tyler technologies

Enterprise CAD
powered by New World™

STREAMLINE DISPATCH AND EMERGENCY RESPONSE MANAGEMENT

public safety
a tyler portfolio

"What's Your Emergency?"

This simple question is the fuel that powers the emergency response process, where time is critical and having accurate information is vital. From getting emergency details from the caller to knowing where the caller and response team are located, telecommunicators are tasked with making critical decisions and putting these pieces together to help address the emergency situation at hand.

Tyler Technologies' Enterprise CAD is a highly reliable, easy-to-use enterprise solution that gives users the information and tools necessary to help them make those critical decisions quickly and maximize situational awareness.

Advantages of Using Enterprise CAD

- Multi-jurisdictional functionality for law enforcement, fire, and EMS
- Respond faster and be better informed with dynamic response plans that provide real-time updates
- Automated unit recommendations based on proximity and resources
- Industry-leading GIS integration with embedded Esri®
- Highly scalable and configurable solution optimized for any particular user and workflow
- Fully integrated RapidSOS capabilities for instant access to life-saving location data

Improve Situational Awareness for Emergency Responders

Enterprise CAD is designed to streamline dispatch activity and maximize situational awareness across all disciplines for law enforcement, fire, and EMS.

This system provides an integrated workflow that maximizes efficiency by giving users access to all of their data in one place. Enterprise CAD natively integrates with Enterprise Law Enforcement Records and Enterprise Law Enforcement Mobile, so telecommunicators can reference alerts, building/business information, locations, vehicles, weapons, pre-plans, and more from a single screen to minimize the need to function outside of their CAD environment.

This solution also integrates with smart devices such as tablets, smartwatches, and smartphones, so emergency response teams can stay connected to dispatch information that can be accessed virtually anywhere.

From the moment the call comes in, Enterprise CAD helps even the most complex, high-volume, multi-agency dispatch centers accelerate response time with advanced features that put critical information at telecommunicators' fingertips.
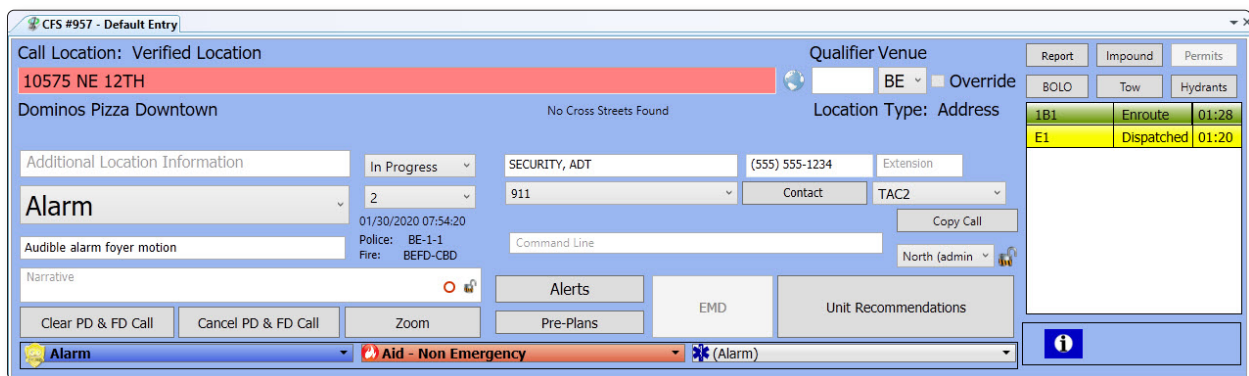
View call for service details, unit location, alerts, pre-plans, and more from a single screen.

Enterprise CAD's industry-leading recommendation engine serves up appropriate response plans to help streamline decision-making even further. Tyler works with each agency to set up and configure response plans in the CAD system, so they'll be operational the moment the system goes online.

As response plans evolve, Tyler partners with agencies to update the plans in the system as needed. Tyler's goal is to help agencies get things set up they way they need to make the system as easy to use as possible, allowing telecommunicators to focus on what's most important — the emergency on the other end of the line.

Enterprise CAD dispatch features include:

- Direct integration with text-to-911, RapidSOS, and ASAP®
- Embedded Esri GIS and Automatic Vehicle Location (AVL) show the closest available units, traffic data, and more
- Offline support to manage call data in a disconnected environment
- Configurable command lines and function keys that save time and keystrokes
- Defined questionnaires to rapidly collect critical information using ProQA Paramount/APCO Intellicom/Powerphone
- E-911 and Phase II wireless call support
- Leveraging shared data with automated NCIC and state queries
- Integrated shift management solution, including integration with TeleStaff™ automated scheduling solution interface
- CAD paging sends call information to smartphones, pagers, and additional devices

Enhance Collaboration and Communication Across Agencies

Communication and multi-agency coordination improves with CAD-to-CAD interoperability for transferring call information between dispatch centers. Users can also dispatch within other CAD systems and use the resources for neighboring communities to help with emergency situations including mutual aid requests. With Enterprise CAD's web view, command staff and field personnel stay informed with real-time call and unit status information via a web browser.

