CAD

WHEN LIVES ARE AT STAKE, EVERY SECOND COUNTS

MOTOROLA SOLUTIONS

CAD

STREAMLINED DISPATCH OPERATIONS IN THE CLOUD

Public safety operations depend on immediate access to the most accurate information at all times.

Public Safety Answering Points (PSAPs) require reliable and secure computer-aided dispatch (CAD) systems to capture and correlate complete information to assist with fast responses. But many agencies struggle with complex, outdated CAD systems and deployment options that leave their telecommunicators stressed and IT resources–if available–struggling to keep up with the latest technology. An outdated or overly complex CAD system not only becomes a larger budgetary and security issue for PSAPs but can have downstream effects on everything from employee morale to the ability to make decisions during critical moments.

YOUR CAD SYSTEM NEEDS TO MEET THE NEEDS OF DISPATCH TELECOMMUNICATORS, YOUR AGENCY AND YOUR COMMUNITY.

Streamline your CAD system with CommandCentral CAD. CommandCentral CAD is the most secure and modern web-based dispatch system available. Designed to eliminate barriers during critical response and put the focus on what matters most, CommandCentral CAD enables real-time data sharing of mission-critical information for improved outcomes. With simplified deployment, updated processes and industry-leading protection against the increasing risk of cyberattacks, CommandCentral CAD provides an agency with all the benefits of the cloud.

360°
INCIDENT

EXPERIENCE THE COMPLETE 360° INCIDENT

CommandCentral CAD is part of an integrated public safety software suite designed to **connect all data**, **heighten collaboration** and deliver the most **complete view** of an incident, from call to case closure.

DISPATCH TELECOMMUNICATOR

Designed with customer agencies to help address software pain points that occur during the call taking and dispatch process.

MODERN WEB-BASED DISPATCH EXPERIENCE DELIVERED

EVOLVE TO THE CLOUD

CommandCentral CAD delivers efficient, modern dispatch with all the benefits of the cloud.

WEB-BASED DEPLOYMENTS
Develop an agency workflow that is independent of any installed CAD client solution by accessing software through a web browser anytime, anywhere.

SECURE IN THE CLOUD
CommandCentral CAD helps protect agency data from increasing risks of cyberattacks with best-in-class cloud security tools, experts and operations.

CONTROLLED COSTS
CommandCentral CAD delivers cost efficiency with a predictable cost model, while Motorola Solutions manages onsite maintenance, updates and repair tasks to free up precious IT resources for your agency.

AGILITY AND SCALABILITY
Easily evolve and adopt new features through flexible deployment options to meet your needs, on your timeline, without disrupting your mission-critical performance. Scale computing and storage in CommandCentral CAD and manage increasingly complex agency data.

TRANSFORM OPERATIONS WITH UNIFIED DATA

PSAPs are faced with large amounts of data coming in from many sources, with the added challenge of correlating that data and making use of it during critical responses. From video feeds and images sent from responders and the public, in addition to the ever-increasing amount of call comments, location information and call recordings, the data is becoming untenable.

CommandCentral CAD is built on the Motorola Solutions' secure and certified cloud platform that unifies your data and enables powerful analytics. The more data you add to the common platform, the more powerful your operations become. Here are a few ways a unified platform puts your data to work for you:

UNIFIED SEARCH
Search agency data easily. The more data you have, the more powerful your insights will be.

INSIGHT
Uncover linkages between disparate data sources and surface recommendations to improve operations across your workflow, improving responder safety.

WORKFLOWS
Automated data entry and management, including time and location, evidence tagging, assisted narrative, transcription and form completion.

SECURITY
Control data access, track and audit your user activity as well as meet compliance requirements.

UPDATED USER EXPERIENCE

For many years, PSAPs have struggled with pain points presented by the multiple software systems their dispatch telecommunicators use on a daily basis to respond to calls for service.

Often, telecommunicators find themselves using numerous logins and retyping information, which can cause delays. Ultimately, this inefficiency adds to an already stressful job and leads to staff burnout and the inability for agencies to retain talented staff.

CommandCentral CAD is designed with customer agencies to help address software pain points that occur during the call taking and dispatch process. With over 2,000 hours spent with 124 different customers, Motorola Solutions designed CommandCentral CAD for consistency and collaboration, so your teams benefit from simpler workflows and superior outcomes.
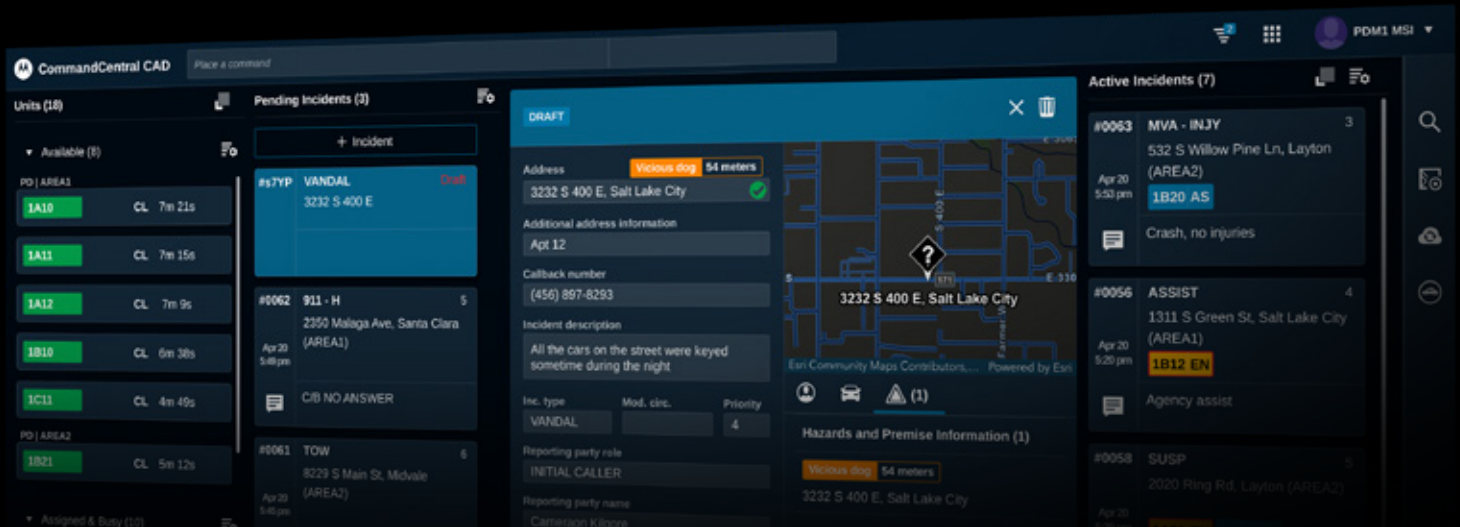
PEOPLE MANAGEMENT ISSUES
PSAPs experience challenges with employee communication, task assignment management, hiring employees and employee morale.

WORKING BETWEEN MULTIPLE DISPARATE SYSTEMS
Telecommunicators have to log into two or more systems to complete a process or access information.

LACK OF INFORMATION TO MAKE DECISIONS
Dispatchers cannot find or access the information they need to make informed decisions on a day-to-day basis.

TRAINING CHALLENGES
Supervisors find it challenging to teach new or experienced employees how to effectively complete processes.

DATA ENTRY IS PAINFUL
It is challenging for dispatchers to enter data into multiple systems, causing incident delays and added stress during critical moments.

COMMANDCENTRAL CAD IS DESIGNED TO HELP

PEOPLE DO HIGHER-PRIORITY WORK
CommandCentral CAD frees people to focus on delivering public safety in a meaningful way.

FACILITATE A FLEXIBLE & COLLABORATIVE RESOLUTION
CommandCentral CAD enables a seamless continuity between people, devices and contexts.

ENHANCE THE DECISION MAKING ABILITY
Tools built into CommandCentral CAD, such as AI, can enhance human skills and amplify cognitive strength.

LOWER THE LEARNING CURVE
CommandCentral CAD alleviates the need for extensive training and onboarding by leveraging common and existing user interface patterns, making the experience familiar from the very first use.

ENABLE FASTER AND LESS STRESSFUL RESOLUTION OF PUBLIC SAFETY INCIDENTS
CommandCentral CAD is purpose-built to leverage muscle memory for repetitive tasks and deliver the right information at the right time and to the right people.

