OCTAVE

SOLUTION SHEET

Improving response for fire agencies



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Fire agencies face complex calls for service. Around the world, for example, wildfires are increasing in frequency; the UN reports that extreme fires could increase 14% by 2030. But agencies don't only deal with fires – according to the latest U.S. Fire Administration statistics, nearly 64% of reported calls require emergency medical services (EMS) and rescue services.

From everyday calls to specialized rescue operations, agencies must respond rapidly and coordinate with EMS and other services quickly and efficiently. They also must send the right teams and equipment and have full awareness of their teams' locations.

These mandates are becoming more challenging. Many fire agencies face staffing shortages and digital transformation hurdles and are saddled with inflexible legacy systems that make their jobs more difficult. What they need are modern solutions that help them better plan and respond to emergent situations using robust analytics and visual evidence capabilities.

The answer is a next-generation public safety platform – one not only equipped with emergency dispatching capabilities, but that also features powerful analytics and mobile tools and emphasizes real-time collaboration and interoperability, along with pre-built interfaces to advantageous third-party solutions.

Benefits of Octave's public safety platform

Precise response planning

Ensure rapid and effective emergency response with optimal unit and action plan recommendations based on advanced criteria

Insightful analytics

Empower your team with robust reporting and analytics tools for staging, performance measurement and KPI tracking; gain actionable insights critical for funding and enhancing community engagement efforts

Powerful visual evidence

Leverage unit playback capabilities for powerful visuals crucial for investigations and post-incident analysis, enhancing transparency and accountability

Seamless integration

Integrate seamlessly with resource allocation, fire station alerting and pre-planning services, ensuring efficient operations and maximizing resources

Resilient mobile capabilities

Remain agile, enabling personnel-level tracking and ensuring readiness for diverse challenges and disasters

Mutual aid support

Facilitate cooperation in times of need

Better mapping

Leverage multisource mapping for layers for critical information, hydrant coverage and target hazards

Unmatched experience and global reach

Rely on a partner with extensive experience and a vast worldwide customer base, with a proven track record of reliability and excellence

Octave public safety platform components

Octave OnCall Dispatch

Octave OnCall Dispatch (formerly HxGN OnCall Dispatch) provides superior incident management capabilities in the public safety answering point (PSAP), emergency control room, station, unit or anywhere first responders need to go. Streamlined workflows reduce operator workload, increase productivity and boost capacity. Situational awareness and coordination keep responders safe and let teams take effective action sooner for better response and outcomes.

Recommend Unit

The Recommend Unit module in OnCall Dispatch uses a combination of provider, location and configured business logic to give a real-time recommendation of available units that best meet specified criteria. For every event created in the system, a real-time recommendation is performed by the Recommend Unit server, allowing a dispatcher to accept the suggested units with a single click or modify recommended units prior to dispatch.

Octave OnCall field mobility solutions

Octave OnCall field mobility solutions enhance safety, performance and productivity by connecting emergency responders with dispatch wherever they are. With browser-based clients for in-vehicle devices and mobile apps for hand-held tablets and smartphones, Octave OnCall mobile solutions offer clear information display and fast, accurate user interaction.

Octave OnCall Auto Dispatch

Octave OnCall Auto Dispatch (formerly HxGN OnCall Dispatch | Automatic Dispatch) redefines dispatch processes with innovative automation features and streamlines operations, enhancing overall efficiency and response times.

Octave OnCall Dispatch Advisor

Octave OnCall Dispatch Advisor (formerly HxGN OnCall Dispatch | Smart Advisor) allows users to leverage assistive AI to fill operational blind spots in complex, unfolding emergencies. It supports continual, autonomous assessment and gives users richer, actionable insights that would otherwise go unseen.

Octave OnCall Analytics

Octave OnCall Analytics (formerly HxGN OnCall Analytics) unleashes the full potential of data by providing comprehensive analytics, allowing agencies to gain actionable insights for continuous improvement and optimizing resource allocation and operational strategies.

Octave OnCall Analytics Power Visuals

Octave OnCall Analytics Power Visuals (formerly HxGN OnCall Analytics | Power Visuals) helps users better understand event sequences and incident patterns by examining data changes over time and geographic area. It provides location-based insights through spatial visualization, analysis and playback capabilities.

Octave OnCall Connect

Octave OnCall Connect (formerly HxGN Connect) is a cloud-native, real-time data-sharing and collaboration Platform as a Service (PaaS) solution that facilitates seamless collaboration and data sharing by extending workflows across the public safety ecosystem and beyond. It is a catalyst for safer operations, promoting synergy among various entities involved in public safety.

Pre-built interfaces

Octave offers pre-built interfaces for fire agencies to integrate with advantageous third-party services and systems and flexible application programming interfaces (APIs), including efficient fire station alerting, dynamic resource allocation, effective incident pre-planning and more.

Discover how your fire agency can go beyond with Octave

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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