

WHEN LIVES ARE AT STAKE, EVERY SECOND COUNTS





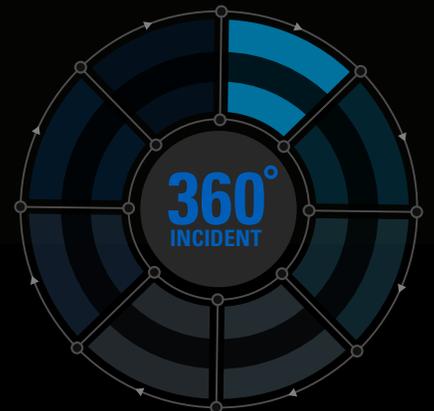
STREAMLINED DISPATCH OPERATIONS IN THE CLOUD

Public safety operations depend on immediate access to the most accurate information at all times.

Public Safety Answering Points (PSAPs) require reliable and secure computer-aided dispatch (CAD) systems to capture and correlate complete information to assist with fast responses. But many agencies struggle with complex, outdated CAD systems and deployment options that leave their telecommunicators stressed and IT resources—if available—struggling to keep up with the latest technology. An outdated or overly complex CAD system not only becomes a larger budgetary and security issue for PSAPs but can have downstream effects on everything from employee morale to the ability to make decisions during critical moments.

YOUR CAD SYSTEM NEEDS TO MEET THE NEEDS OF DISPATCH TELECOMMUNICATORS, YOUR AGENCY AND YOUR COMMUNITY.

Streamline your CAD system with CommandCentral CAD. CommandCentral CAD is the most secure and modern web-based dispatch system available. Designed to eliminate barriers during critical response and put the focus on what matters most, CommandCentral CAD enables real-time data sharing of mission-critical information for improved outcomes. With simplified deployment, updated processes and industry-leading protection against the increasing risk of cyberattacks, CommandCentral CAD provides an agency with all the benefits of the cloud.



EXPERIENCE THE COMPLETE 360° INCIDENT

CommandCentral CAD is part of an integrated public safety software suite designed to **connect all data**, **heighten collaboration** and deliver the most **complete view** of an incident, from call to case closure.



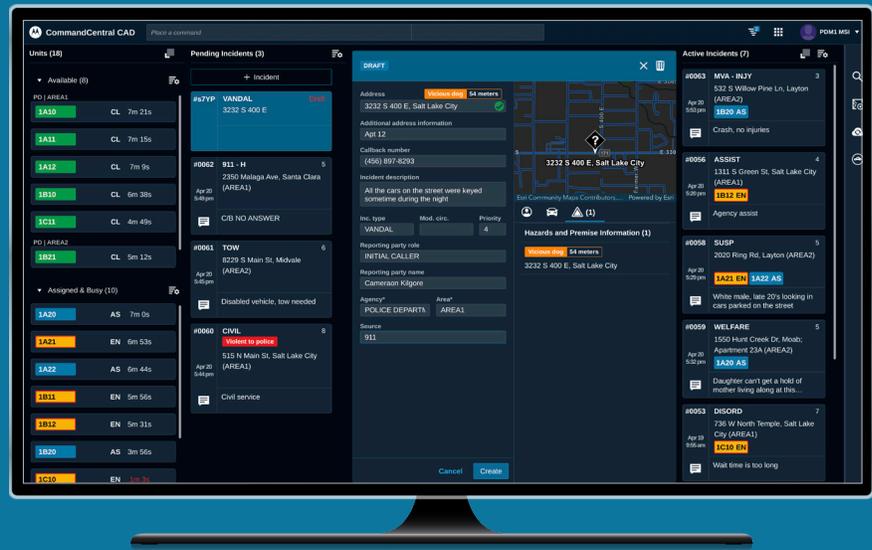
DISPATCH TELECOMMUNICATOR

MODERN WEB-BASED DISPATCH EXPERIENCE DELIVERED

EVOLVE TO THE CLOUD

CommandCentral CAD delivers efficient, modern dispatch with all the benefits of the cloud.

Designed with customer agencies to help address software pain points that occur during the call taking and dispatch process.



WEB-BASED DEPLOYMENTS

Develop an agency workflow that is independent of any installed CAD client solution by accessing software through a web browser anytime, anywhere.

SECURE IN THE CLOUD

CommandCentral CAD helps protect agency data from increasing risks of cyberattacks with best-in-class cloud security tools, experts and operations.