COLLABORATE WITH CONFIDENCE

## SHARE CRITICAL INFORMATION INTUITIVELY WITH RESPONDERS

Improve situational awareness and responder safety by sharing mission-critical information with those accessing information in the field. Visual alerts, agency-determined workflows and timers help dispatchers manage incidents and communicate the appropriate incident information to responders with ease.


#0060 CIVIL 8
Violent to police
515 N Main St, Salt Lake City
(AREA1)
Apr 20
5:44 pm

LOCATION ALERTS
Automatically share alerts attached to a location, helping to inform a responder's approach to an incident when added caution is necessary.

White male, late 20's looking in cars parked on the street

CALL COMMENTS
Communicate and automatically save call comments on every incident, making them available to responders.
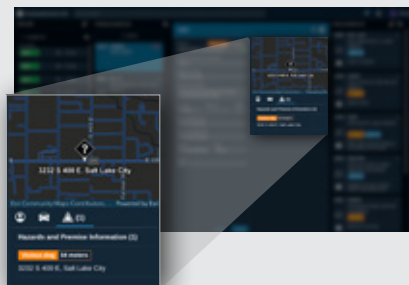
HAZARD AND PREMISE ALERTS
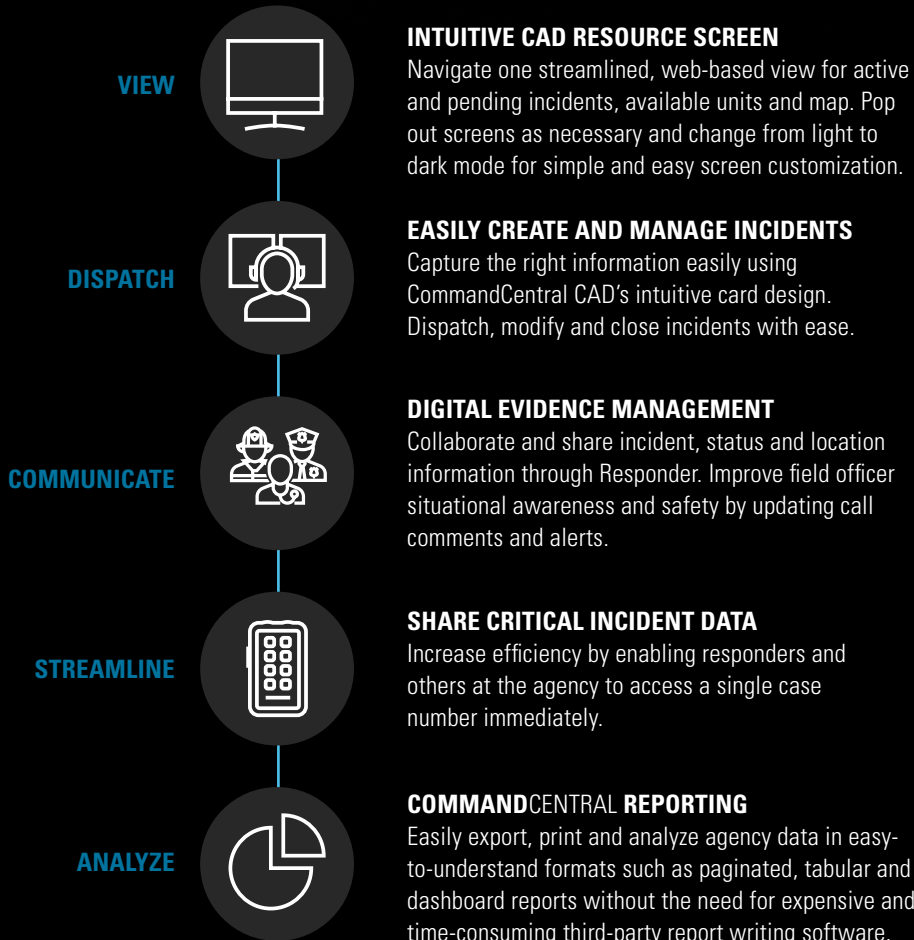Access and relay hazards and premise alerts to responders.
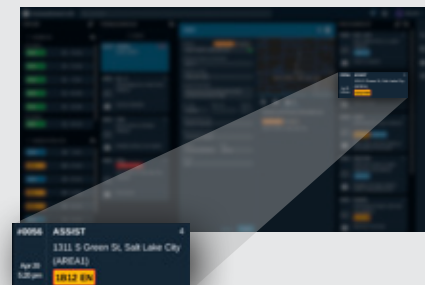
STATUS UPDATES
Responders can easily share unit status and automatic location with agency-determined timer visual alerts if the responder has not reported back in a timely manner.

FOCUS ON WHAT MATTERS MOST

IMPROVE DECISION-MAKING DURING CRITICAL MOMENTS

Streamline your dispatch operations with an intuitive and intelligent workflow that helps collect and correlate critical information to speed response. Easily communicate crucial information with responders for improved community and field officer safety.

VIEW

INTUITIVE CAD RESOURCE SCREEN
Navigate one streamlined, web-based view for active and pending incidents, available units and map. Pop out screens as necessary and change from light to dark mode for simple and easy screen customization.

DISPATCH

EASILY CREATE AND MANAGE INCIDENTS
Capture the right information easily using CommandCentral CAD's intuitive card design. Dispatch, modify and close incidents with ease.

COMMUNICATE

DIGITAL EVIDENCE MANAGEMENT
Collaborate and share incident, status and location information through Responder. Improve field officer situational awareness and safety by updating call comments and alerts.

STREAMLINE

SHARE CRITICAL INCIDENT DATA
Increase efficiency by enabling responders and others at the agency to access a single case number immediately.

ANALYZE

COMMANDCENTRAL **REPORTING**
Easily export, print and analyze agency data in easy-to-understand formats such as paginated, tabular and dashboard reports without the need for expensive and time-consuming third-party report writing software.

COMMAND CENTRAL

CONNECTED. COLLABORATIVE. COMPLETE.

360° INCIDENT

INCIDENT AWARENESS

INCIDENT MANAGEMENT

POST-INCIDENT RESOLUTION

COMMUNITY ENGAGEMENT	EMERGENCY CALL MANAGEMENT	VOICE & COMPUTER AIDED DISPATCH	REAL-TIME INTELLIGENCE OPERATIONS	FIELD RESPONSE & REPORTING	RECORDS & EVIDENCE MANAGEMENT	ANALYSIS & INVESTIGATION	JAIL & INMATE MANAGMENT
CITIZEN	9-1-1 CALL TAKER	DISPATCHER	INTELLIGENCE ANALYST	FRONTLINE RESPONDER	RECORDS SPECIALIST	CRIME ANALYST	CORRECTIONS OFFICER

THE INDUSTRY'S MOST COMPLETE SOFTWARE SUITE

You depend on solutions that help deliver on the promise of a safer world. CommandCentral CAD and other applications in our CommandCentral software suite are designed to bring clarity to decisions and simplify collaborative workflows. From call to case closure, CommandCentral connects all data to create actionable intelligence, eliminates barriers to heighten collaboration and delivers the complete, 360° Incident.

Our CommandCentral software suite is unified with voice, video and analytics, creating an integrated ecosystem for public safety. Individually, every Motorola Solutions product and service makes the world safer. United, they are exponentially more powerful. Let's build the future of safety together.

For more information about CommandCentral CAD, please visit:
www.motorolasolutions.com/commandcentral-cad

MOTOROLA SOLUTIONS

RECORDS

BUILD A STRONGER CASE

MOTOROLA SOLUTIONS

⟲ RECORDS

RISING UP TO THE CHALLENGES OF RECORDS MANAGEMENT

Your officers' time on the street is critical, but being forced to rely on handwritten notes, manual forms and outdated records systems can slow them down. With the growth of digital evidence and new state and national Incident-Based Reporting (IBR) standards, the records burden on agencies has never been greater. CommandCentral Records is up to the challenge, giving officers time back in their shift.

CommandCentral Records is a secure, fully integrated records management system in the cloud. Pull computer-aided dispatch, digital evidence management and citizen input data into a Consolidated Record View for a more complete and accurate incident summary, all in one place. From the same screen, it's easy to quickly and securely collaborate with judicial partners, providing them with all case information and digital evidence in a dedicated experience designed for their needs.

Discover a scalable, easy to use and secure cloud records management system to help you simplify data management, accelerate incident reporting and successfully build and close cases.

360°
INCIDENT

EXPERIENCE THE COMPLETE 360° INCIDENT

CommandCentral Records is part of an integrated public safety software suite designed to **connect all data**, **heighten collaboration** and deliver the most **complete view** of an incident, from call to case closure.