Configure Your System to Fit Your Needs

Enterprise CAD is highly configurable, so it can be optimized to meet the needs of a department's particular workflow. Configurable screens for role-based dispatching ensure telecommunicators see the information they need, which saves time and minimizes distractions.

The ability to quickly and easily select different call types — law enforcement, fire, or EMS that are distinguished by color — further aids dispatchers in sending the right response. Enterprise CAD also allows agencies to configure the solution to use their current commands, syntax, and procedures to reduce training time.
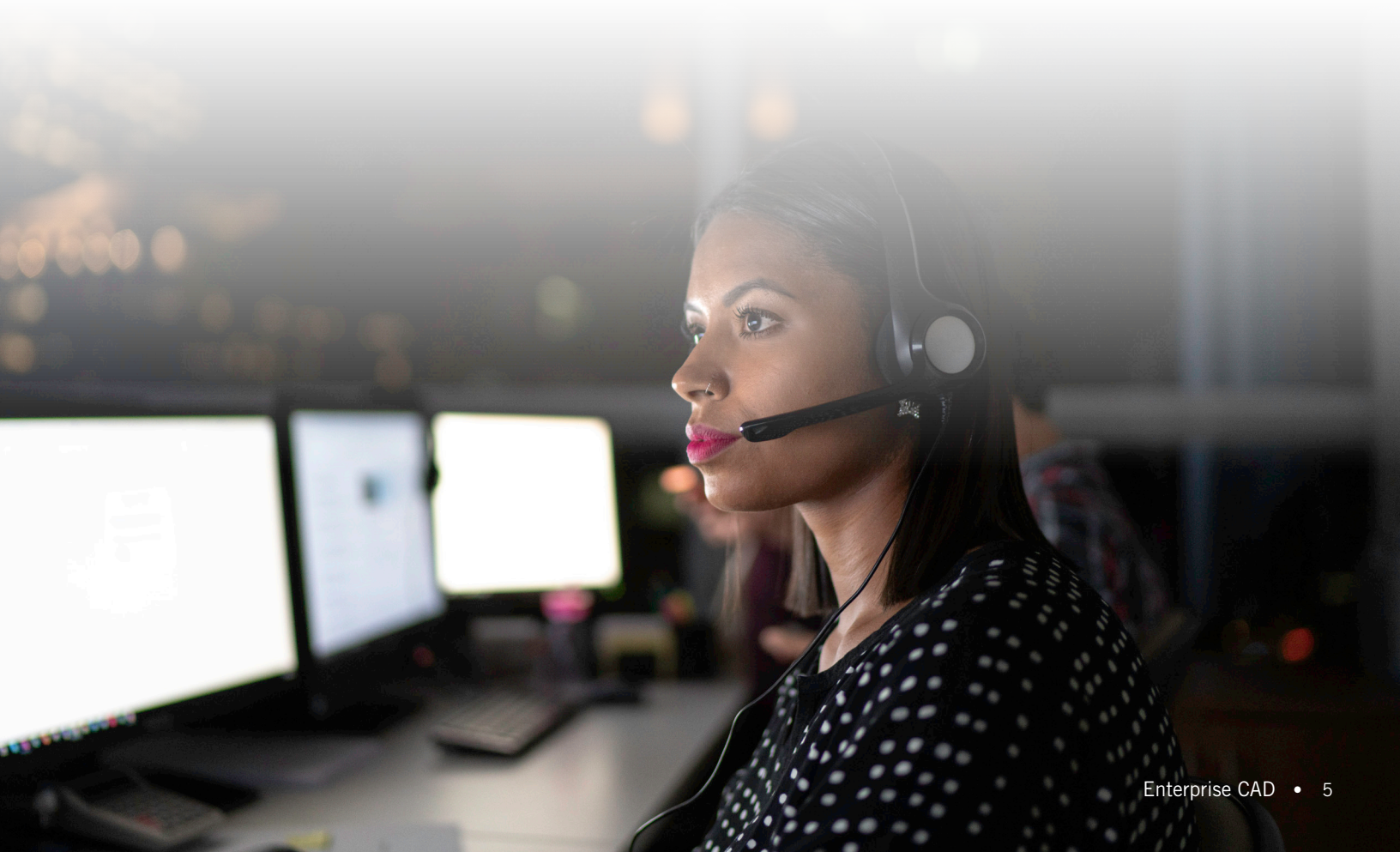
Monitor Situations and Track Responses With Integrated Esri Mapping

Tyler's unique development partnership with Esri allows Enterprise CAD to deliver industry-leading GIS integration and dynamic response plans to first responders. These NG911-compliant GIS features provide for better routing that factors in travel time, one-ways, height and weight restrictions, turn delays, fractional house numbers, multi-addressable locations, and rural addresses.

