





## Computer Aided Dispatch for Public Safety

Computer Aided Dispatch (CAD) software serves as the technology hub of your communications center – processing, prioritizing, and recommending actions based on real-time and historical information. Inform CAD is an award-winning, feature-rich CAD solution that empowers public safety agencies with the ability to respond intelligently and rapidly to emergency situations. This reliable and innovative product captures all major data points throughout each call to intuitively present information to users and responders when and where they need it.

Suitable for single agency, multi-agency, or multi-site regional deployments, Inform CAD provides for a streamlined dispatch operations, increased situational awareness, and enhanced field communications. With seamless integration to any product within the Inform Public Safety Suite, Inform CAD improves the entire public safety workflow to ensure the most effective reporting, response, disposition, and analysis.

### Features and Benefits

- Advisor module prioritizes system events and provides recommendations for immediate action
- Internet integration leverages capabilities of search engines and internet in call taking
- Intellisense facilitates ease of use and minimizes keystroke entry for locations
- Dispatch Rules permit administrators to fine-tune response selection rules to meet their unique requirements
- Routing recommendations and GIS integration with dispatch ensures fast, accurate, and visual unit routing
- Configuration Utility allows System Administrators to easily make configuration changes on the fly
- Unified access to information across the Inform Public Safety Suite with the ability to query Inform RMS Master Indices, CJIS, and NCIC systems at the same time
- Integration with Inform IQ and Analytics to easily find any piece of data in CAD, RMS, or Mobile with one search

**This really transforms the dynamics of how we manage our public safety resources. The Inform CAD solution from TriTech Software Systems forms the cornerstone of our new communications system.**

Bill Marion, Information Services Director  
City of Milpitas, CA

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### Uninterrupted workflow for call taking and dispatching

With flexible and easy-to-use queues, users can control the number of queues displayed, apply filters, and adjust the layout to meet individual operational and workflow needs. By eliminating pop-up box notifications that require an immediate confirmation or selection, users can stay focused on recording call information and then interact with new types of data and information through slide down panes for an uninterrupted workflow.

### Powerful and smart system notification tools

The innovative Inform Advisor concisely prioritizes and displays information that can improve productivity and response time. Configurable to each agency's business rules, Advisor provides recommended actions to empower your staff to make better decisions with a single action.

### Integrated mapping with Live Routing

Inform CAD employs Quickest Path Dispatch, which analyzes the street network and assesses the drive time of each of the appropriate units from their current location to determine the closest unit to respond. Agencies can perform street updates on the fly to ensure that units travel along the fastest route to the incident.

### Proactive unit recommendations

To provide the quickest response possible, Inform CAD features Automatic Dispatch to dispatch units automatically without user intervention. Based on agency-defined ETA and time savings differentials, Unit Swap capabilities provides dispatchers additional recommendations on newly available or closer units after initial dispatch.

### Multi-agency, multi-jurisdictional functionality

Inform CAD provides coordinated, efficient emergency response among multiple agencies across jurisdictional boundaries. Multiple agencies can operate on the same system, yet configure the system's response plans, problem natures, comment sharing, and more at the agency level.

### Right time intelligence to the call taker and responder

Leveraging the capabilities from the entire Inform Public Safety Suite including 911, Mobile, Records, Jail, and IQ, users of Inform CAD have immediate access to information across the enterprise for improved situational awareness and assurances of providing the most effective response.

### Software Components

- Inform CAD dispatch software
- Geo integrated mapping software
- PowerLine™ command line entry using Intellisense
- Inform Browser™ thin client, view only, browser style views
- System Health Monitor actively monitors system conditions and provides alerts on possible errors or warning conditions
- Engineered with Microsoft's scalable Windows platform and high performance SQL Server database
- Multi-tiered client server and distributed processing architecture provide optimal flexibility to scale for future requirements
- Employs fault-tolerant, 99.999% continuous availability through certified Stratus ftServer technology
- Eliminates complicated cluster deployment through integrated processing capabilities built into each system

TriTech Software Systems has been developing innovative solutions for public safety for more than 25 years. The company provides products and services to address any size and type agency with an end-to-end product suite to meet the needs of any agency—PSAP, Law, Fire, or EMS.

TriTech Software Systems' sole focus is public safety software. The company's experienced team contributes on average, 13 years of industry experience. TriTech has delivered the most trusted public safety software for over two decades and continues to lead the market with innovative, enterprise-wide cloud-based and on-premise solutions for 9-1-1, computer aided dispatch, records management, jail management, analytics and intelligence, field-based reporting, patient care reporting, and ambulance billing software.

For the best end-to-end integrated solution with unparalleled workflow, join the 3,000+ agency installations serving over 255+ million citizens across 14 countries who rely on one company — TriTech Software Systems.

• [tritech.com](http://tritech.com)

• SDSI Place  
Level 1, 42-44 Manilla St  
East Brisbane QLD 4169  
Australia

• PO Box 7251  
East Brisbane QLD 4169  
Australia

• P +617 3435 3600  
F +617 3217 3234  
[sdsi.com.au](http://sdsi.com.au)