Inform CAD
Computer Aided Dispatch for Public Safety

Computer Aided Dispatch (CAD) software serves as the technology hub of your communications center – processing, prioritizing, and recommending actions based on real-time and historical information. Inform CAD is an award-winning, feature-rich CAD solution that empowers public safety agencies with the ability to respond intelligently and rapidly to emergency situations. This reliable and innovative product captures all major data points throughout each call to intuitively present information to users and responders when and where they need it.

Suitable for single agency, multi-agency, or multi-site regional deployments, Inform CAD provides for a streamlined dispatch operations, increased situational awareness, and enhanced field communications. With seamless integration to any product within the Inform Public Safety Suite, Inform CAD improves the entire public safety workflow to ensure the most effective reporting, response, disposition, and analysis.

FEATURES AND BENEFITS

- Advisor module prioritizes system events and provides recommendations for immediate action
- Internet integration leverages capabilities of search engines and internet in call taking
- Intellisense facilitates ease of use

- Dispatch Rules permit administrators to fine-tune response selection rules to meet their unique requirements
- Routing recommendations and GIS integration with dispatch ensures fast, accurate, and visual unit routing
- Configuration Utility allows System Administrators to easily make configuration changes on the fly
- Unified access to information across the Inform Public Safety Suite with the ability to query Inform RMS Master Indices, CJIS, and NCIC systems at the same time
- Integration with Inform IQ and Analytics to easily find any piece of data in CAD, RMS, or Mobile with one search
Uninterrupted workflow for call taking and dispatching
With flexible and easy-to-use queues, users can control the number of queues displayed, apply filters, and adjust the layout to meet individual operational and workflow needs. By eliminating pop-up box notifications that require an immediate confirmation or selection, users can stay focused on recording call information and then interact with new types of data and information through slide down panes for an uninterrupted workflow.

Powerful and smart system notification tools
The innovative Inform Advisor concisely prioritizes and displays information that can improve productivity and response time. Configurable to each agency’s business rules, Advisor provides recommended actions to empower your staff to make better decisions with a single action.

Integrated mapping with Live Routing
Inform CAD employs Quickest Path Dispatch, which analyzes the street network and assesses the drive time of each of the appropriate units from their current location to determine the closest unit to respond. Agencies can perform street updates on the fly to ensure that units travel along the fastest route to the incident.

Proactive unit recommendations
To provide the quickest response possible, Inform CAD features Automatic Dispatch to dispatch units automatically without user intervention. Based on agency-defined ETA and time savings differentials, Unit Swap capabilities provides dispatchers additional recommendations on newly available or closer units after initial dispatch.

Multi-agency, multi-jurisdictional functionality
Inform CAD provides coordinated, efficient emergency response among multiple agencies across jurisdictional boundaries. Multiple agencies can operate on the same system, yet configure the system’s response plans, problem natures, comment sharing, and more at the agency level.

Right time intelligence to the call taker and responder
Leveraging the capabilities from the entire Inform Public Safety Suite including 911, Mobile, Records, Jail, and IQ, users of Inform CAD have immediate access to information across the enterprise for improved situational awareness and assurances of providing the most effective response.

This really transforms the dynamics of how we manage our public safety resources. The Inform CAD solution from TriTech Software Systems forms the cornerstone of our new communications system.

Bill Marion
Information Services Director
City of Milpitas, CA

SOFTWARE COMPONENTS
• Inform CAD dispatch software
• Geo integrated mapping software
• PowerLine™ command line entry using Intellisense
• Inform Browser™ thin client, view only, browser style views
• System Health Monitor actively monitors system conditions and provides alerts on possible errors or warning conditions
• Engineered with Microsoft’s scalable Windows platform and high performance SQL Server database
• Multi-tiered client server and distributed processing architecture provide optimal flexibility to scale for future requirements
• Employs fault-tolerant, 99.999% continuous availability through certified Stratus FTServer technology
• Eliminates complicated cluster deployment through integrated processing capabilities built into each system