



CASE STUDY

Managed services help Arlington County smoothly deploy CAD in the cloud

Arlington County Public Safety, Communications & Emergency Management | *Virginia*



Industry

- Public Safety

Solutions

- Octave OnCall Dispatch, Octave OnCall Connect Advisor, Octave OnCall Analytics, managed services

Challenges

- Decades-old CAD
- Operational continuity during cloud migration
- Burden on staff

Results

- Successful transition to cloud-based CAD
- Dedicated, embedded managed services resource
- Faster resolutions, increased operational resilience

The **Arlington County Public Safety, Communications & Emergency Management's Emergency Communications Center (ECC)** serves more than 240,000 residents and supports some of the United States' most critical federal and military facilities, including the Pentagon, Arlington National Cemetery and Reagan National Airport.

The ECC handles more than 300,000 service calls annually and coordinates police, fire and EMS response across one of the most demanding operational environments in the National Capital Region (NCR), which includes multiple major Metrorail stations. Arlington is also a member of the NCR CAD-to-CAD (C2C) consortium, one of the nation's largest public safety interoperability initiatives.

To strengthen public safety with a faster, more connected approach, Arlington embarked on a modernization initiative that included deploying Octave OnCall Dispatch (formerly HxGN OnCall Dispatch) in the cloud as part of a broader cloud-based public safety platform, including Octave OnCall Connect (formerly HxGN Connect) with Octave's proprietary Octave OnCall Connect Advisor (formerly HxGN Connect Live Share | Smart Advisor) assistive AI, Octave OnCall Analytics

(formerly HxGN OnCall Analytics) and expanded mobile capabilities.

Bringing managed services into the project team

The transition from a server-based legacy computer-aided dispatch (CAD) system to a modern one in the cloud represented a significant step forward for the ECC, but it also introduced new considerations around accountability, troubleshooting, ownership and long-term operational support.

To help with the transition, Arlington incorporated Octave managed services into the project from the beginning. Octave offers multiple types of managed services, including cloud management, routine maintenance, application monitoring and security, mapping data services and more. Arlington selected on-site support. The agency gained access to a dedicated Octave professional who worked directly alongside Arlington personnel throughout the CAD implementation and go-live, and continues to support the ECC today.

"We felt that the managed services was just a no-brainer for us," said ECC Administrator Jacob Saur.

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Jacob Saur
ECC Administrator
Arlington County

The dedicated Octave systems administrator provides product expertise, helps troubleshoot issues, supported implementation activities and served as a trusted advisor throughout the deployment.

An extension of the Arlington team

One of the most valuable aspects of the engagement is the close working relationship that developed between Arlington personnel and the managed services resource.

He is deeply integrated into the agency's day-to-day operations, participating in meetings, supporting project activities and helping guide the transition to cloud operations. Rather than operating as an external resource, he was and is a true extension of the team, extending the relationship well beyond traditional vendor support.

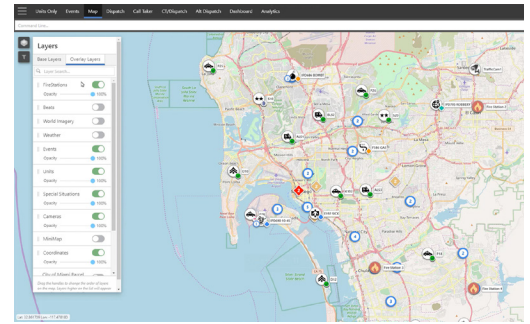
"He integrates with us like he's one of our employees," said Sauer. "He's here every day. He participates in all of our things, just like a normal employee would. But he is our go-to guy and dedicated full time to managing the CAD system."

That level of integration helped Arlington address questions quickly and maintain momentum throughout the project.

Supporting success beyond go-live

During go-live, the dedicated support resource helped reduce operational strain on internal staff and allowed personnel to remain focused on supporting emergency response operations.

However, the value of managed services continued after deployment. As Arlington operates in a cloud environment, ongoing access to expertise helps ensure continuity,



A view of Octave OnCall Dispatch

maintain system performance and support operational readiness.

"He's embedded with us. He's us. He's on call all the time. He's available all the time," added Wobbleton.

Lessons learned for other agencies

As more public safety organizations evaluate cloud modernization initiatives, Arlington's experience highlights the importance of pairing technology modernization with operational support.

Dedicated expertise, trusted partnerships and ongoing guidance can help agencies navigate complex transitions while maintaining confidence in mission-critical systems.

When asked what advice he would give other agencies considering a similar move, one recommendation stood out: "Bring them on early," added Wobbleton.

For Arlington County, managed services is helping bridge the gap between technology implementation and long-term operational success. By embedding expertise directly into the project team, Arlington gained the support, responsiveness and confidence needed to modernize a critical public safety environment while continuing to serve its community every day.

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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