RECORDS SPECIALIST

LESS TYPING, MORE POLICING

Reports are critical to the proper resolution and prosecution of a case, but too often officers and records specialists have to re-enter data that is already available in other applications. Increases in required documentation and the amount of evidence available — particularly video — have officers spending far too much time on paperwork. In a recent industry study, 56% of law enforcement professionals said they spend three hours or more on reporting and paperwork per shift. Of these respondents, over 90% said administrative work diminishes their visibility with the community.[1]

CommandCentral Records takes a new approach to information management. Simplify information collection and documentation, automatically capture data from across systems and create a comprehensive incident record with an integrated records management system in the cloud. This means there's a lesser burden on administrative staff to manually compile and transcribe incident information, validate it for reporting compliance and manage it for consistency and future usability. This can free up resources for more value-added tasks, giving officers time back in their shift to connect with the community.

CommandCentral Records is a secure, fully integrated records management system in the cloud, giving your officers time back in their shift.
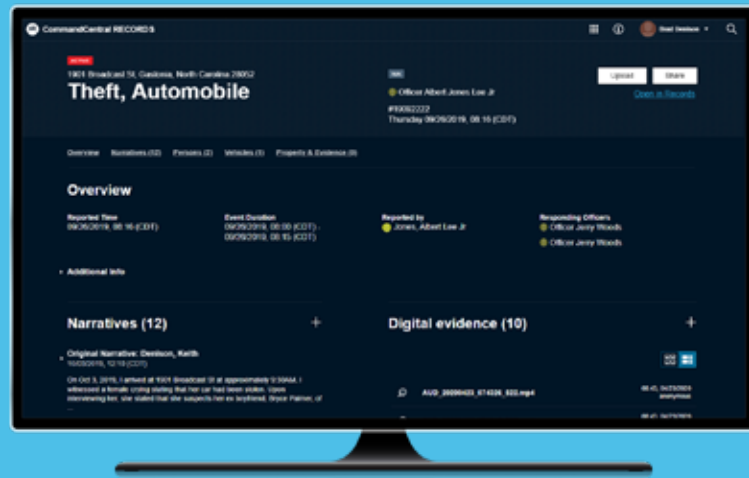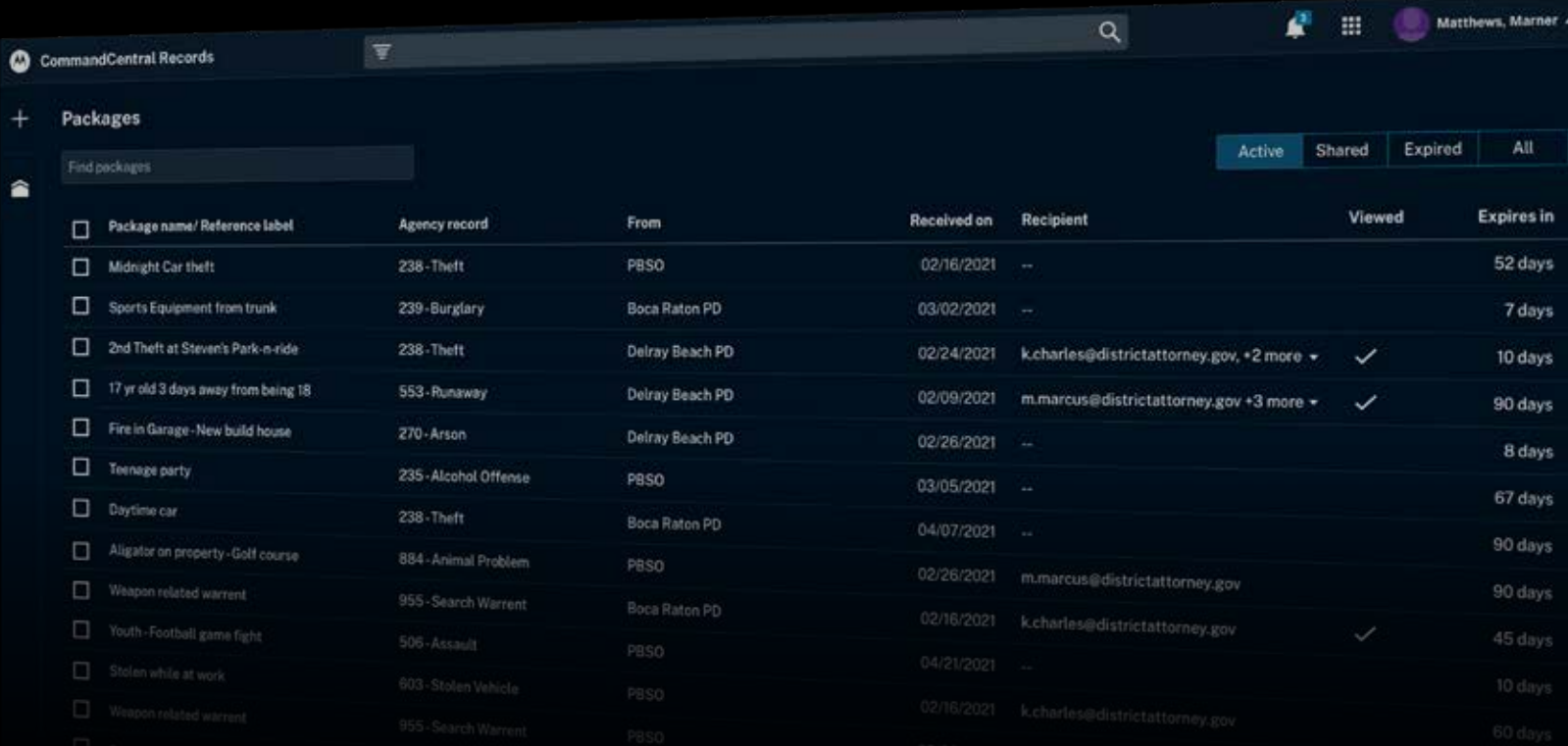

GET IT RIGHT THE FIRST TIME
Workflow management tools prompt officers for required information to ensure a more complete record and resolve cases faster. Reports are verified by the compliance engine before submission to minimize rework and reduce error rates.

SIMPLIFY DATA MANAGEMENT
Bring consistency to your data and eliminate duplicate effort by creating an incident report using correlated CAD information, citizen inputs and digital evidence. Once the incident is created, it's easy to keep data clean with automated record quality control, including retention, merging, deleting, sealing and purging of records. Custom code tables and incident-based reporting (IBR) submission tools help your agency comply with state IBR requirements and court orders, without overwhelming your staff.

GO TO COURT WITH CONFIDENCE

Keep prosecutors up-to-date by providing them with an account for in-app sharing or access to a dedicated, streamlined page designed for their needs. This allows judicial partners to access all of the case content shared with them — even from multiple agencies — from one, secure location.

CommandCentral Records

Packages

	Package name/ Reference label	Agency record	From	Received on	Recipient	Viewed	Expires in
☐	Midnight Car theft	238 - Theft	PBSO	02/16/2021	--		52 days
☐	Sports Equipment from trunk	239 - Burglary	Boca Raton PD	03/02/2021	--		7 days
☐	2nd Theft at Steven's Park-n-ride	238 - Theft	Delray Beach PD	02/24/2021	k.charles@districtattorney.gov, +2 more ▾	✓	10 days
☐	17 yr old 3 days away from being 18	553 - Runaway	Delray Beach PD	02/09/2021	m.marcus@districtattorney.gov +3 more ▾	✓	90 days
☐	Fire in Garage - New build house	270 - Arson	Delray Beach PD	02/26/2021	--		8 days
☐	Teenage party	235 - Alcohol Offense	PBSO	03/05/2021	--		67 days
☐	Daytime car	238 - Theft	Boca Raton PD	04/07/2021	--		90 days
☐	Aligator on property - Golf course	884 - Animal Problem	PBSO	02/26/2021	m.marcus@districtattorney.gov		90 days
☐	Weapon related warrent	955 - Search Warrant	Boca Raton PD	02/16/2021	k.charles@districtattorney.gov	✓	45 days
☐	Youth - Football game fight	506 - Assault	PBSO	04/21/2021	--		10 days
☐	Stolen while at work	803 - Stolen Vehicle	PBSO	02/16/2021	k.charles@districtattorney.gov		60 days
☐	Weapon related warrent	955 - Search Warrant	PBSO				

SET A TIME LIMIT TO VIEW THE CASE
With CommandCentral Records, you're always in control of your data. Set a time limit for judicial partners to view the case. When the time limit expires, so does their access to the Consolidated Record View.

