OCTAVE

Octave OnCall Dispatch

Overview

Public safety agencies face unprecedented challenges from converging forces driving radical change across all aspects of operations, transforming organizational structures, ways of working and skill sets.

Realizing these goals requires modern capabilities that enable agencies to harness technological innovation to improve efficiency and effectiveness, adapt to new mission requirements and leverage burgeoning data resources to inform decisions and carry public support.

Part of the Octave OnCall portfolio (formerly HxGN OnCall portfolio), Octave OnCall Dispatch (formerly HxGN OnCall Dispatch) is a flexible suite of next-generation incident management capabilities from the industry's leading computer-aided dispatch (CAD) provider. Supporting on-premises, customer-hosted or software as a service (SaaS) deployments, the intelligent software suite provides superior incident management capabilities in the public safety answering point (PSAP), emergency control room, station, unit or anywhere first responders need to go.

Accessed via a browser and mobile app, OnCall Dispatch is easy to administer and maintain and adapts to rapidly changing demands and technologies faster and more cost-effectively than legacy CAD systems. It delivers comprehensive capabilities through a range of role-based products and optional modules, so agencies can assign the right tools to every type of user.

OnCall Dispatch's streamlined workflows reduce operator workload, increase productivity and boost PSAP capacity. Situational awareness and coordination keep responders safe and let teams take effective action sooner for better response and outcomes. Agencies also benefit from improved public trust with OnCall Dispatch, which enhances performance, lowers costs and generates data for greater oversight, governance and community engagement.

Benefits

Transforms call-taker and dispatcher experience

As PSAPs modernize, adding contact channels and sensors, workstations and workflows has become increasingly complex, making it hard for operators to assess information and take timely action. Shaped by usability studies with call-takers and dispatchers and decades of public safety partnerships, OnCall Dispatch's intuitive design delivers an exceptional user experience (UX) that transforms workflows and offers richer situational awareness without overloading the operator.

For example, dynamic data filtering and an adaptive user interface (UI) give users the information and tools most relevant to their assignments. Streamlined workflows require fewer clicks to perform vital tasks, speeding operations and reducing workloads. OnCall Dispatch can also integrate closed-circuit television (CCTV), integrated communication control systems (ICCS) and other third-party data and capabilities, further reducing user input and eliminating the need to switch between multiple interfaces and input devices.

Connects roles for better safety and efficiency

An interactive common operating picture (COP) integrates contextual mapping, real-time data and external feeds (e.g., weather map overlays) to improve awareness and coordination. OnCall Dispatch apps ensure safe, efficient and effective response by connecting field responders with control rooms and supervisors for optimal awareness, communication and coordination. By quickly leveraging insights in the field, responders can take safe, effective action and keep control rooms informed of their statuses and locations, no matter where they are. The ability to update records and run searches also reduces dispatcher workload, increasing productivity and raising PSAP capacity.

Improves multiagency collaboration

OnCall Dispatch meets multiagency and multijurisdictional CAD deployment needs, allowing users to pool resources to optimize performance, increase resilience and lower costs. The suite strengthens communication and data sharing between agencies to provide faster, more effective response and coordination during incidents and major events. By supporting roles beyond police, fire and emergency medical services (EMS), OnCall Dispatch sparks collaboration across a wide responder community through shared insights and resources.

Supports agile organizations and sustainable IT

OnCall Dispatch's web architecture and administrative tools help public safety agencies become more agile and their CAD systems more sustainable over time. The suite simplifies application deployment and maintenance, training and support by delivering configuration-based customization and centralized administration of browser clients and apps.

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OnCall Dispatch is easy to customize, update and adapt to new requirements. Extensive configuration capabilities allow administrators to control and customize without coding, while a REST API supports development when coding is needed. Agencies also enjoy lower capital costs as OnCall Dispatch removes high-specification client needs, makes more efficient use of server capacity and enables flexible hosting options. With OnCall Dispatch, organizations can rest easy knowing their systems are safe, reliable and highly configurable for the future.

Delivers better services and return on investment

Most public safety agencies have the same core goals for IT: enhance service and productivity, make more efficient use of resources and reduce total cost of ownership (TCO). With improved tools and workflows in OnCall Dispatch, organizations can increase productivity and better allocate resources. They can also take advantage of lower hardware costs, simpler administration, faster and more sustainable adaptability and shared IT opportunities. This allows agencies to focus on next-generation solutions that improve public engagement, boost performance and deliver greater cost savings.

Promotes reporting, transparency and accountability

Agencies can leverage OnCall Dispatch's rich operational data to fulfill governance requests, demonstrate compliance with regulations and mandates and quickly produce evidence to dispel misconceptions before they cause damage. Organizations can also better engage the community with public-facing reports and dashboards and more easily justify funding initiatives.

OnCall Dispatch sparks collaboration across a wide responder community through shared insights and resources.

Features

Lower client requirements and costs

OnCall Dispatch eliminates the need for high-specification client hardware typically required by conventional CAD systems. By using browser clients and apps, organizations have better remote access and lower overall costs. Component web services also distribute processing across hardware to optimize performance and improve server capacity.

Increased resilience

OnCall Dispatch supports load-balanced, redundant and distributed system design, cloud infrastructure and geographically separated servers and virtual machines. These features help agencies increase resilience and respond more efficiently to high workloads.

Dynamic rendering

Dynamic presentation is a powerful OnCall Dispatch feature that delivers richer insights without overwhelming the operator. It enhances clarity and speeds operations by only displaying information and tools related to the user's current task.

Specialized data filtering ensures relevant content is available and automated services highlight related information without requiring user input. Users can also set up their own filters using custom data feeds to focus on event and unit information matching their specific criteria.

With OnCall Dispatch, users can maintain situational awareness of important events without the distraction of opening new dialogs. Examples include feeding data into an open form or moving and changing the appearance of icons in the map view.

Visibility and control

Live dashboards and web clients allow managers and supervisors to maintain visibility and control of live operations and developing trends no matter where they are. By staying alert to changes in the number, type, status and distribution of events against available units, they can make smarter decisions and improve overall performance.

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About Octave

Octave is a leader in enterprise software, turning data into decisive action and intelligence into your edge. Our software solves for and simplifies complexity, from the design and build to operations and protection of people, property and assets – for any scope, at any scale. For decades, we've partnered with customers to sharpen performance, elevate efficiency and amplify results. From factory floors to entire cities, our solutions are tuned to scale up what's possible from day one onward.

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