



HxGN OnCall® Dispatch | Advantage

Dispatchers are the first line of contact during an emergency. To help save lives and improve outcomes, they need cutting-edge tools that let them quickly understand the situation and take action.

HxGN OnCall® Dispatch | Advantage offers a transformative user experience (UX) that delivers richer situational awareness without overloading the operator. Available on-premises or in the cloud, it provides streamlined workflows that reduce operator workload, increase productivity, and boost dispatch and capacity.

Part of the HxGN OnCall Dispatch product suite, Advantage helps organizations modernize contact to better meet changing public expectations and make smart decisions for the future. It improves coordination and collaboration between dispatchers and field personnel. With a browser client that simplifies administration, Advantage's configuration-based customization options allow agencies to adapt the software for different roles and changing needs.

Advantage features HxGN OnCall Dispatch | Dashboard for dynamic visual summaries of events, units, and workloads. It offers flexible licensing with specialized extensions and products that deliver subsets of its capabilities, including HxGN OnCall Dispatch | Essentials for organizations with

simple dispatching needs and HxGN OnCall Dispatch | Call-Taker for organizations that provide call-taking and dispatch services with separate teams.

Benefits

Optimize operation & awareness

As security configurations gain more sensors and systems, workstations and workflows have become increasingly complex, making it harder for call-takers and dispatchers to access information and take effective action. Advantage features optimized screen layouts, visual displays, and user interaction shaped by extensive UX research and testing. Organizations can easily configure the user interface (UI) to their own needs, roles, and users. With Advantage's clear insights and streamlined workflows, operators can perform critical tasks faster and more efficiently. The product's ability to integrate with other control room technologies also allows users to replace multiple UIs and input devices with a single, unified interface.

Select best-in-class maps

With Advantage, organizations can choose their own provider for map display and processes, enabling them to leverage existing investments or switch providers as needed. By selecting their own map provider, organizations can take advantage of advanced map capabilities, such as 3D rendering, routing with real-time traffic information, and the ability to add new themes and ad hoc content.

Enable better coordination

Advantage delivers a wide range of capabilities to support efficient, effective coordination across teams. It uses the same dynamic common operating picture for dispatchers, responders, and supervisors to improve communications and track resources in real time. With Advantage, standard operating procedures are no longer standalone documents, but capabilities integral to the system. Particularly valuable for infrequent, complex scenarios, they can guide and inform operators, trigger system commands, and provide a record of actions.

Organizations can leverage facilities, diversions, and unit transports and create, share, and use staging areas during incidents and major events. Advantage can also record, validate, and track units assigned to the same incident operating away from the primary or initial location.

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Modernize contact management

More people than ever are using mobile phones to make emergency calls. Advantage allows organizations to modernize contact services by supporting different contact channels, harnessing richer information, and handling increasingly diverse types of data.



Increase agility

Advantage's centralized administration and configuration-based customization offers increased agility while cutting management overhead.

Features

Innovative UX

Dispatchers need relevant information and capabilities to quickly solve problems and respond effectively. Advantage delivers clearer insights and faster operation by constantly matching the tools and information users see to those most relevant to their current tasks. It also ensures related functions and data are available at the click of a mouse. Its dynamic UI changes dialogs and icons to alert users to events, keeping the interface clear and uncluttered and avoiding the need to frequently move or close new windows.

Alerts & notifications

- **Geofencing:** Users can create operational boundaries on a map that trigger automated alerts when resources enter or exit the defined area
- **Ad Hoc timers:** User-defined, ad hoc timers allow operators to set timed alerts against a call for service or unit and produce a visual or audible alert when time has run out

Hexagon is a global leader in sensor, software and autonomous technologies. We are putting data to work to boost efficiency, productivity and quality across industrial, manufacturing, infrastructure, safety and mobility applications. Our technologies are shaping urban and production ecosystems to become increasingly connected and autonomous — ensuring a scalable, sustainable future.

Hexagon's Safety & Infrastructure division provides software for smart and safe cities, improving the performance, efficiency and resilience of vital services.

Learn more about Hexagon (Nasdaq Stockholm: HEXA B) at [hexagon.com](https://www.hexagon.com) and follow us @HexagonAB.