SEE WHEN A PACKAGE WAS RECEIVED
Sharing case information in a timely manner is essential. The Share Manager indicates when the shared case package was received by the prosecution, so you know they received it on time, the first time.

RESHARE WITH THE DEFENSE
Empower prosecutors to reshare the case with the defense from the Consolidated Record View when needed, sparing your teams the extra step of sharing the case package again.

Recipient	Viewed	Expires in
--		52 days
--		7 days
k.charles@districtattorney.gov, +2 more ▾	✓	10 days
m.marcus@districtattorney.gov +3 more ▾	✓	90 days
--		8 days
--		67 days
--		90 days
m.marcus@districtattorney.gov		90 days

KNOCK DOWN DATA SILOS FROM CITIZEN TO COURTROOM
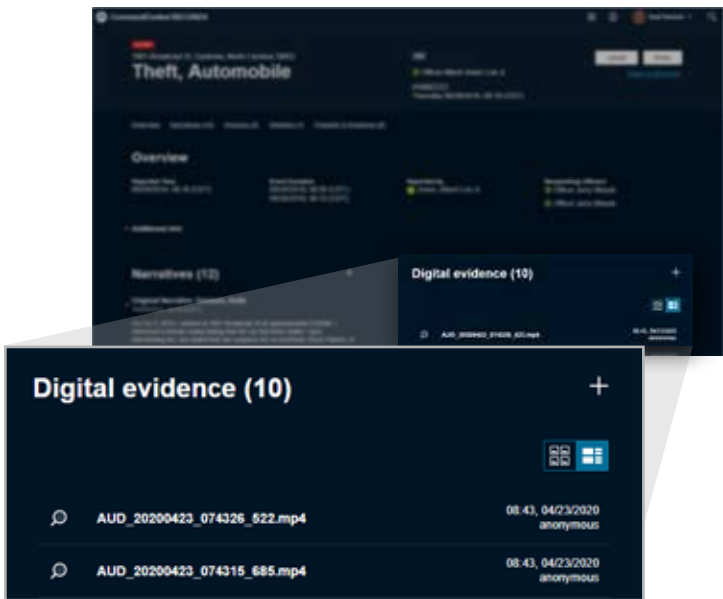
With the influx of digital content, the last thing you need is to overwhelm your records and evidence teams with more to manage.

CommandCentral Records includes cloud-based, fully integrated digital evidence management tools to securely collect, capture, manage and share digital evidence.

Knock down the data silos between your teams and systems with the confidence that every detail has been captured and no evidence left behind. From citizen to courtroom, minimize the burden of new media by providing access to all case content from a single pane of glass, so you get the most out of your digital evidence and ensure justice is achieved.

STRENGTHEN COMMUNITY ENGAGEMENT

Your community has valuable knowledge and can be a critical partner if you have the right tools to connect. Provide your citizens with the ability to share intelligence and be a true public safety partner with CommandCentral Community. These tools provide a secure way to collect evidence from the public, a safe place for anonymous tipping, and a channel to keep the public informed of local crime data — on your terms.

COLLECT EVIDENCE ON SCENE

Capture images, video and audio on scene with an Android or iOS mobile device. With CommandCentral Capture, all evidentiary data is isolated from personal data, making it inaccessible for tampering by other apps so you never need to subpoena devices. Officers can also dictate their primary narrative directly from the app, saving valuable time with automated transcription.

CENTRALIZE DIGITAL EVIDENCE MANAGEMENT

Aggregate, intelligently organize and manage all of your agency's digital evidence in one place with CommandCentral Evidence. As a source-agnostic application, ingest or access content from any source via native integrations to our own portfolio, 3rd party system connectors or manual file uploading. From CommandCentral Evidence, you can also access a robust redaction suite, audio transcription and reporting dashboards.

GET MORE OUT OF YOUR EXISTING INVESTMENTS

The greatest advantage for public safety agencies is to harness the information that surrounds them, synthesize it to find patterns and make smart decisions, and then distribute it securely and instantly to the teams who need it the most, when they need it. CommandCentral Records integrates with other technologies in Motorola Solutions' ecosystem, accelerating decision-making and adding value to your existing investments.

CommandCentral Records integrates with other technologies in Motorola Solutions' ecosystem, accelerating decision-making and adding value to your existing investments.

COMPUTER-AIDED DISPATCH

Increase efficiency by allowing responders to create and access records case numbers, starting the appropriate agency workflow for an incident. The ability to automatically create an incident record from the computer-aided dispatch system saves valuable time, eliminates duplicate effort and creates greater data consistency between applications.

LICENSE PLATE RECOGNITION

With Vigilant PlateSearch, which is part of the Vigilant LEARN platform, your team is empowered to access billions of license plate detections and patented vehicle location analytics, going beyond basic searches and hot list alerts. Integrate Vigilant PlateSearch with CommandCentral Records to automatically show the number of detections that exist for any given license plate associated with the incident. The Consolidated Record View includes a direct link to the license plate database, where you can view more detailed vehicle information.

BODY-WORN AND IN-CAR VIDEO

Motorola Solutions' robust body-worn and in-car cameras help you capture secure, unbiased video evidence in the field. Keep patrol officers on the road with automatic, encrypted video uploads from in-car systems or WiFi-enabled body cameras directly to CommandCentral Evidence. Once the evidence is uploaded and tagged, the body-worn and in-car footage appear directly in the Consolidated Record View for a more complete picture of the incident.

JAIL AND INMATE MANAGEMENT

Transfer relevant data to the jail with an integrated arrest form within CommandCentral Records. From the Consolidated Record View, the officer fills out the arrest form and makes the information available in CommandCentral Jail electronically. The jail officer then uses the arrest data to update the intake form and start the pre-booking process, eliminating the manual paper intake form and ensuring the arrest data is stored in the records and jail systems independently.

SIMPLIFY TRANSPARENCY WITH THE COMMUNITY

PUBLIC RECORDS REQUEST

Public records requests are a reality of the job. That doesn't mean they have to slow you down. See how the tools included with CommandCentral Records help streamline your workflows and increase efficiency when it comes to answering Freedom of Information Act (FOIA) requests.

REQUEST

COMMUNITY ENGAGEMENT
From the Agency Page, citizens can submit a public records request. Submission forms can be custom or standard, depending on your agency's preference.

REVIEW

SUBMISSION MANAGEMENT
Your agency reviews the request in the Community Inbox, tagging accepted submissions with the incident ID or creating a new incident ID if required.

MANAGE

DIGITAL EVIDENCE MANAGEMENT
Any personally identifiable information in the request is redacted if necessary before approval.

CENTRALIZE

RECORDS MANAGEMENT
Once the request is accepted, it is automatically uploaded to CommandCentral Evidence for secure storage and easy management.

SHARE

COMMUNITY SHARING
With the citizen's contact information provided in the submission, the case can be easily shared electronically using the citizen's email address.

ACHIEVE A LOW ERROR RATE

INCIDENT-BASED REPORTING

While incident-based reporting (IBR) systems provide unparalleled detail on crime, they also require more diligence and effort in the reporting process to ensure compliance and accuracy. CommandCentral Records includes workflow management and compliance verification tools to help your agency save time, minimize rework and achieve a low error rate.

CREATE

VERIFY

APPROVE

SUBMIT

TRACK

RECORDS MANAGEMENT
The officer completes the case report, including their primary narrative, required fields, and tagged digital evidence.

COMPLIANCE ENGINE
CommandCentral Records' compliance engine verifies the report before submission to minimize rework.

WORKFLOW MANAGEMENT
Supervisors can streamline the review process by accepting or rejecting reports, adding comments, or flagging necessary changes.

IBR SUBMISSION TOOLS
Regularly submit incident-based reports for review by the state or Federal Bureau of Investigation.

ERROR RATES
Track error rates over time to refine your agency's process to consistently and successfully achieve a low error rate.

SECURELY COLLABORATE WITH JUDICIAL PARTNERS

CASE PACKAGE SHARING

Successful prosecutions rely heavily on seamless collaboration with judicial partners. Cases must be shared in a timely manner and be fully tracked and audited. Perhaps most importantly, the chain of custody must be preserved. CommandCentral Records provides the tools to achieve the proper criminal outcomes and maintain transparency by securely sharing the case with the chain of custody intact.

CAPTURE

BUILD

SHARE

ACCEPT

RESHARE

FIELD RESPONSE APPLICATION & VIDEO DEVICES
Ingest content from native integrations to our own portfolio, 3rd party system connectors or manual file uploading.

