

PRODUCT OVERVIEW & VALUE PROPS

HxGN OnCall Dispatch from Hexagon's Safety & Infrastructure division is the evolution of the industry's leading public safety computer-aided dispatch (CAD) software. Delivered on-premises or in the cloud and accessed via browsers and apps, it delivers superior incident management capabilities in the PSAP, emergency control room, station, unit, or anywhere responders need to go. With it, emergency services and dispatch centers can improve performance, deliver better return on their IT investments, and provide more responsive service to the public.

OnCall Dispatch adapts to rapidly changing demands and technologies faster and more cost-effectively than legacy CAD systems and is easier to administer and maintain. It reduces call-taker and dispatcher burdens, while increasing situational awareness and coordination between users and teams. It also supports public trust and legitimacy by improving organizational efficiency and performance, reducing costs, and generating the robust operational data needed for oversight, governance, and engagement.

VERSION OVERVIEW

The June 2019 release continues the buildout of the OnCall Dispatch suite with new HxGN OnCall Dispatch | Advantage commands, such as Create Scheduled Event, Transport, and a new Event Board. It also includes Advanced Recommend and Facilities commands.

Note:

Facilities is part of the planned Scheduling & Facilities Management option pack that will include Advanced Scheduling functionality later in 2019. Facilities is delivered with OnCall Dispatch | Advantage but will be licensed in the August release.

Advanced Recommend is part of the planned Resource Management option pack that will include Staging Areas later this year. Advanced Recommend is delivered with OnCall Dispatch | Advantage but will be licensed in the August release.

The OnCall Dispatch suite currently includes the following products:

- HxGN OnCall Dispatch | Essentials
- HxGN OnCall Dispatch | Advantage
- HxGN OnCall Dispatch | Viewer
- HxGN OnCall Dispatch | Dashboard



- HxGN OnCall Dispatch | Call-Taker
- HxGN OnCall Dispatch | Tracker
- HxGN OnCall Dispatch | Backup
- HxGN OnCall Dispatch | RestAPI
- HxGN OnCall Dispatch | Mobile Responder

NEW EVENT PANEL

The New Event Panel is an opt-in option for OnCall Dispatch. It has an improved user interface based on extensive user testing and is highly configurable to support custom event panels.

OPENID CONNECT – COMMON USER AUTHENTICATION

Users can now log in using a third-party authentication method that supports OpenID Connect, such as a Microsoft, Google, or other accounts.

SCHEDULED EVENTS FOR POLICE WORKFLOWS

OnCall Dispatch introduces scheduled events, which are future events with a defined start and end time (e.g., the scheduled transfer of a patient from one hospital to another). OnCall Dispatch now features two commands for creating and editing scheduled events: **Create Scheduled Event** and **Edit Scheduled Event**.

Note: Advanced Scheduling with support for recurring and roundtrip events is part of the Scheduling & Facilities Management option pack that will be delivered later in 2019.

TRANSPORT COMMANDS

Use **Transport Unit** when a unit needs to transport someone to another location (e.g., an ambulance transferring a cardiac patient to a hospital emergency room). Use **Transport Destination** to define the destination for the unit (i.e., the hospital emergency room).

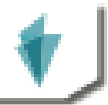
Use **Transport Update** to update **Transport Unit** information. For example, if a unit is transporting a patient to a hospital and the patient's condition worsens, you can change the priority of the transport using **Transport Update**.

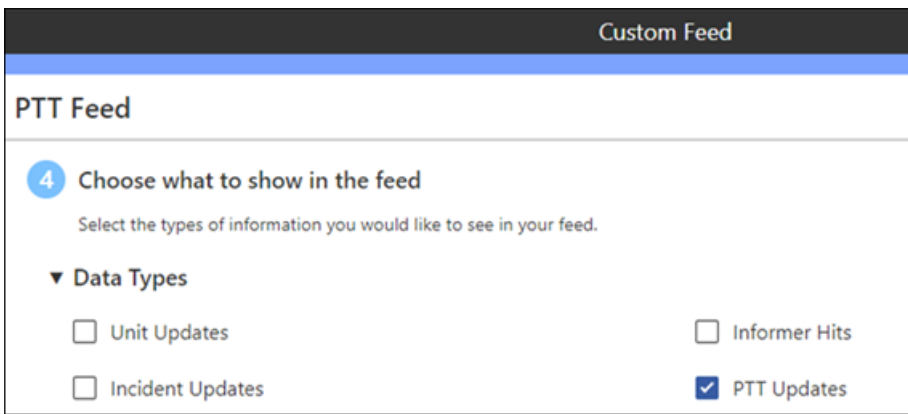
FACILITY MANAGEMENT

Facility Management allows you to specify a hospital as a facility with several entrances that provide services like surgery, heart care, and emergencies for more control over divert workflows. Facility Management requires a license to the Scheduling & Facilities Management option pack.

PUSH TO TALK IN CUSTOM FEEDS

Users can now support real-time push to talk updates with a license to HxGN OnCall Dispatch | PTT.





For more information, see the [release notes](#).

LICENSING & DISTRIBUTION

The following products in the OnCall Dispatch suite require a Reprise license:

- OnCall Dispatch | Essentials
- OnCall Dispatch | Advantage
- OnCall Dispatch | Viewer
- OnCall Dispatch | Dashboard
- OnCall Dispatch | Call-Taker
- OnCall Dispatch | Tracker
- OnCall Dispatch | Backup
- OnCall Dispatch | RestAPI
- OnCall Dispatch | Mobile Responder

DEPENDENCIES & DOWNLOAD

The following products are now updated and available through the delivered share:

- OnCall Dispatch | Essentials
- OnCall Dispatch | Advantage
- OnCall Dispatch | Viewer
- OnCall Dispatch | Dashboard
- OnCall Dispatch | Call-Taker
- OnCall Dispatch | Tracker
- OnCall Dispatch | Backup
- OnCall Dispatch | RestAPI
- OnCall Dispatch | Mobile Responder

Contact [R-US-HSI Licensing](#) for details on downloading these products.





Please refer to the HxGN OnCall installation and configuration guide for instructions on installing and configuring these applications.

ADDITIONAL INFORMATION & RESOURCES

Collateral is available in the [OnCall Portfolio](#) page on the website or one the [support site](#).