CONTROLLED COSTS

CommandCentral CAD delivers cost efficiency with a predictable cost model, while Motorola Solutions manages onsite maintenance, updates and repair tasks to free up precious IT resources for your agency.

AGILITY AND SCALABILITY

Easily evolve and adopt new features through flexible deployment options to meet your needs, on your timeline, without disrupting your mission-critical performance. Scale computing and storage in CommandCentral CAD and manage increasingly complex agency data.



TRANSFORM OPERATIONS WITH UNIFIED DATA

PSAPs are faced with large amounts of data coming in from many sources, with the added challenge of correlating that data and making use of it during critical responses. From video feeds and images sent from responders and the public, in addition to the ever-increasing amount of call comments, location information and call recordings, the data is becoming untenable.

CommandCentral CAD is built on the Motorola Solutions' secure and certified cloud platform that unifies your data and enables powerful analytics. The more data you add to the common platform, the more powerful your operations become. Here are a few ways a unified platform puts your data to work for you:



UNIFIED SEARCH

Search agency data easily. The more data you have, the more powerful your insights will be.



INSIGHT

Uncover linkages between disparate data sources and surface recommendations to improve operations across your workflow, improving responder safety.



WORKFLOWS

Automated data entry and management, including time and location, evidence tagging, assisted narrative, transcription and form completion.



SECURITY

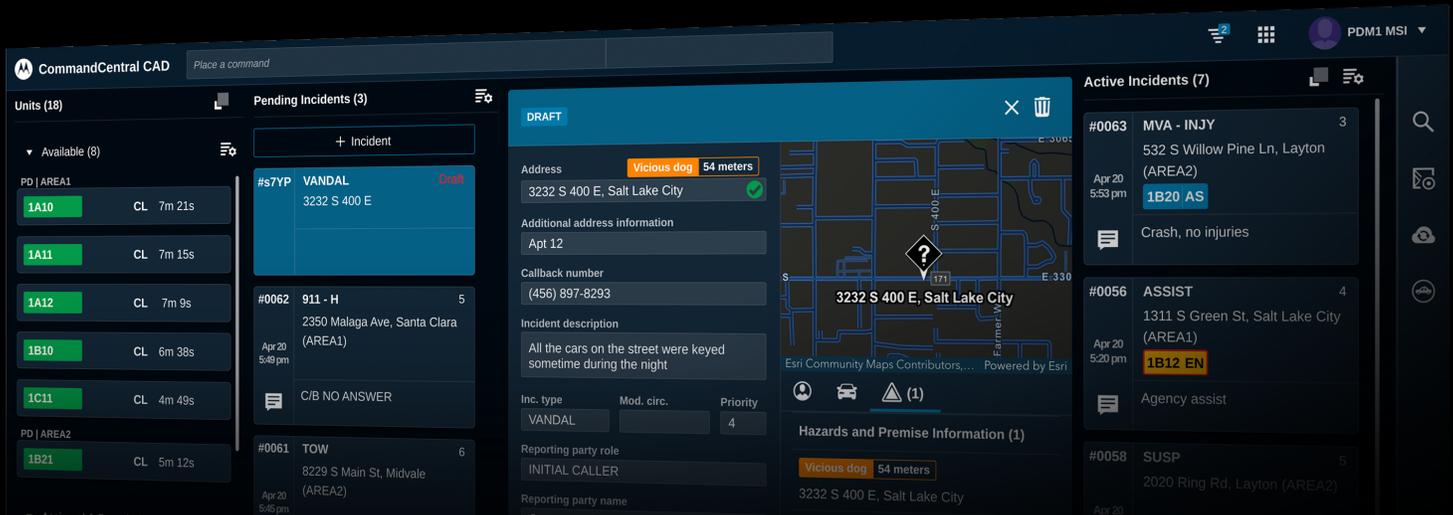
Control data access, track and audit your user activity as well as meet compliance requirements.

UPDATED USER EXPERIENCE

For many years, PSAPs have struggled with pain points presented by the multiple software systems their dispatch telecommunicators use on a daily basis to respond to calls for service.

Often, telecommunicators find themselves using numerous logins and retyping information, which can cause delays. Ultimately, this inefficiency adds to an already stressful job and leads to staff burnout and the inability for agencies to retain talented staff.

