



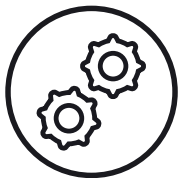
# Octave OnCall Connect for public safety



When it comes to saving lives, the information public safety agencies need to receive and share with internal teams, partners, neighboring agencies and the communities they serve can be crucial. Increasing service demands, evolving threats, workforce constraints and tightening budgets have spurred agencies to enlist collaborative technology that helps them increase transparency with residents, adjust to a changing workforce and reduce costs by consolidating tools for both daily operations and emergency situations.

How effectively these agencies communicate with one another and internally can ultimately affect emergency response times, crime / resolution rates, employee retention and public perceptions.

## Collaboration hurdles



Technology barriers



People barriers

From incident response to major events to daily operations, public safety agencies need a quick and easy way to securely receive, share and act on data.

But true collaboration can be messy. Technology barriers, such as systems integration, Internet of Things (IoT) devices and applications, as well as people barriers – like politics over data ownership and exchange standards – can doom collaboration projects from the start.

Many agencies resort to operating within silos which can lead to problems, including:

- Slower response times
- Duplicated or conflicting work
- Higher cost of operations
- Greater safety risks
- Loss of data ownership
- Lack of community trust and engagement

Intra-organizational data sharing can be just as difficult to achieve. When internal teams operate in silos, this can lead to low employee engagement and morale, conflicting decisions, lost opportunities and major missteps.

## Octave OnCall Connect

Octave OnCall Connect (formerly HxGN Connect) is a cloud-native, real-time collaboration Platform as a Service (PaaS) solution that enables agencies to securely share

data, improve situational awareness and coordinate response across jurisdictions.

Through a shared, real-time “living map,” emergency communications centers (EOCs), real-time crime centers (RTCCs) and mutual-aid partners can monitor incidents without data silos.

Granular, administrator-controlled data-sharing rules ensure only authorized users see approved information via secure, read only access that protects live dispatch data.

Built on a multitenant cloud architecture, OnCall Connect deploys quickly and scales easily — without complex integrations or specialized workstations. Its secure, browser-based interface provides flexible access on laptops and tablets, enabling nondispatch personnel to participate with minimal training.

Collaboration channels and action requests help agencies synchronize resource requests, task assignments and operational decisions across day-to-day activities and major incidents. By connecting people, systems and data — including incidents, assets, cameras and alarms — OnCall Connect breaks down communication barriers and supports faster, more coordinated responses.

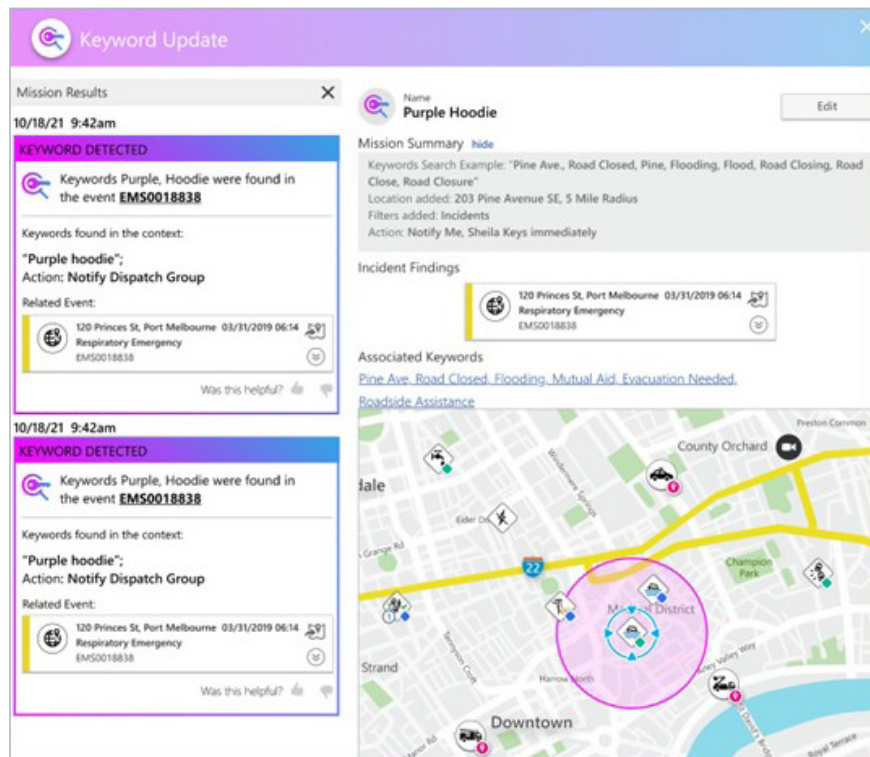
## Benefits

### Monitor real-time intelligence

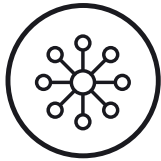
- Provide command staff, field officers and detectives with instant information to help identify patterns and stop emerging crime
- Receive and share data with internal teams and external organizations, such as police, fire, EMS, neighboring agencies, partners and more
- Access real-time video and camera feeds in one workspace
- Connect to IoT devices and sensors, such as gunshot detection systems and license plate readers
- Integrate internet feeds such as social media, weather or traffic data