RECORDS MANAGEMENT
Create a more complete picture of the case by correlating CAD, digital evidence, and community data to the incident record.

PROSECUTOR EXPERIENCE
Keep prosecutors up-to-date with a dedicated, streamlined page where they can view all case information - even from multiple agencies.

SHARE MANAGER
The share manager will show your agency when the shared case package was received by the prosecution, so you know they received it on time, the first time.

JUDICIAL SHARING
From the prosecutor's experience, the case can easily be reshared with the defense, if needed.

TRANSFORM OPERATIONS WITH UNIFIED DATA

You are faced with an overwhelming amount of data — and it's only continuing to increase. It's structured and unstructured. It's coming in from so many different sources that it's easy to miss connections and trends. And no matter how much data you have, it won't be useful unless you can put it to work for your organization. Data can be transformative to operations if it can be centralized and harnessed to fuel analytics.

CommandCentral Records was built on a secure and certified cloud platform that unifies your data and enables powerful analytics. The more data you add to the common platform, the more powerful your operations become. Here are a few ways a Unified Data Platform puts your data to work for you:

UNIFIED SEARCH

You need to be able to find what you need, fast. Our free-text search makes it easier to find the content you're looking for amongst the sea of images, audio, video, and other files. You can even filter and group based on tags and any other metadata attributes. Save frequent searches so they dynamically update with any new content.

REPORTING

Dive deeper into your agency's data with built-in reports and dashboards. These reports provide insight into body camera usage and adoption, help monitor criminal trends, and provide insight needed to make data-driven decisions.

MACHINE LEARNING

Save officers valuable time with the ability to dictate their narrative in the field. The transcript becomes the primary narrative in the Consolidated Record View, and machine learning automatically links any existing person or vehicle records to expedite case review. Our Platform also enables audio transcription, making it easier to review audio and video files in real time and prepare for court.

SECURITY

CommandCentral Records is designed for CJIS compliance, operates in the Azure GovCloud, complies with the NIST framework, and is audited annually against the Service Organization Control 1 and 2 (SOC 1 and SOC 2) reporting framework. You can also restrict sensitive content from certain users with detailed permission structures, or alert investigative groups to review information by flagging content that requires special attention.

COMMAND CENTRAL

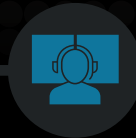## CONNECTED. COLLABORATIVE. COMPLETE.

360° INCIDENT

INCIDENT AWARENESS | **INCIDENT MANAGEMENT** | **POST-INCIDENT RESOLUTION**

COMMUNITY ENGAGEMENT	EMERGENCY CALL MANAGEMENT	VOICE & COMPUTER AIDED DISPATCH	REAL-TIME INTELLIGENCE OPERATIONS	FIELD RESPONSE & REPORTING	RECORDS & EVIDENCE MANAGEMENT	ANALYSIS & INVESTIGATION	JAIL & INMATE MANAGMENT
CITIZEN	9-1-1 CALL TAKER	DISPATCHER	INTELLIGENCE ANALYST	FRONTLINE RESPONDER	RECORDS SPECIALIST	CRIME ANALYST	CORRECTIONS OFFICER

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For more information about CommandCentral Records, please visit:
www.motorolasolutions.com/records

¹ Nuance 2019 Role of Technology in Law Enforcement Paperwork Annual Report
https://www.nuance.com/content/dam/nuance/en_us/collateral/dragon/brochure/br-dle-paperwork-burden-in-policing-en-us.pdf

MOTOROLA SOLUTIONS

CAD, MOBILE AND RECORDS BUILT TO YOUR NEEDS

CREATE A COMPLETE SOFTWARE SUITE FOR YOUR AGENCY WITH PREMIERONE®

MOTOROLA SOLUTIONS

A COMPLETE SOLUTION FOR MODERNIZED PUBLIC SAFETY

Hours of routine punctuated by moments of intense action. That's often what it's like on the street. It's often what it's like in the command center, too. At any time, call takers, dispatchers and first responders must respond to a variety of difficult and dangerous situations correctly, safely and in a matter of seconds. This requires more than simply an assortment of best-of-breed applications. You need a powerful, integrated solution specifically designed for real-time response and quick, intuitive processes.

With more than 130 customer systems and over 142 million managed calls for service, PremierOne is a proven public safety

software solution, backed by the industry's first and only mission-critical ecosystem built to create the lifeline your safety and mission depend on.

As an integral part of Motorola Solutions' CommandCentral software suite, PremierOne offers an end-to-end software experience, fully synced mission-critical communications, access to trusted video and security analytics, as well as a line of Motorola Solutions services that will be there in critical moments today, tomorrow and for years to come.
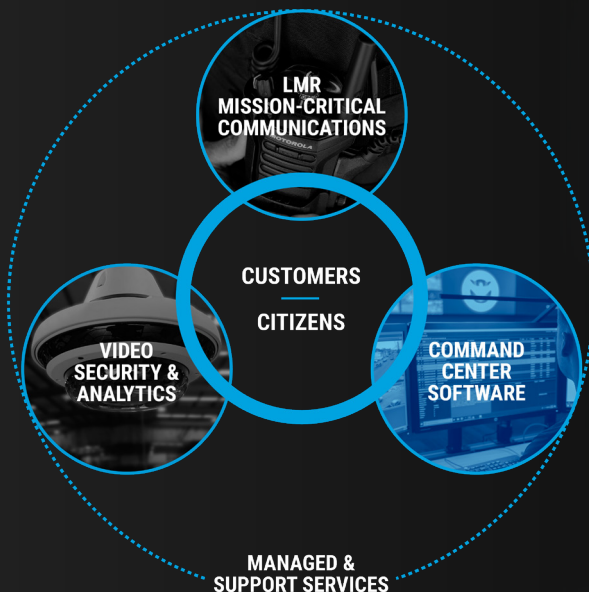
MISSION-CRITICAL ECOSYSTEM

PremierOne is a fully customizable Computer-Aided Dispatch, Mobile and Records solution inside of CommandCentral, our end-to-end public safety software suite.

BUILT FOR TODAY, READY FOR TOMORROW

Both in the command center and out in the field, it's crucial that up-to-date information from 9-1-1 calls, text messages and multimedia are rapidly and securely provided to the right resources at the right time. Field responders need to know that when they respond to an emergency, critical details and historical information are immediately and readily available, which also promotes productive collaboration within departments and across neighboring agencies.

With PremierOne, you can take your operations to the next level while laying the foundation for the future. PremierOne integrates other systems such as next generation 9-1-1 and dispatch consoles directly into Computer-Aided Dispatch (CAD) to simplify the dispatch workflow, bring all information into a single view, extend information access to first responders and make the process for informed decision-making easier and faster. Collaboration is maximized by connecting dispatchers and field personnel in real-time and optimizing interoperability with other agencies, systems and databases. The result is enhanced information flow
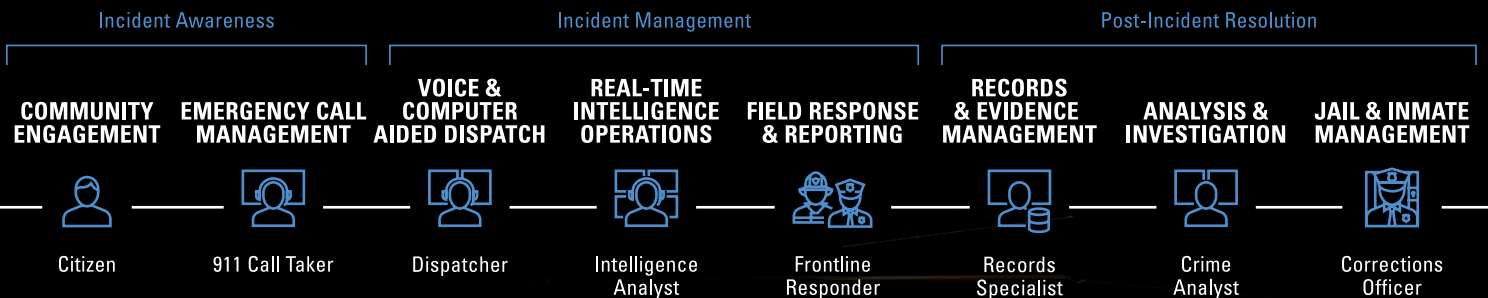
for improved response, safety and incident resolution. When lives are on the line, intuitive workflows and simple, effective incident management help you and your team make the most of every second.