CommandCentral CAD is designed with customer agencies to help address software pain points that occur during the call taking and dispatch process. With over 2,000 hours spent with 124 different customers, Motorola Solutions designed CommandCentral CAD for consistency and collaboration, so your teams benefit from simpler workflows and superior outcomes.



PEOPLE MANAGEMENT ISSUES

PSAPs experience challenges with employee communication, task assignment management, hiring employees and employee morale.

WORKING BETWEEN MULTIPLE DISPARATE SYSTEMS

Telecommunicators have to log into two or more systems to complete a process or access information.

LACK OF INFORMATION TO MAKE DECISIONS

Dispatchers cannot find or access the information they need to make informed decisions on a day-to-day basis.

TRAINING CHALLENGES

Supervisors find it challenging to teach new or experienced employees how to effectively complete processes.

DATA ENTRY IS PAINFUL

It is challenging for dispatchers to enter data into multiple systems, causing incident delays and added stress during critical moments.

COMMANDCENTRAL CAD IS DESIGNED TO HELP

PEOPLE DO HIGHER-PRIORITY WORK

CommandCentral CAD frees people to focus on delivering public safety in a meaningful way.

FACILITATE A FLEXIBLE & COLLABORATIVE RESOLUTION

CommandCentral CAD enables a seamless continuity between people, devices and contexts.

ENHANCE THE DECISION MAKING ABILITY

Tools built into CommandCentral CAD, such as AI, can enhance human skills and amplify cognitive strength.

LOWER THE LEARNING CURVE

CommandCentral CAD alleviates the need for extensive training and onboarding by leveraging common and existing user interface patterns, making the experience familiar from the very first use.

SIMPLIFY THE WORKFLOW AND REDUCE ERRORS

Leverages muscle memory for repetitive tasks and integrates with E911 to automatically populate location information from the call handling system, eliminating the tedious task of manually keying in the fields.



COLLABORATE WITH CONFIDENCE

SHARE CRITICAL INFORMATION INTUITIVELY WITH RESPONDERS

Improve situational awareness and responder safety by sharing mission-critical information with those accessing information in the field. Visual alerts, agency-determined workflows and timers help dispatchers manage incidents and communicate the appropriate incident information to responders with ease.



LOCATION ALERTS
Automatically share alerts attached to a location, helping to inform a responder's approach to an incident when added caution is necessary.



CALL COMMENTS
Communicate and automatically save call comments on every incident, making them available to responders.



HAZARD AND PREMISE ALERTS
Access and relay hazards and premise alerts to responders.

