, or our external site.