



# Octave OnCall Analytics



Public safety agencies produce staggering amounts of data. But while effective use of that data promotes smarter decision-making and enhances city services, agencies often struggle to harness their information resources effectively.

Octave OnCall Analytics (formerly HxGN OnCall Analytics) takes raw, fragmented, incomplete or incorrect data and converts it into usable reports so agencies can better assess performance, allocate resources and improve operations. By creating a single source of truth to explore, analyze and share, the software suite quickly turns knowledge into action and helps agencies respond more effectively to incidents and major events.

OnCall Analytics is more than a standard reporting solution – it's a suite of public safety data visualization and analytics products. With it, users have the information and tools they need for evidence-based reporting, analysis and decision-making. Built for organizations of all sizes, OnCall Analytics delivers clear insights to improve community relations and support programs and policies in the field.

OnCall Analytics prepares more staff to use reports and analyses to solve complex business problems, freeing analysts' time and reducing delays. It also makes cities

better places to live, work and visit by removing data silos and giving managers the insights they need to make communities safer and more resilient.

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*OnCall Analytics allows users agencywide to run reports and analyses confidently, and leadership to make **thoughtful decisions** and **improve public trust**.*

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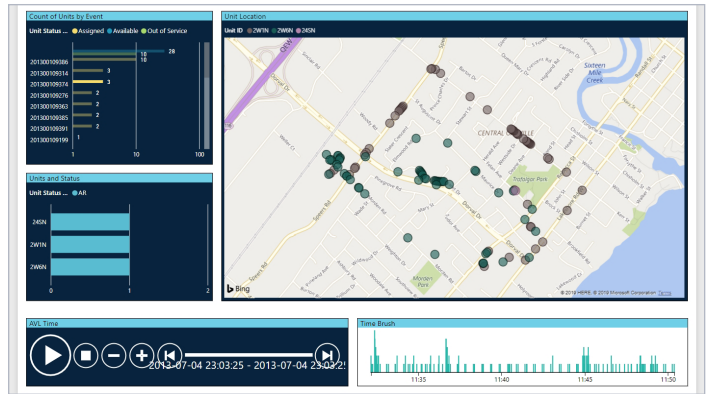
## Benefits

### Unlocks valuable data assets

A city can only reach its full potential when its residents feel safe and secure. With data mining capabilities from OnCall Analytics, agencies can transform complex, unintelligible data into clear business reports that are easy to understand and use across multiple groups. Built for diverse organizations and datasets, the suite gives agencies a solid foundation for accurate and reliable reporting and analysis. This allows users agencywide to run reports and analyses confidently, and leadership to make thoughtful decisions and improve public trust.

## Empowers public safety staff and leaders

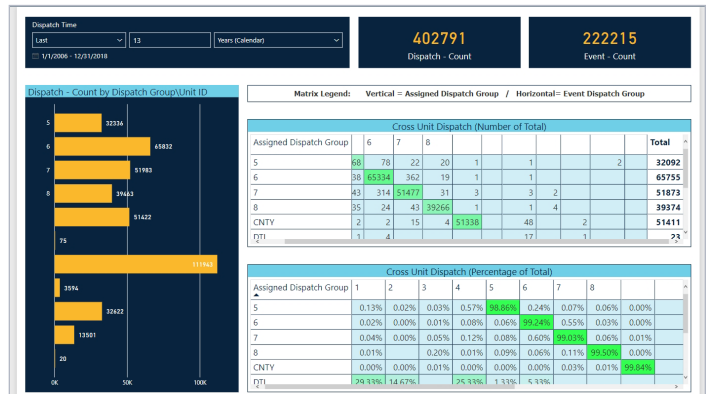
Data visualization and analytics carry enormous potential. For agencies of all sizes, a data-driven enterprise ensures decisions are based on facts and users can spot hidden patterns and insights that might otherwise go unnoticed. OnCall Analytics offers easy-to-use, business-ready content and visual reports that leverage Octave's computer-aided dispatch (CAD) and records management systems (RMS) for monitoring events, aligning resources to demand, supervising PSAP performance, maintaining governance and oversight and much more. By allowing more employees to visualize data, run reports and conduct analyses, the suite empowers organizations to improve performance and productivity.



Agencies can better understand incident patterns with multiunit AVL data in OnCall Analytics.

## Builds trust and transparency

The digital age has changed the way the public perceives and responds to service providers. Today, residents, government authorities and the media want instant answers and access to broader information. Public safety agencies must be prepared to meet these demands to increase transparency and awareness of important issues. With OnCall Analytics, organizations can easily find and share robust information using clear reports and analyses to enhance public trust, dispel misconceptions, demonstrate compliance and justify funding requests.



Analytics presents cross-unit dispatch data in an easy-to-read format.



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## Features

### Interactive reports

Be more productive from the start and meet specific agency and user requirements. With OnCall Analytics, departments can access pre-built, paginated and Power BI reports that address diverse business challenges or build their own with subject-area data models and self-service, drag-and-drop tools. Agencies can also easily refine and adapt out-of-the-box content for assessing, reporting and optimizing emergency response tasks.

### Spatial analysis and playback

Better understand event sequences and incident patterns with spatial analysis, visualization and playback capabilities, including multiunit automatic vehicle location (AVL) data. OnCall Analytics map controls include plotting location-based information, pin and hotspot mapping, dynamic clustering, geofencing (geospatial filtering) and more.

### Powerful data warehouse

Ensure your data is clean, easy to understand and business-ready with OnCall Analytics' customizable data warehouse. By flagging errors and inconsistencies and replacing obscure database codes with relevant business-friendly terms, the data warehouse enhances data quality and query performance. It creates a single source of truth all staff can understand and use, ensuring operators can quickly explore, analyze and share data through interactive reports and dashboards. The data warehouse also supports third-party software access and provides agencywide data integration capabilities.

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*OnCall Analytics helps organizations be more **productive** from the start and meet specific agency and user **requirements**.*

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More information at [octave.com](https://octave.com)

## 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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