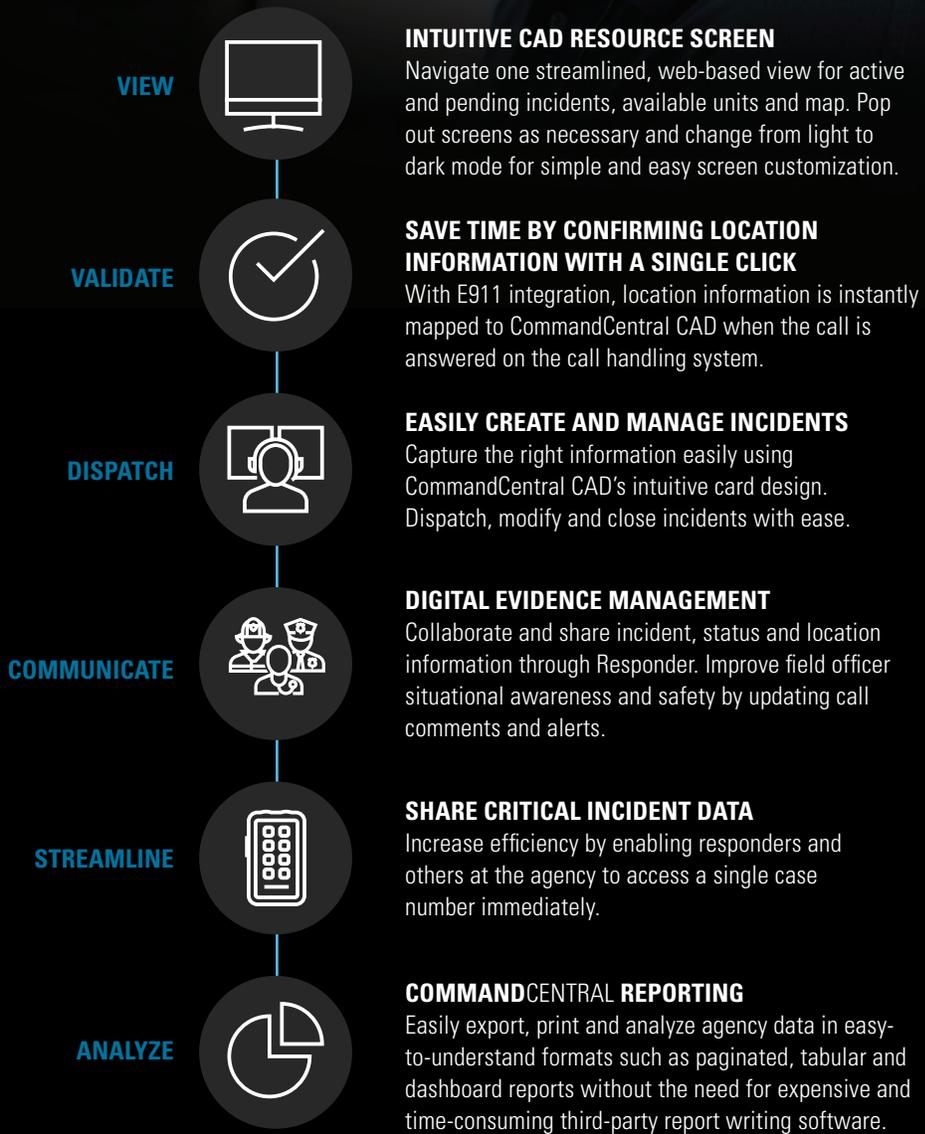


STATUS UPDATES
Responders can easily share unit status and automatic location with agency-determined timer visual alerts if the responder has not reported back in a timely manner.

FOCUS ON WHAT MATTERS MOST

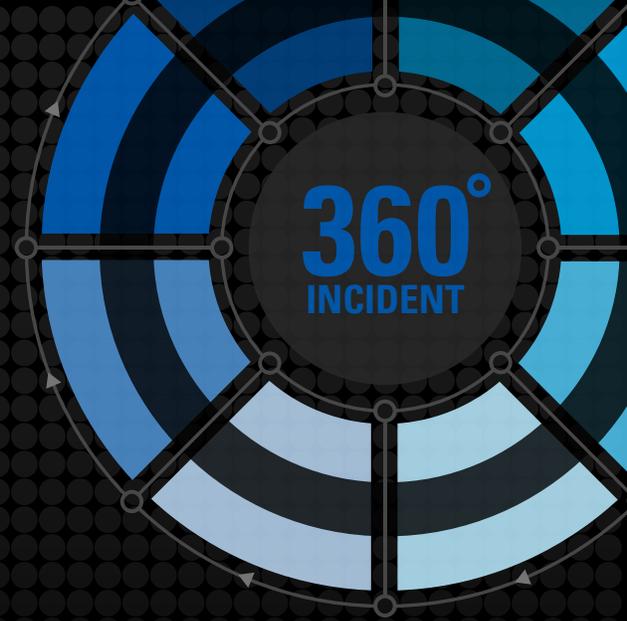
IMPROVE DECISION-MAKING DURING CRITICAL MOMENTS

Streamline your dispatch operations with an intuitive and intelligent workflow that helps collect and correlate critical information to speed response. Easily communicate crucial information with responders for improved community and field officer safety.



COMMAND CENTRAL

CONNECTED. COLLABORATIVE. COMPLETE.



INCIDENT AWARENESS

INCIDENT MANAGEMENT

POST-INCIDENT RESOLUTION



THE INDUSTRY'S MOST COMPLETE SOFTWARE SUITE

You depend on solutions that help deliver on the promise of a safer world. CommandCentral CAD and other applications in our CommandCentral software suite are designed to bring clarity to decisions and simplify collaborative workflows. From call to case closure, CommandCentral connects all data to create actionable intelligence, eliminates barriers to heightened collaboration and delivers the complete, 360° Incident.

Our CommandCentral software suite is unified with voice, video and analytics, creating an integrated ecosystem for public safety. Individually, every Motorola Solutions product and service makes the world safer. United, they are exponentially more powerful. Let's build the future of safety together.

For more information about CommandCentral CAD, please visit:
www.motorolasolutions.com/commandcentral-cad



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