PRODUCT OVERVIEW & VALUE PROPS
Intergraph® Computer-Aided Dispatch (I/CAD) is a suite of industry-leading incident management software that features complete, integrated capabilities for call-handling and dispatching, intelligent mapping, field communications, data reporting and analysis, and application integration. I/CAD enhances the quality and availability of critical information, providing a common operating picture for intelligent response.

I/CAD 9.4 is a gateway to innovation. It delivers the technical foundation for a new generation of products and capabilities built on innovation. These include:

- Web-based incident and event analysis and dispatching, offering a lower total cost of ownership (TCO) and modern user experience
- Low-cost reporting for multiple data sources
- A framework for task-oriented mobile apps

VERSION OVERVIEW
This quarterly release contains the following:

- Intergraph OnCall Dispatcher – Essentials
- Intergraph OnCall Dashboard – Dispatch
- Significant enhancements to I/CAD 9.4 mobile and interface products
- I/CAD 9.4 fixes

INTERGRAPH ONCALL DISPATCHER – ESSENTIALS
Intergraph OnCall Dispatcher – Essentials provides core call-taking and dispatching via browsers. Its highly productive, easy-to-use interface, simple web deployment, and lower TCO allow public safety agencies to extend dispatching capabilities to specific use cases. It also enables smaller agencies to
leverage the capabilities and benefits of a larger agency’s I/CAD system with hub-and-spoke collaboration that is easy to deploy.

The solution’s streamlined user interface, dynamic map, drag-and-drop operations, optimized workflows, and focused scope make it faster for users to learn and operate than a comprehensive call-taking and dispatching client. System administrators and users can further enhance usability by adapting aspects of the solution to the needs of specific roles and individual preferences, including elements of the user interface and data feeds.

A tool accessed via browsers, Intergraph OnCall Dispatcher – Essentials provides significantly lower TCO than a full call-taking and dispatching seat. It offers lower license costs, decreased hardware and network requirements, and reduced administrative overhead through simplified application deployment and maintenance, training, and support.

Note: Functions planned for the 2018 Q1 release include call-taking capabilities and a configurable single-screen view that extends layout options for Dispatch and Dashboard clients.

INTERGRAPH ONCALL DASHBOARD – DISPATCH

Intergraph OnCall Dashboard – Dispatch delivers concise, dynamic summaries of live statuses and emerging trends for events and units. It features out-of-the-box data connections to I/CAD, pre-configured dashboard gadgets, and web access, which make it simple to use, deploy, and maintain.

The utility is part of Intergraph OnCall Dispatcher – Essentials, but can also be licensed as a standalone product that I/CAD 9.4 customers can use to provide near real-time awareness of units and events.

- **Maintain Situational Awareness** – Combining summarized live data and rolling short-term data histories, Intergraph OnCall Dashboard – Dispatch delivers a rich, concise, and single-source overview of PSAP operations. By remaining alert to changes to the number, type, status, and distribution of events against available units, managers and supervisors can take informed action to maintain overall performance and achieve targets.

- **Pre-Configured Dashboard Statistics & Gadgets** – Intergraph OnCall Dashboard – Dispatch delivers a range of pre-configured gadgets that administrators can quickly combine to create highly effective layouts that deliver concise information summaries, including the distribution of events and resources spatially and temporally.

I/CAD 9.4 CUSTOMER-DRIVEN ENHANCEMENTS

Starting with I/CAD 9.4, we’ve replaced the maintenance release delivery mechanism by a quarterly cumulative patch release, eliminating costly upgrades and simplifying product center support.
Cumulative patch releases are heavily vetted to minimize software impact, so applying a fix no longer requires an upgrade process. Patch releases can also include select enhancements, which are optional changes that pose no upgrade impact unless selected by the customer.

The September release of the I/CAD product suite delivers many new capabilities and enhancements to existing functionality that were highly requested by customers.

I/CAD INTERFACE PRODUCTS
High-priority usability functionality has been added, including:

- **Active Fire Station Printing** – restrict printing for staging areas
- **Intergraph Communications Controller** – improvements to dial pad
- **I/Informer**
  - New console application running under ISM that monitors network traffic for undeliverable responses that contain printer information
  - Support for hybrid ACII XML messages
- **I/Push to Talk** – configure talk group subsets
- **I/Tracker** – several changes have been made to the I/Tracker architecture to reduce configuration for packet filtering, create smaller device caches, improve PVT/GPS report times, and reduce CAD packet processing latency
- **ProQA Paramount I/CAD Interface** – progress toward platinum certification with support for concatenation, avoiding duplicate information in CAD remarks

INTERGRAPH MOBILE FOR PUBLIC SAFETY
High-priority usability functionality has been added, including:

- **New Commands**
  - Track route
  - Print active tab from dispatch and event search reports
  - Exit Intergraph Mobile for Public Safety button on authorize page
  - Pre-empt command
- **Usability Improvements**
  - Indicator bar – increased button size and removed unnecessary buttons
I/CAD 9.4 Release Summary

- Dispatch report – added a dispatch assigned events label
- Unit emergency – added an automatic confirmation option
- Location verify update – improved handling of unverified addresses
- Smart search – improved search logic

INTERGRAPH MOBILE RESPONDER®
High-priority usability functionality has been added, including:

- **New Commands**
  - Create route from transport – provided quick routing to destination on transport form
  - Event monitor – provided more sorting options
  - Unit dashboard – added more choices for device selection
  - Select image quality for added images
  - Add supplemental information to active events
  - Support more font size options

- **I/Informer Enhancements**
  - An I/Informer query is now run when a license plate number is added to a field
  - Data in I/Informer responses now display as a link in the response
  - Quickly delete all I/Informer responses
  - PDF attachments for special situations now display as hyperlinks in the LOI tab of the event details report

- **Usability Improvements**
  - Unread BOLO indicator
  - Improved display of disposition codes in the event details report
  - Disposition codes in event details report
  - Option to use a QR code reader to scan production or education server URLs

Strategic interface enhancements and bug fixes are also available in the I/CAD 9.4 quarterly release.
ADDITIONAL INFORMATION & RESOURCES
Learn more about I/CAD, mobile, and interface products by Hexagon Safety & Infrastructure® on the following sites:

SUPPORT SITE
- Computer-Aided Dispatch (CAD) Suite
- Computer-Aided Dispatch Interfaces (CAD-INF)
- Public Safety Mobile Computing Suite
- Public Safety Mobile Responder

EXTERNAL SITE
- Intergraph Computer-Aided Dispatch

Additional licensing resources are available on the support site licensing resources page.