HxGN® Connect

A scalable SaaS solution that bridges information and communication gaps, removes data silos, and enhances collaboration between diverse roles, organizations, and sectors.

Cross-functional collaboration. Shared awareness. Coordinated action. These are significant hallmarks of resilient communities and organizations. However, challenges arise from technical and operational gaps between diverse organizations that have their own cultures, budgets, geographic areas, and ways of working.

HxGN® Connect is a pragmatic, effective solution that connects operational functions, organizations, and sectors via an easily deployed, collaborative space. By enabling shared awareness and coordinated action, it improves efficiency, performance, and safety of operations. And because it's scalable, it promotes real-time collaboration in all matters, transitioning seamlessly from day-to-day tasks to large-scale emergencies and crisis management.

Bridging the gaps

As societies and economies become more reliant on complex webs of services and infrastructure, there is a pressing need to bridge the operational gaps between providers. A global recession and growing impacts from natural disasters reinforce this need.

An enhanced level of collaboration and shared awareness solves problems for not only the affected organizations, but also the communities they serve. Within most cities and organizations, individual departments work independently, even though

their actions and decisions often impact other departments, organizations, and the public.

This lack of coordination creates problems within other areas of an operation, including missed opportunities to enhance planning and improve safety, efficiency, and performance. Other issues include:

- **Inconsistencies:** Manual approaches to awareness and wider communication that are slow, unreliable, and error-prone
- **Delays:** A slower response in identifying and resolving issues
- **Conflicts:** One or more groups performing tasks that are inefficient or unsafe

Breaking down silos

Organizations and departments are aware of the need to collaborate more widely, but they rarely have the solutions, capabilities, and resources at their disposal. Persuading other partners to collaborate can be a fruitless venture, especially if they lose control over their data or ultimately pay for a system they don't own.

While some areas of operation utilize collaborative tools, they only extend to a limited number of users and organizations. The wider picture is one of siloed data, systems, and workflows. These silos, whether internal or external, require manual communication that is slow, unreliable, and often forgotten.

This leads to isolated bubbles, each serving a small number of users performing similar tasks for similar departments or organizations. HxGN Connect, which leverages Hexagon's Xalt data integration platform, breaks down these silos between not only technology and organizational data, but also organizations and citizens. The end result is greater shared awareness and efficiency among collaborators.

Key features

Collaborate across multiple sectors

The success of collaborative solutions depends on the level of benefit to the partners. HxGN Connect ensures all partners gain value from the solution, while removing technological and data-sharing barriers preventing involvement.

Retain data ownership

HxGN Connect allows partners to retain data ownership, including defining what data sources each partner sees. Stringent controls mean information can be shared with confidence because only approved users can access data.

Enhance communication

HxGN Connect doesn't just share data; it promotes and enhances coordinated action by ensuring data is current, reliable, and definitive. It connects to trusted sources and enables communication with users across roles and organizations.

Support diverse roles

The solution allows users to communicate and collaborate with those from other functions, roles, and organizations – including internal departments and external partners – to obtain information and act on it. It easily integrates with existing systems to provide new or alternative capabilities.

Benefits

HxGN Connect makes collaboration attractive and achievable by removing barriers to participation and offering broader value to all partners. Because of its richer operational insights, flexibility, and universal user experience (UX), HxGN Connect supports more users and use cases.

Star Power Group
@Jennifer.Sims have we confirmed if everyone is out of the building or do they need more assistance?
Reply

Downed Power Line from Bushdale Transportation Department
Incident associated with channel.

HxGN Connect allows users to communicate and collaborate with those from other functions, roles, and organizations – including internal departments and external partners – to obtain information and act on it.

Because it's scalable, HxGN Connect promotes real-time collaboration, transitioning seamlessly from day-to-day tasks to large-scale emergencies like flooding caused by a significant storm.

Above: Users can see automatic updates via channels, which honor data-sharing rules. HxGN Connect allows collaborating organizations to post their own messages, images, and videos to inform users about current conditions.

Right: Another feature of HxGN Connect is the ability to send and receive alarms about dangerous and potentially life-threatening conditions like rising water levels. The alarm also provides the level of priority, location of the emergency, and a primary point of contact.

Water Level Critical - 2 mths
Doris Hill Creek - MM 0.3
Scottsford Public Works

| Type: Water Level Critical | Priority: 1 | Last Update: 2 mths |

Primary Contact
RB Ronald Becker
(Sr. Hydrology Field Inspector)

Cross Street
Doris Hill Creek / Emerson Rd.