Keeping your command center running efficiently is a team effort. With PremierOne, not only do you have access to state-of-the-art software, your agency is also backed by highly experienced service personnel who know how to identify your unique workflows and integrate your public safety applications for maximum efficiency. Motorola Solutions provides either a simple deployment package or a system built to your exact specifications, satisfying your team's unique needs. Once the system is built, you have access to comprehensive training and support so your personnel are ready on day one. You deserve the best - and a vendor who works relentlessly to make it happen.

COMMANDCENTRAL

The industry's most integrated public safety software suite from call to case closure.

Incident Awareness			Incident Management			Post-Incident Resolution		
COMMUNITY ENGAGEMENT	EMERGENCY CALL MANAGEMENT	VOICE & COMPUTER AIDED DISPATCH	REAL-TIME INTELLIGENCE OPERATIONS	FIELD RESPONSE & REPORTING	RECORDS & EVIDENCE MANAGEMENT	ANALYSIS & INVESTIGATION	JAIL & INMATE MANAGEMENT
Citizen	911 Call Taker	Dispatcher	Intelligence Analyst	Frontline Responder	Records Specialist	Crime Analyst	Corrections Officer

REAL TIME CRIME CENTER

PREMIERONE COMPUTER-AIDED DISPATCH

Streamline the capture, correlation and real-time distribution of mission critical information to dispatch the right resources in a matter of seconds.

UTILIZE UNINTERRUPTED WORKFLOWS

Create a continuous workflow, enabling dispatchers to control the data entry process instead of the process controlling them. The "work assist" area provides instant access to supplemental, dynamically generated information – such as address validation, alerts and premise and hazard records – without pop-ups that can disrupt workflow. Address verification, alerts and situational awareness information occurs without a break in data entry and dispatchers can decide what data to view and when to view it.

ENHANCE RESPONSES WITH ROBUST GIS

When an emergency call comes in, your team and field responders need to act quickly. Geographic Information System (GIS) technology is a key component for enhanced responses to emergency situations. PremierOne CAD with GIS helps your team accurately depict the location of callers, incidents and resources for fast and successful responses. A location-based solution with GIS components developed using the Esri® ArcGIS resources, PremierOne CAD provides centralized spatial database services and a robust mapping client that allow for faster back-up and response.

INCREASE INTEROPERABILITY AND COLLABORATION

Your public safety response often requires multi-agency coordination with neighboring cities, counties or even regional and national resources. Whether in the communications center or deployed in a mobile command post, PremierOne CAD optimizes interoperability. As an industry-recognized leader for multi-jurisdictional systems, PremierOne CAD offers highly configurable databases that maximize shared data while still allowing separate workflows and agency security. Response teams benefit from enhanced information sharing and a unified operational view of incidents that ensure a well-orchestrated and coordinated response.

DISPATCH FOR FIRE AND EMS

When lives and property are in danger, dispatching the closest resources with the right equipment and training to do the job is critical. PremierOne CAD lets you customize responses that reflect your department's operations and procedures. Flexible Fire and EMS-specific recommendations and run cards are created using critical factors, such as skills, capabilities, time of day, apparatus, split vehicle attendance and alarm level to ensure the right response is dispatched.

MAXIMIZING THE ECOSYSTEM

Extend your software's reach with additional products that are designed to work seamlessly with PremierOne CAD.

PREMIERONE CAD AND MISSION-CRITICAL COMMUNICATIONS

Increase situational awareness and improve officer safety by displaying field devices through one, centralized hub for voice and data communications. Use Critical Connect to access location, presence, operational status and other key data for both LMR and broadband PTT resources and display the information in a single CAD map. You can create reports on officer movement throughout the day for enhanced decision making on resource distribution as well as associate all radios, status changes and recent communication with the fleet vehicle, responder and unit for increased responder safety.

PREMIERONE CAD AND EMERGENCY CALL MANAGEMENT

Motorola Solutions' NG9-1-1 solutions and PremierOne CAD offer a more efficient call management approach by integrating call handling into CAD and easing the call taker's already stressful job. The result is a more efficient workflow that saves time. Minimize keystrokes, reduce errors and speed response by integrating PremierOne CAD with VESTA® 9-1-1 call handling. No more swiveling back and forth between applications. With Integrated Call Control, answering a call, creating an incident, dispatching and releasing a call can be accomplished in as few as four keystrokes, and all from one screen.

PREMIERONE CAD AND DISPATCH CONSOLES

In today's dispatching world, there's more information, resources and tools competing for your attention than ever before. Cut through the noise and be ready for any crisis that comes your way by integrating PremierOne CAD with MCC 7500 IP and MCC 7500E IP Dispatch Consoles. Keep your field personnel connected to dispatchers and other responders without requiring them to switch car and body radio channels manually, improving officer safety and outcomes. Additionally, dispatchers can use PremierOne CAD to automatically group talkgroups per incident, helping them dispatch more efficiently. Improve situational awareness for field responders by sending alphanumeric messages to text-enabled devices. You can also manage pager information including alias type, allowing you to send messages to a group of people or devices.

PREMIERONE CAD, MOTOROLA RADIOS AND RESPONDER ALERTS

Further enhance your team's situational awareness and improve responder safety by viewing responder location on your CAD map, including responders outside of the vehicle. Responders in the field can quickly alert dispatch of a critical incident by pushing the emergency/panic buttons available on Motorola Solutions radios. Events can escalate quickly and your responders in the field should be assured that backup is ready and available if they need it. Alerts on responder status automatically show the command center what's happening to officers during an incident including weapon fired, man down and other important information.

PREMIERONE CAD AND REAL-TIME INTELLIGENCE OPERATIONS

Unify your team with one view and one workflow for a safe and rapid response with CommandCentral Aware. Access CAD incident data from the situational map to achieve a complete operational view in your real-time crime center. Improve response time and save clicks by pushing an incident into PremierOne CAD from CommandCentral Aware and set analytics to automatically send to multiple agency personnel the moment a critical CAD incident occurs. Combining CommandCentral Aware with industry-leading video technology from Avigilon and WatchGuard, you can deliver unprecedented visibility of a scene with access to all cameras in a single operational view, with easy evidentiary tagging and storing through CommandCentral Evidence. By bringing users' attention to key video content, you can use CommandCentral Aware to enhance officer safety and boost productivity.

ECOSYSTEM INTEGRATIONS

Frontline Responder   LTE   LMR
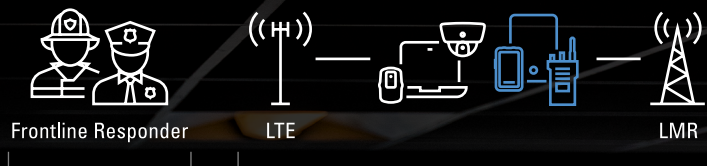
COMMUNITY ENGAGEMENT	EMERGENCY CALL MANAGEMENT	VOICE & COMPUTER AIDED DISPATCH	REAL-TIME INTELLIGENCE OPERATIONS	FIELD RESPONSE & REPORTING	RECORDS & EVIDENCE MANAGEMENT	ANALYSIS & INVESTIGATION	JAIL & INMATE MANAGEMENT
Citizen	911 Call Taker	Dispatcher	Intelligence Analyst	Frontline Responder	Records Specialist	Crime Analyst	Corrections Officer
	VESTA 9-1-1 Callworks 9-1-1	PremierOne CAD	CommandCentral Aware		CommandCentral Evidence		

PREMIERONE MOBILE

Fully extend command center information to the vehicle and mobile devices – event information, location, dispatched units, history, hazard data and building plans – for enhanced real-time decisions.

ENHANCE SITUATIONAL AWARENESS

Deliver mission-critical information into the hands of those who need it most — anytime, anywhere — for informed tactics and successful outcomes. Real-time updates and automatic notifications keep responders informed with alerts, "hot hit" responses, messaging and Be On the Lookout (BOLO) notices along with vital premise and hazard information. Enhance your team's situational intelligence with geofencing and status monitoring to provide location and activity details of all units and incidents, keeping you connected to developing situations as events unfold.

RESPOND QUICKLY, CONFIDENTLY AND SAFELY

Utilize drive directions and dynamically receive incident details during critical response activity. As persons, vehicles and locations are added to an incident, corresponding prior incident details are instantly made available to officers. This intelligence is automatically surfaced as scenarios develop for improved decision-making in order to execute a rapid and informed response to every call for service.