With AVL, telecommunicators can track all devices (such as tablets, smartphones, and watches) and units in real time and respond instantly when a unit calls for backup. Since Enterprise CAD leverages existing local Esri map data and the latest technology, CAD maps are easy to maintain and update. In addition, supervisors and authorized personnel can make changes on the fly, reducing downtime and avoiding interruption of dispatch activity.

Users can also set up geofencing on the Esri map and receive notifications when units or apparatus leave that area. Telecommunicators can use that information to keep track of who's approaching the call to service or if a unit is leaving the jurisdiction. Increase dispatch efficiency even further by setting geofences to make automatic updates to unit status when a unit arrives or leaves the designated area.
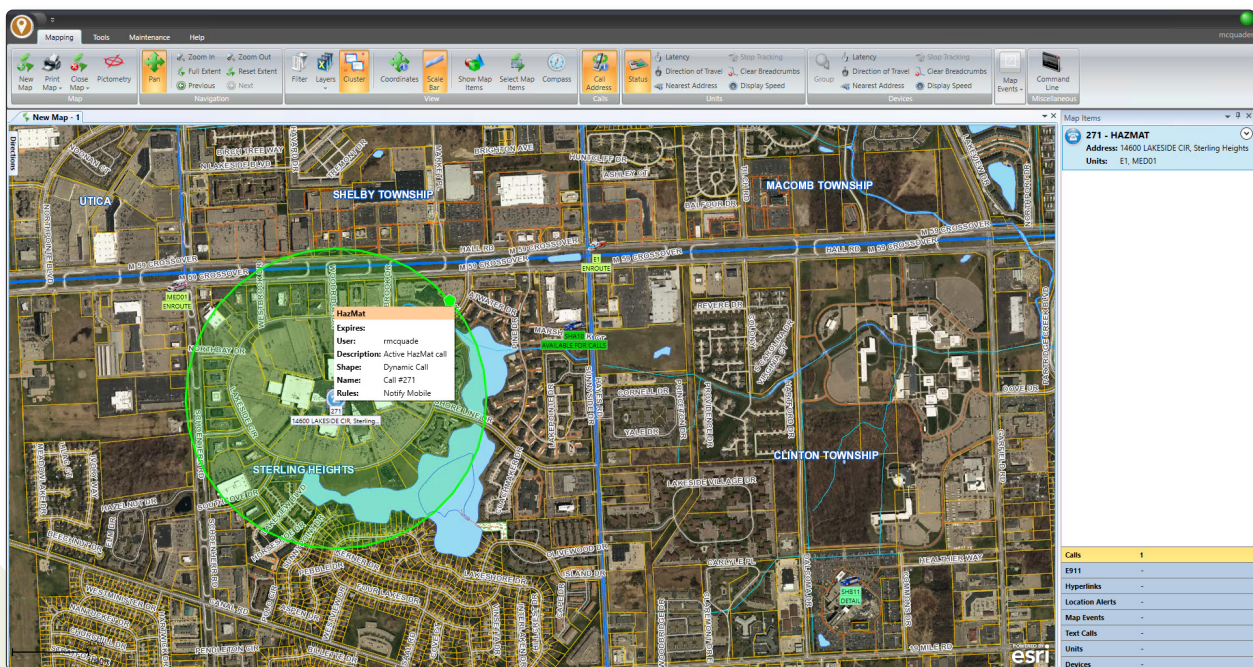
Utilize built-in geofencing capabilities to create and leverage location-based rules to enhance dispatching and call-taking activities.

Supporting Your CAD Success

At Tyler, the Enterprise CAD implementation is just the beginning of an ongoing relationship where Tyler continually works with public safety agencies to ensure the CAD system is always optimized to fit departmental needs.

This includes working through a continuous improvement process to ensure desired features and functionality are utilized, equipping clients with a dedicated client success team to help navigate any issues or processes, continuous education through Tyler University, and a robust network among peers through Tyler Community.

With Tyler Community, all Tyler users come together to interact with Tyler experts and peers to ask questions, connect with other agencies, and learn more about the capabilities of Enterprise CAD.

About Tyler Technologies, Inc.

Tyler Technologies (NYSE: TYL) provides integrated software and technology services to the public sector. Tyler's end-to-end solutions empower local, state, and federal government entities to operate more efficiently and connect more transparently with their constituents and with each other. By connecting data and processes across disparate systems, Tyler's solutions are transforming how clients gain actionable insights that solve problems in their communities. Tyler has more than 37,000 successful installations across more than 12,000 locations, with clients in all 50 states, Canada, the Caribbean, Australia, and other international locations. Tyler has been recognized numerous times for growth and innovation, including Government Technology's GovTech 100 list and Forbes' "Most Innovative Growth Companies" list. More information about Tyler Technologies, an S&P 500 company headquartered in Plano, Texas, can be found at tylertech.com.

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