▼ Alarm History

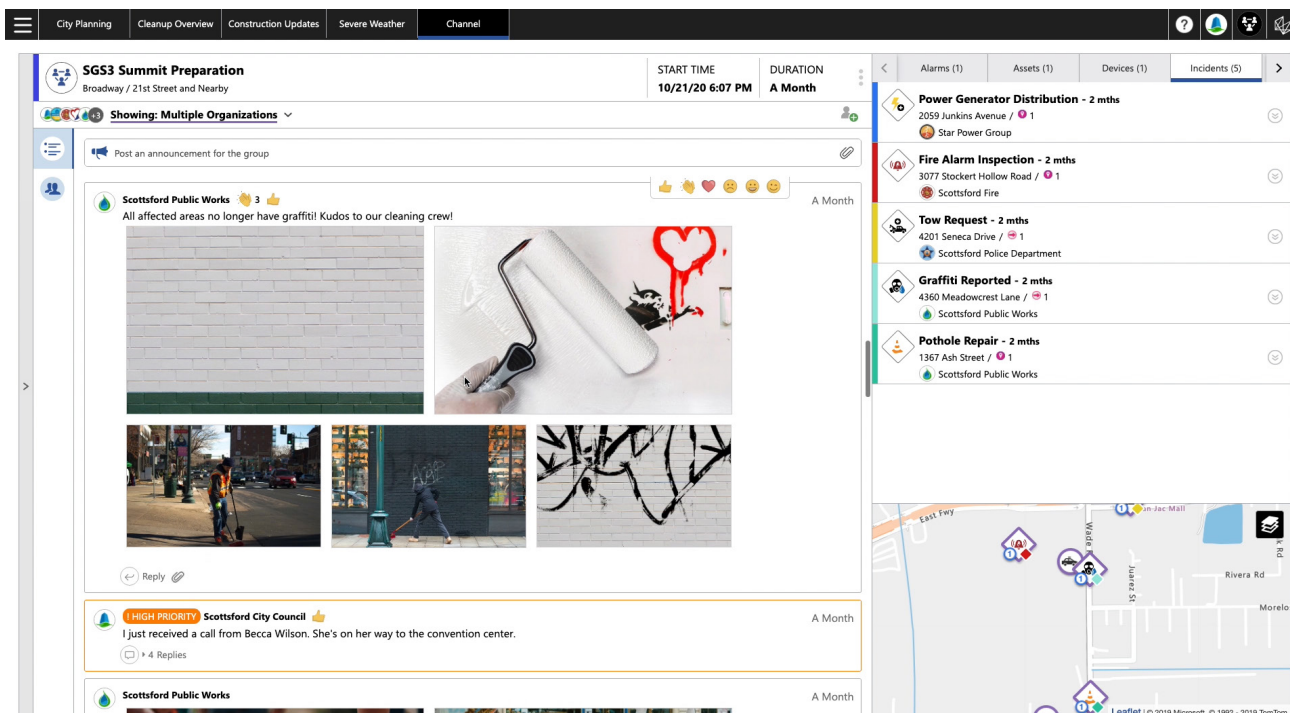🔔 **Alarm Created**   2 mths

Water Level Critical
Doris Hill Creek - MM 0.3

It simplifies data integration, allowing organizations to decide what information to contribute while retaining both ownership and control. Specifically, HxGN Connect:

- Helps organizations manage incidents, share data, and coordinate action with a visual method of engagement and collaboration not available elsewhere

- Assures ease of operation by diverse user profiles with minimal training and seamlessly transitions from routine tasks to crisis mode

- Provides a unified, rollup view that enables both day-to-day, ad hoc engagement and formal methods

- Removes technical and organizational barriers to collaboration through SaaS deployment

- Allows collaborating partners to retain ownership and control of their data

- Offers a lower cost of ownership and faster return on investment through simplified data integration, system deployment, and maintenance

In addition to emergencies, organizations can use HxGN Connect to plan large events like a citywide summit. Channels provide a collaborative space for all participating organizations. For example, as the city's public works department beautifies the city, they can receive and upload photos of potholes and graffiti to the channel. The public works department, using the channel, can then notify repair crews about the issue. The public works department can also receive real-time updates about work orders.