STREAMLINE OPERATIONS

Browser-based configuration gives system administrators the power to remotely configure clients, from a single portal, to match your agency's unique operational needs. Android, iOS and Windows clients share the same provisioning information, allowing a single set-up process for all platforms, eliminating duplicate efforts and streamlining support.

STREAMLINE INCIDENT MANAGEMENT

Enable full incident control and information sharing while in the field. Initiate an incident with a single touch or update event details, comments and location. Quickly scan a driver's license to automatically search and add a subject or query a registered vehicle. Utilize GPS data to automatically update unit status to enroute or arrived on scene. Easily attach and share photos from your devices for collaboration with other units and command staff. Empowering officers with tactical controls in the field enables a more autonomous and productive mobile workforce.

UTILIZE A FLEXIBLE, INTUITIVE USER INTERFACE

Start responding to an incident in the vehicle and continue situational awareness outside of the car. Mobile capabilities are designed to work on in-vehicle laptops, smartphones and tablets, or together across multiple devices for one seamless experience. One-level access to information minimizes keystrokes to rapidly deliver information. The client applications are designed for touch screen use in both a mobile computing and smartphone environment. Single key traffic stops, one touch status updates and simple screen tap to drill down to incident or unit details are optimized for the mobile workforce.

MAXIMIZING THE ECOSYSTEM

Extend your software's reach with additional functionality that is designed to complement PremierOne Mobile.

PREMIERONE MOBILE AND PREMIERONE CAD

PremierOne Mobile offers first responders the benefits of PremierOne CAD in the field. It is crucial for PremierOne Mobile to be deployed together with PremierOne CAD in order to maximize the benefits of the CAD system. PremierOne CAD, PremierOne Mobile and PremierOne Records applications share a common provisioning system allowing an administrator to enter information such as users, devices and incident types one time, in a single location.
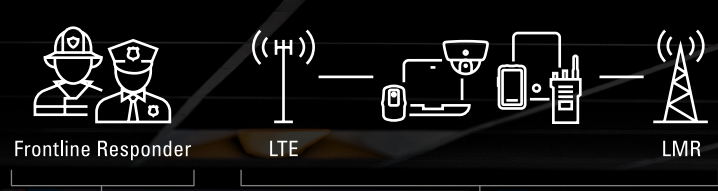
PREMIERONE MOBILE AND PREMIERONE RECORDS MOBILE

When PremierOne Mobile and PremierOne Mobile Records are deployed together in a suite environment, users will experience advantages such as a single, automatic log in to PremierOne Records and instant sharing of incident and query data. This eliminates duplicate data entry, minimizing both keystrokes and mistakes.

PREMIERONE MOBILE CLIENTS

Mobility capabilities are designed to work in the vehicle and in the field. Whether utilizing a laptop, smartphone, tablet or a combination of devices, the officer is always connected to a common feature set and critical CAD information. Field responders can start responding to and access incident details while enroute and continue situational awareness on scene by automatically receiving real-time information. In today's world, officers need and expect to have incident details in the palm of their hand for enhanced situational awareness when they need it most.

ECOSYSTEM INTEGRATIONS

Frontline Responder   LTE   LMR

COMMUNITY ENGAGEMENT	EMERGENCY CALL MANAGEMENT	VOICE & COMPUTER AIDED DISPATCH	REAL-TIME INTELLIGENCE OPERATIONS	FIELD RESPONSE & REPORTING	RECORDS & EVIDENCE MANAGEMENT	ANALYSIS & INVESTIGATION	JAIL & INMATE MANAGEMENT
Citizen	911 Call Taker	Dispatcher	Intelligence Analyst	Frontline Responder	Records Specialist	Crime Analyst	Corrections Officer
		PremierOne CAD		PremierOne Mobile	PremierOne Records		

PREMIERONE RECORDS

Streamline the capture, organization, management and distribution of data for more reliable and actionable information in real time.

STREAMLINE DATA MANAGEMENT

Improve the coordination and management of large volumes of traditional records as well as multimedia files such as audio, video and images. Real-time access to mission critical information regardless of where it's located is readily available, and the application lets you organize crime reporting data in virtual case folders. This actionable intelligence results in better decisions, more successful investigations, improved analysis, and ultimately, increased first responder and community safety.

COLLABORATE ON REPORTS IN REAL-TIME

Share timely criminal information regardless of jurisdiction. PremierOne Records enables real-time access, query, sharing and management of critical data across your own operations along with those of other agencies and jurisdictions. It supports consolidation of data systems and can serve an unlimited number of agencies on a single system, allowing each agency to control what data is shared, and when and where to share it.

ELIMINATE DATA SILOS

Ensure consistent data entry as well as efficient data sharing and management for more accurate and reliable data. PremierOne Records' advanced business logic ensures that users collect all pertinent information, optimizing data consistency, efficiency and reliability. Master indices for people, entity, property, vehicle and location allow data to be entered once, reducing duplicate data entry and automatically delivering more reliable data throughout the system.

WORK SMARTER, NOT HARDER

Effectively control your information and maximize operational efficiencies. Through its innovative Advanced Configuration Tool (ACT), PremierOne Records provides user-configurable features you can design to conform to your workflows and business processes. You can even customize some of these features to capture information specific to your agency. The result is an RMS that works the way you do, eliminating inefficient manual procedures and costly third party customization.

MAXIMIZING THE ECOSYSTEM

Extend your software's reach with additional products that are designed to work seamlessly with PremierOne Records.

PREMIERONE **RECORDS AND PREMIER**ONE **CAD**

PremierOne Records is part of the PremierOne Suite and is tightly integrated with PremierOne CAD. Leverage PremierOne's trusted technology, deployed and tested by agencies worldwide, to integrate all your data across dispatch, the field and records workflows to connect your teams and improve incident outcomes. Because of the close integration, you can automatically populate PremierOne Records forms with PremierOne CAD data, helping eliminate duplicate data entry. With the Integrated Suite, your team can utilize your CAD data all the way from call to case closure.

PREMIERONE **RECORDS AND COMMAND**CENTRAL **EVIDENCE**

Maximize the value of your digital evidence with CommandCentral Evidence, which is included with your PremierOne Records system. CommandCentral Evidence is the foundation for an evidence-based operation. With it, your team can simplify content management, quickly review case evidence and share it, securely and seamlessly, with partners to ensure justice is achieved. Managing the influx of video, images, audio and other content from a variety of different systems can cause a lot of strain for your team. But now, more than ever, this content is vital to accomplishing the right criminal justice outcomes. CommandCentral Evidence is a cloud-based solution for aggregating and intelligently organizing all of your agency's digital content in one place. Because of its seamless integration with PremierOne Records, all digital content can be easily managed, reviewed and shared with corresponding agencies.

**PREMIER**ONE **RECORDS AND COMMAND**CENTRAL **JAIL**

PremierOne Records connects seamlessly with CommandCentral Jail, which offers your team access to an intelligent jail management system. Benefit from streamlined offender intake, improved awareness and greater confidence inmates are accurately released. CommandCentral Jail is a completely secure jail management platform that is officer-oriented and built to integrate with the PremierOne system to streamline intake, improve awareness for your team and ensure accurate release for safe, successful rehabilitation. While jail management software is typically designed by location, it's common that your team might wear multiple hats. This is why development of CommandCentral Jail is focused around the user and simplifying workflows - from intake to rounds to release. To provide your team with the vital insights they need to be successful, you can source information from arresting officers, partner agencies or even third party systems, and inject it directly into workflows to improve your team's awareness and efficiency. Access to and protection of your information is controlled by parameters you set and meets CJIS requirements. Even in multi-agency deployments, strict permissions can be set to control access to information while still making it easy to share.

PREMIERONE **RECORDS AND COMMAND**CENTRAL **INVESTIGATE**

Integrate PremierOne Records with CommandCentral Investigate, a powerful investigative analytic and reporting platform that boosts your agency's ability to solve more crime with data driven insights. CommandCentral Investigate puts big data to work for you, so you can quickly identify crime trends, track down leads with more accuracy and effortlessly communicate intelligence across your agency - empowering everyone on your team to fight crime smarter. CommandCentral Investigate is built to leverage more data for your agency, is configurable for every role and can be delivered "as-a-service."