### Achieve unified situational awareness

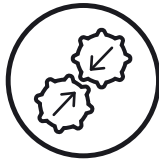
- Geographically locate incidents, units, assets, cameras and alarms on a 2D or 3D map
- Supplement existing tools, like records management systems, to show a broader range of information
- Deploy quickly for multiagency operations, removing delays from with disparate systems



OnCall Connect’s embedded AI can detect similarities and anomalies across calls for service. It can then alert agencies to potential emergencies – from large, rapid-onset events to smaller, linked incidents. By detecting patterns and connections sooner, agencies can act faster and coordinate smarter to reduce the impact on communities, resources and staff.



Real-time data network



Simplified data integration



Data-sharing controls



Subscription-based, cloud collaboration



Responsive, ad hoc capabilities



Embedded, assistive AI



Intuitive user experience

Data

People

- Deploy into the PSAP or control room boards for a flexible, broader set of data beyond traditional computer-aided dispatch (CAD) or GIS tools
- Supplement existing feeds from intel units with a broader display to operate alongside Octave OnCall Dispatch (formerly HxGN OnCall Dispatch)
- Locate current incidents, important stationary or moving assets, cameras, sensors and IoT devices

### Securely receive, share and collaborate on data

- Communicate through chats, posts and video conference with internal and external stakeholders
- Easily share data, media and documents
- Set up channels to receive and share data, information and multimedia for specific workflows, special events, emergency situations and more
- Share information securely without exposing native data systems to unauthorized users

## Features

- **Real-time data network:** Get instant access to real-time data from internal and external sources and share data from accidents / incidents, fixed or moving assets, IoT sensors/devices, video and more
- **Simplified data integration:** Easily normalize disparate data with Octave's proven, in-house data integration platform and leverage our DIY approach to build, manage and maintain your own interfaces
- **Data-sharing controls:** Set what data is shared with whom and for how long using intuitive data-sharing controls and make changes at any time, while maintaining full ownership of originally sourced data
- **Subscription-based cloud collaboration:** Reduce entry barriers, simplify deployment and quickly onboard new users during an emergency by leveraging the cloud-native system

- **Responsive, ad hoc capabilities:** Leverage flexible, easy-to-use tools to set up new layouts, change data-sharing rules, scale to the scope of an event and create collaboration channels where users can dynamically add related people and assets
- **Embedded, assistive AI:** Address accidents faster, pinpoint problem areas for accidents or traffic congestion and link disparate systems easily with intuitive, proactive notifications generated by embedded, assistive AI
- **Intuitive user experience:** Create ad hoc layouts in seconds using an aesthetically pleasing, customizable user interface

## Implementation examples

### Intra-organizational data sharing

Large agencies typically have several different divisions. OnCall Connect allows these agencies to share dispatch information across internal departments so teams are aware of current and future plans.

### Real-time intelligence centers

Real-time intelligence centers (RTICs) gather and analyze data from multiple sources to detect patterns and improve emergency response times for major incidents. They sometimes lack the technology needed to extract real-time intelligence. As a result, they are often forced to mine historical data instead of performing analyses in real time.

OnCall Connect can provide RTICs vital information from multiple partners, including fire, EMS, police, FBI or other community services – giving those who arrive on scene the most accurate, up-to-date information available for major incidents.

## Disparate ECCs

ECCs oversee operations from multiple headquarters – all of which use different workflows and systems.

Connect helps ECCs share and receive data across headquarters for police, fire, EMS neighboring agencies and federal agencies. For example, ECCs can gain insight into emergencies occurring across borders, and link those affected with services to coordinate care.

## Cross-organizational data sharing

Organizations such as police, fire, EMS, neighboring agencies, government entities and social services use different systems and methods for communicating and sharing data. These silos hinder collaboration and data sharing across organizations.

OnCall Connect can help agencies easily share data and collaborate with outside organizations such as police, fire, EMS, neighboring agencies, government entities and social services.

## Enhancement to CAD workflows

Traditional CAD systems provide users with information on incidents but offer no method to collaborate with others when incidents occur.

For CAD customers, OnCall Connect can be delivered pre-configured and connected to OnCall Dispatch – expanding an agency's dispatching capabilities.

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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