EMERGENCY REPORTING®

CAD INTERFACE

SAVE TIME & IMPROVE ACCURACY WITH A CAD INTERFACE FROM EMERGENCY REPORTING

Save 10 minutes per call!
That's more than 166 hours/1000 calls

- Improved staff productivity
- Improved data integrity
- Less human error
- Review call-taker comments
- Auto-populate personnel directly from CAD or the Daily Roster

Visit Us Online
to Learn More

http://bit.ly/CAD-Interface

CAD INTERFACE

Pull data directly from your agency's local 911 dispatch system with our CAD Interface

Here's how it works:

- Dispatchers enter new information for complex and rapidly evolving incidents.
- CAD system exports Fire/EMS data, in real time or at the end of the call.
- Our CAD Interface transmits, configures, and uploads the data directly into your account.
- In many cases, we can configure your account to receive, organize, and download evolving data into your system, allowing your station to run reports on the fly.

Methods of CAD Interface:

Web Services Direct

Web Services Direct is a tightly integrated interface between your CAD vendor and Emergency Reporting. Using this option, most CAD vendors' systems transfer information from your dispatch center directly to our system every time the call is updated or when the call is closed. This is a custom interface developed between your CAD vendor and Emergency Reporting; no third-party software involved.

Flat File Parser

The CAD system exports a standard formatted file (XML, TXT) to our dedicated cloud SFTP server. We parse the file using our secure Microsoft Azure Logic Apps. Depending upon the CAD system, the file may be exported every time the CAD system makes a status change or when the call is closed.

The data that is pulled into Emergency Reporting varies depending on your CAD vendor. CAD vendors we frequently integrate with: Spillman (Motorola), TriTech, CentralSquare, Zuercher, Tyler Tech, Spotted Dog, and Intergraph/Hexagon. We're utilizing Azure Logic Apps, SFTP (Secure File Transfer Protocol), and Web Services for many of our CAD connections.