ECOSYSTEM INTEGRATIONS
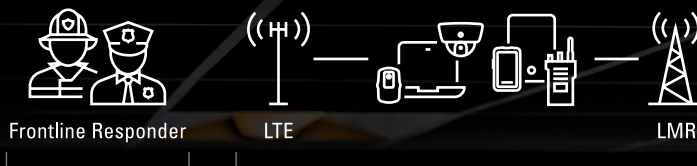
Frontline Responder · LTE · LMR

COMMUNITY ENGAGEMENT	EMERGENCY CALL MANAGEMENT	VOICE & COMPUTER AIDED DISPATCH	REAL-TIME INTELLIGENCE OPERATIONS	FIELD RESPONSE & REPORTING	RECORDS & EVIDENCE MANAGEMENT	ANALYSIS & INVESTIGATION	JAIL & INMATE MANAGEMENT
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					CommandCentral Evidence	CommandCentral Investigate	CommandCentral Jail
					PremierOne Records		

ADD VALUE FOR YOUR AGENCY WITH COMMANDCENTRAL CAPABILITIES FOR PREMIERONE

Get a taste of next generation cloud capabilities with CommandCentral features designed specifically for PremierOne users to extend reporting capabilities, help reduce risk and make teams more effective and productive. With this option, you can expedite case review and resolution, improve data quality and integrity, streamline digital evidence collection and management as well as provide insight for data-driven decision making. These free capabilities are available for you to activate when your agency is ready, letting you explore what's possible with CommandCentral without sacrificing your agency's current investments and configurations.

VIEW CAD INFORMATION ANYTIME, ANYWHERE

Securely view CAD information and keep an eye on agency activity when not on the dispatch floor from any internet-connected device. With secure view access to agency CAD information from anywhere, you can make better decisions in record time while also enabling non-traditional users to work from locations that have not previously had access to jurisdictional CAD information.

BACKUP YOUR DATA IN THE CLOUD

Activate Cloud Data Backup and Restore to both mitigate the risk of data loss and reduce costs associated with redundant hardware. Geographic redundancy, dedicated security teams and no backup size or frequency limits ensure the information and tools you need are available when you need them — without compromise.

SECURELY STORE AND MANAGE DIGITAL EVIDENCE

Intelligently organize all of your digital evidence, including body-worn or in-car video, security or citizen video, audio logs, photos and more with CommandCentral Evidence. To save on-premises storage space, any attachments uploaded through the Law Records module are automatically stored in CommandCentral Evidence while still being available for review within PremierOne. Any content directly ingested into CommandCentral Evidence can be associated with a PremierOne incident.

EASILY REVIEW AND SHARE CASES

The Consolidated Record View is an intuitive, new experience to supplement your case folders. Compile all incident information and related digital evidence into a unified, incident-based view to quickly understand a case and access everything you need in one place. Your officers can easily create their narrative while detectives can get context about what happened on-scene and conduct investigations without delay.

FIND THE INFORMATION YOU NEED - FASTER

Find the information you need faster using a smart, free-text search engine over all agency records and evidence. With Unified Search, simply enter your desired search criteria — such as name, report number, license plate or any other identifying content — and CommandCentral will conduct a search across all agency data and use artificial intelligence to identify the most relevant results.

PARTNER WITH THE COMMUNITY

Your community has valuable knowledge and can be a critical partner if you have the right tools to connect. Provide your citizens with the ability to share intelligence and be a true public safety partner with CommandCentral Community. These tools provide a secure way to collect evidence from the public, a safe place for anonymous tipping and a channel to keep the public informed of local crime data - on your terms.

WORK ON REPORTS LESS, PATROL MORE

Capture images, video and audio with the CommandCentral Capture App, a simple smartphone application for Android and iOS. The app automatically adds metadata and offers in-device tagging for easy media management. Evidence is seamlessly uploaded to CommandCentral Evidence for immediate use. All evidentiary data is isolated from personal data, preventing tampering and preserving the chain of custody so you never need to subpoena devices.

UNCOVER MORE ACTIONABLE INSIGHTS

Achieve better outcomes through actionable insights using the Insights Dashboard. Built-in alerts help you monitor activity and set threshold alerts to identify and proactively address crime trends. Workflow and project capabilities provide instant access to items that need your attention and manage key initiatives. You can also reply to messages and share topics and documents to promote collaboration within the dashboard.

START YOUR SHIFT MORE AWARE AND PREPARED

The ability to see crime on a map can provide valuable context to officers, helping them understand recent trends and patterns. Pin Mapping provides PremierOne Records users with the ability to easily map a case report search. This visualization allows them to see where a particular crime occurred, as well as other crimes around it, for more informed crime-fighting decisions. The corresponding Incident Record can be opened from the map, providing all relevant details and associated digital evidence.
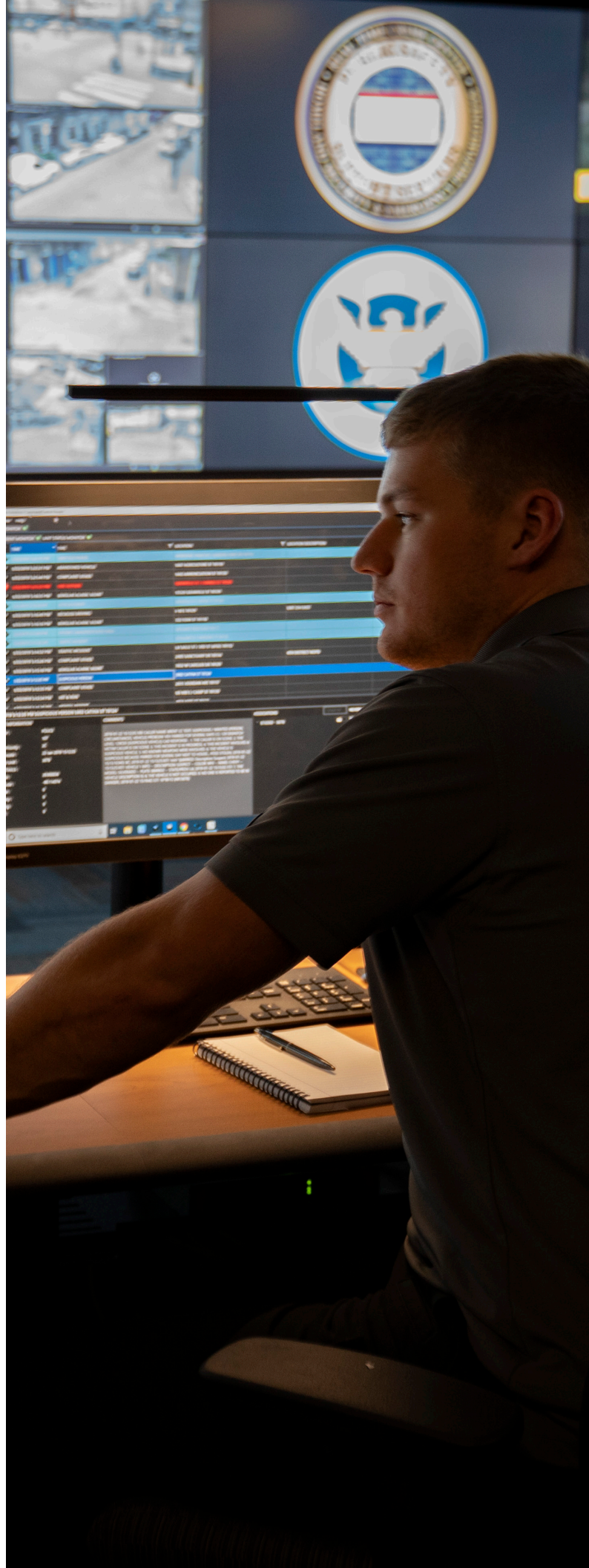
"We've eliminated information silos and ensured that the right dispatcher and responder immediately get the information needed. With a Next Generation solution, up-to-date information refreshes constantly across multiple systems. All responders have the same view at all times, simplifying workflows. Motorola Solutions worked with us to maintain the same look and feel, considerably reducing training time."

Karl Fasold, Director of Technology, Orleans Parish Communication District, LA

NEXT-GENERATION EVOLUTION WITH A DEDICATED TECHNOLOGY LEADER

We build software for mission-critical environments where every second matters. PremierOne and other applications in our CommandCentral software suite unify data and streamline workflows from call to case closure in order to put your information to better use, improve safety for critical personnel and restore your focus on the communities you serve. Backed by a trusted, 90+ year expert with proven public safety leadership and the industry's first and only mission-critical ecosystem, our suite is transforming the public safety experience. Combined with unified radio and broadband communications, video intelligence and analytics and world-class services, our ecosystem is the technology lifeline your mission depends on. Our mission is to never stop advancing it.

For more information about PremierOne, visit www.motorolasolutions.com/software

MOTOROLA SOLUTIONS