

# Redefining Command & Control

ENGAGE IMS/CAD is an integrated call-center solution designed for public and private safety organizations, offering comprehensive tools for call and incident management, computer-aided dispatch, operational resource management, and data integration. This system ensures seamless connectivity between control centers and field units, enabling mobile dispatch capabilities on smartphones and tablets. Field personnel can update event details, access databases, and exchange rich media messages, enhancing situational awareness and response efficiency.

## Why Choose ENGAGE IMS/CAD?

- ◆ **Faster Response Times** – Real-time mission updates and optimized flight routing minimize delays.
- ◆ **Enhanced Situational Awareness** – Live tracking and operational picture ensure informed decision-making.
- ◆ **Seamless Coordination** – Unified air, ground, and marine mission data improves teamwork and efficiency.
- ◆ **Optimized Resource Allocation** – Advanced coordination tools enhance mission planning and execution.
- ◆ **Reliable & Secure** – Built on a highly secure infrastructure, ensuring compliance with public safety standards.



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## ENGAGE® IMS/CAD

Next-Generation Incident Management &  
Computer-Aided Dispatch System





# The Challenge

**Public safety agencies** face the critical task of managing a high volume of **emergency calls** and **incidents** efficiently. Traditional **dispatch systems** often struggle with **fragmented communication** between **call-takers**, **dispatchers**, and **field personnel**, leading to **delays** and **miscommunication**.

**Resource allocation inefficiencies** make it difficult to assign the **nearest** and **most suitable resources** to incidents, often **slowing response times**. With the increasing volume of **data** from multiple sources, agencies find it challenging to **process** and **utilize relevant information** effectively. Furthermore, **limited mobility** in traditional **dispatch solutions** restricts **field personnel's ability** to access **real-time updates** and collaborate with **dispatchers seamlessly**. These issues collectively hinder **public safety response** and **operational efficiency**.

In addition to these challenges, **emergency response teams** must operate in **rapidly changing environments** where **real-time situational awareness** is critical. **Legacy systems** often fail to provide **integrated solutions** for tracking **personnel**, **vehicles**, and **other assets** across different regions, making **coordination difficult** in **large-scale emergencies**. **Dispatchers** require a **platform** that consolidates all **mission-critical information** into a **single, easy-to-use interface**, reducing **cognitive overload** and improving **decision-making under pressure**.



## The Solution

ENGAGE IMS/CAD streamlines incident response, optimizes resource allocation, and enhances real-time communication between dispatch centers and field units.

It is a powerful, unified platform designed to improve efficiency in emergency response operations. By integrating real-time data sharing, automated dispatching, and intelligent resource management, it ensures that emergency services can coordinate effectively and deploy assets with precision.

The system enables seamless communication between dispatchers and field personnel, reducing response times and improving situational awareness.

With a modular design, ENGAGE IMS/CAD allows organizations to customize features based on their operational needs, from advanced call-taking capabilities to automated duty rostering.

The platform supports multi-agency collaboration, enabling different emergency services to share incident data and coordinate in real time. Built with high-security standards, ENGAGE IMS/CAD ensures data integrity, reliability, and accessibility across all connected devices.

## Enhancing Public Safety Operations

ENGAGE IMS/CAD is an integrated call-center solution designed for public and private safety organizations, offering comprehensive tools for call and incident management, computer-aided dispatch, operational resource management, and data integration. Major features include:

- ✓ Comprehensive Call Management – Efficiently handles regular and emergency calls with advanced call-taking tools.
- ✓ End-to-End Incident Management – Manages the full incident lifecycle, from initial report to resolution, following SOPs.
- ✓ Advanced Resource Allocation – Analyzes and assigns the most suitable resources based on real-time data and predefined criteria.
- ✓ Dynamic Duty Rostering – Automates shift management for personnel and vehicles, ensuring optimal staffing levels.
- ✓ Real-Time Resource Tracking – Provides live monitoring of various resources through integration with multiple tracking technologies.
- ✓ Unified Voice Communication – Integrates voice communications across different devices and networks for seamless interaction.
- ✓ Mobile Dispatch Capabilities – Empowers field personnel with mobile tools to stay connected and informed.
- ✓ Robust Analytics & Reporting – Offers insightful analytics and customizable reports to support strategic planning.