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HxGN OnCall Field Mobility Solutions

When faced with challenging situations, field responders and patrol officers need clear communication and instant access to critical information to act effectively and help save lives. They also need efficient records capture tools so they can spend less time writing reports in the office and more time building relationships in the community.

HxGN OnCall field mobility solutions from Hexagon’s Safety & Infrastructure division enhance safety, performance, and productivity by connecting mobile users with dispatch and records management systems (RMS) wherever they are.

By enhancing awareness, communication, and coordination, HxGN OnCall’s easy-to-use, task-focused tools empower field personnel to make better informed decisions and complete workflows more quickly without returning to the station. They deliver the data dispatchers and supervisors need to keep teams safe and effective.

With browser-based clients for in-vehicle devices and mobile apps for hand-held tablets and smartphones, HxGN OnCall mobile solutions offer simplified administration and a user experience (UX) optimized for clear information display and fast, accurate user interaction. A consistent look and feel across tasks and devices helps reduce training overhead and allows personnel to easily move from response to updating events to gathering information for reports.
Benefits

Enhance Safety & Response
HxGN OnCall field mobility solutions improve data flows, communication, and coordination so teams can take safe, effective action sooner. Direct connection gives users the broadest and most up-to-date information, allowing all parties to work together with common understanding. It enables field personnel to run searches against dispatch operations, records, and external data sources, and provides real-time intelligence and event updates.

Increase Productivity
HxGN OnCall mobile solutions increase productivity for field personnel, dispatchers, and supervisors. The solutions deliver a UX optimized for devices with smaller form factors to provide clear information display and fast, accurate operation. The mobile apps also allow first responders to speed information capture and collect richer detail by leveraging the native capabilities of their hand-held device, such as barcode scanning, GPS coordinate capture, and speech-to-text note-taking.

In addition to removing paper-based capture, connected operation allows field users to complete more tasks directly, removing process disconnects and duplicative work and speeding information flow. By enabling first responders to self-serve information requests, the mobile solutions reduce dispatcher workload and increase productivity and PSAP capacity. Supervisors can also monitor operations and optimize resource deployment by leveraging rich operational data from the field with HxGN OnCall analytics tools.

Improve Community Engagement
Improve visibility in the community by allowing officers to work in the field, not the station. By accessing background information via computer-aided dispatch (CAD) and RMS search, HxGN OnCall mobility solutions enable personnel to discuss events and issues from an informed perspective and offer greater reassurance to the public.

Simplify Administration
Centralized deployment and control of HxGN OnCall’s browser-based clients and mobile apps provide simplified deployment, administration, and support. In-vehicle clients share the same administrative capabilities as HxGN OnCall Dispatch, avoiding duplicate tasks and ensuring steady application of business logic, such as access profiles. The hand-held mobile apps share consistent administration across incident response and patrol tools. HxGN OnCall also features configuration-based customization that allows agencies to adapt user interfaces (UIs), forms, and workflows more quickly than solutions that require custom coding.
Features

In-Vehicle Workflows

HxGN OnCall Dispatch | Mobile Unit and HxGN OnCall Records | Mobile Field Reporting support in-vehicle workflows for incident response and law enforcement. Both solutions feature optimized screen layouts and operations for smaller form factors with nighttime and high-contrast display and large buttons and menus that are easy to navigate when wearing gloves or while the vehicle is moving.

Hand-Held Workflows

HxGN OnCall Dispatch | Mobile Responder and HxGN OnCall Records | Mobile provide access to streamlined response and law enforcement workflows to field personnel using hand-held tablets or smartphones. Optimized for smaller form factors, they ensure information is clear and agencies can operate tools quickly and accurately.

Mobile Response

HxGN OnCall Dispatch | Mobile Unit is a browser-based client of HxGN OnCall Dispatch optimized for in-vehicle use. It enables first responders to follow live operations via event and unit monitors, run searches and queries, receive events and alerts from the control room, and self-attach to events. Users can also update status and event information, make, update, and cancel tow requests, and message and chat with units, individuals, devices, groups, and dispatchers.

The HxGN OnCall Dispatch | Mobile Responder mobile app connects to the same live operational views and messaging, allowing responders operating away from their vehicle to stay on top of event changes and share consistent situational awareness with the control room.

With either solution, chat-style messaging, group notifications, and automated alerts also enhance communications. User updates and live feeds from the field, including person-level tracking, ensure control rooms are aware of personnel status and location no matter where they are.

Field-Based Reporting

HxGN OnCall Records | Mobile Field Reporting enables officers to start and complete complex record submissions from laptops and tablets. It also delivers fast and complete report entry and validation. Combined with the ability to execute workflows and support business rules validation, HxGN OnCall Records | Mobile

Field Reporting ensures records are correct during processing. HxGN OnCall Records | Mobile apps (including Mobile Patrols, Mobile Bookings, and Mobile Accident Diagrams) also enable officers to begin and update data capture outside their vehicle with streamlined tools for personal tablets and smartphones.

Accident Diagrams

After a traffic accident, HxGN OnCall Records | Mobile Accident Diagrams allows officers to gather occupant and vehicle information, environmental conditions, and contributing factors for open reports. They can use tablets to diagram accidents and add vehicles, fixed objects (i.e., fire hydrants), sign posts, and other contributing factors (i.e., weather) to maps. Personnel can also collect essential personal information and associated charges during the booking process.

Disconnected Working

In areas with unreliable network coverage, support for connected and disconnected operation means users can continue working with cached information and post updates once back online.
External Database Query

With HxGN OnCall Dispatch | Informer, mobility users can run searches against external databases, including state and national information databases, such as the U.S.-based National Crime Information Center (NCIC).

Native Device Capabilities

Hand-held workflow apps leverage native device capabilities to speed accurate data capture and add depth to records. For example, officers can scan a driver’s license barcode to auto-populate personal details or record a narrative field interview and associate it to a person or vehicle. Users can dictate reports and record spoken field interviews to later transcribe and record text against appropriate data fields. Mobility solutions also allow personnel to capture and attach photos to reports and use their device’s GPS sensor to record accurate location information.

Person-Level Tracking

Person-level tracking can extend to devices not associated with a Hexagon mobile solution. Using HxGN OnCall Dispatch | Tracker, agencies can process GPS streams from other devices for display in the CAD system’s map view.

HxGN OnCall Dispatch | Mobile Responder features modern, easy-to-read dashboards and unit boards.

Hexagon is a global leader in digital solutions that create Autonomous Connected Ecosystems (ACE). Our industry-specific solutions create Smart Digital Realities™ that improve productivity and quality across manufacturing, infrastructure, safety and mobility applications.

Hexagon’s Safety & Infrastructure division provides mission-critical and business-critical software solutions to governments and service providers. Hexagon (Nasdaq Stockholm: HEXA B) has approximately 20,000 employees in 50 countries and net sales of approximately 3.8bn EUR.

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