



Computer-Aided Dispatch System

## Advanced Public Safety Communication

Time is critical in an emergency. The faster police officers, firefighters and medics arrive on scene, the quicker the resolution. Computer-Aided Dispatch (CAD) systems manage important information to share with first responders to help save lives and property.

Industry experts say 95% of today's CAD products are built on outdated technologies. Not **SWIFTCAD**<sup>™</sup>. This new CAD system from Optimum Technology is built on the latest technologies which supports Desktop, Web and Mobile implementations. This allows for either on-premise or cloud implementations. **SWIFTCAD** is designed and built for the Azure Government (CJIS)-compliant cloud.

**SWIFTCAD** can handle multi-center, multi-jurisdictional environments. Each 911 center can configure resources and workflows via the user dashboard, allowing for a high level of product flexibility. The modern mobile application includes chat, voice to text, instant notifications, SOS alerts, navigations. The call workflow process is easily managed and allows for a high level of configurability and flexibility.

**SWIFTCAD** is architected for medium- and large-scale, multi Public Safety Answering Points (PSAP) installations. As a state or countywide CAD, it offers true resource call sharing and visibility into those resources and Emergency Operations Center (EOC) environments. For example, if there is a major weather-related incident, such as a hurricane or tornado, resources can be mobilized instantly.

Frontline first-responders working from laptops, tablets, or smartphones have the same CAD experience as do those in dispatch with **SWIFTCAD**. It does not matter where they are physically located (whether in a 911 center or remote) a command center immediately can be set up for emergencies in the middle of a shooting incident or at a structure fire, for quick response. With **SWIFTCAD**, a police sergeant or battalion chief can be on site managing resources directly from a laptop or smartphone. With the proper permissions, leaders can add or change resources while viewing what those resources are doing and their statuses.

**SWIFTCAD** pinpoints emergencies and eliminates delays (such as radio delays) between dispatchers and first responders. Dispatch does not always have to be multitasking in the front line. This improves police, fire and emergency medical services (EMS) response times and saves lives by being faster and more efficient from the field.

**SWIFTCAD** is intuitive and works from laptops, desktops, tablets and smartphones. It is a multi PSAP environment that can [scale to regional and state levels](#). It does not require installation on PSAP servers. What's more, it can be rolled out to PSAPs within 60 to 90 days; not the typical two to three years of other CAD systems. PSAP test systems are instantly set up in the cloud for configuration and then uploaded to production for go-live. **SWIFTCAD** requires no installation by a PSAP IT team.

### Other **SWIFTCAD** features and benefits:

- Minimal training requirements for faster implementation
- Unlimited number of role based dashboards can be created
- Advanced call functions for situational awareness
- Highly configurable call workflow
  
- Supports remote dispatch if a 911 center's power fails
- Offline features for self-initiated calls
- Built on the latest technologies, including Google Flutter<sup>™</sup> Software Development Kit (SDK)
- Two-factor authentication and 256-bit data encryption for extra security
- First responders have full functionality from any device, plus National Crime Information Center (NCIC) access
- Full chat capabilities between devices

- Integrated mapping, real-time automatic vehicle locating (AVL) data and “closest unit” dispatch in its initial design
- Supports Environmental Systems Research Institute (ESRI™) Maps for call and unit identification
- Voice-to-text capability
- Supports multiple languages
- Configurable unit tracking – letting users control unit activity
- Field configuration allows the agency to customize Field positions, and mandatory/operational fields. Unused fields can be hidden.
- Easily integrates images
- Instant software upgrade capability – no more maintenance nightmares
- System upgrades are seamless with no impact to dispatch or first responders, or to training
- Intuitive mobile app that is configured for police, fire, and EMS that also can be used for other dispatch operations
- Provides interfaces for police, fire and EMS records management systems in addition to CAD
- Subscription model available for Windows, Web and Smartphone app support
- **High performance Microsoft SQL Server for secure data storage and .Net Core development platform for modern app needs**
- Less expensive than other CAD systems for better use of public safety funds

**For a demo or to learn more about our solutions, call (614) 785-1110 or email [lesolutions@otech.com](mailto:lesolutions@otech.com).**



**Optimum Technology, Inc.**

9922 Brewster Lane  
Powell, Ohio 43065

614.785.1110 (p)  
614.785.1114 (f)  
[lesolutions@otech.com](mailto:lesolutions@otech.com)  
[www.otech.com](http://www.otech.com)

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