

# Enterprise CAD

STREAMLINE DISPATCH AND EMERGENCY  
RESPONSE MANAGEMENT



# “What’s Your Emergency?”

When a call comes in for help, dispatchers know taking quick action is critical and accurate information is vital. Telecommunicators are tasked with doing many things at once, gathering mission-critical information about who, what, when, and where, and sending the best emergency response possible.

Making important decisions at a moments notice can be a challenge, but Tyler Technologies’ Enterprise CAD solution was designed by first responders with decades of experience, specifically with dispatchers in mind.

Enterprise CAD is a highly reliable, easy-to-use enterprise solution that gives users the information and tools necessary to help them make those critical decisions quickly and improve situational awareness.

## Advantages of Using Enterprise CAD

- Multi-jurisdictional functionality for law enforcement, fire, and EMS
- Integrated workflow, allowing all functions to be accessible on one screen
- Faster, better informed responses with dynamic response plans that provide real-time updates
- Automated unit recommendations based on proximity and resources
- Industry-leading GIS integration with embedded Esri®
- Highly scalable and configurable solution optimized for any user and workflow
- Fully integrated RapidSOS capabilities for instant access to life-saving location data
- Video sharing capabilities for increased communication and situational awareness
- Dark theme option available for CAD interface

# Improve Situational Awareness for Emergency Responders

Enterprise CAD is designed to streamline dispatch activity and increase situational awareness across all disciplines for law enforcement, fire, and EMS.

This system provides an integrated workflow that maximizes efficiency by giving call takers access to all data in one place. Telecommunicators can reference alerts, building/business information, locations, vehicles, weapons, pre-plans, and more from a single screen. With this functionality, users minimize the need to function outside of their CAD environment as Enterprise CAD natively integrates with Enterprise Law Enforcement Records and Enterprise Law Enforcement Mobile.

This solution also integrates with smart devices such as tablets and smartphones, so emergency response teams can stay connected to dispatch information that can be accessed virtually anywhere.

From the moment the call comes in, Enterprise CAD helps even the most complex, high-volume, multi-agency dispatch centers accelerate response time with advanced features that put critical information at telecommunicators' fingertips.

Enterprise CAD's industry-leading recommendation engine serves up appropriate response plans to help streamline decision-making even further. Tyler works with each agency to set up and configure response plans in the CAD system, so they'll be operational the moment the system goes online.

The screenshot displays the Enterprise CAD interface for a call entry. The main window is titled 'CFS #957 - Default Entry'. The 'Call Location' is 'Verified Location' and '10575 NE 12TH'. The address is 'Dominos Pizza Downtown'. The 'Qualifier Venue' is 'BE' and 'Override' is checked. The 'Location Type' is 'Address'. The 'In Progress' status is selected. The 'SECURITY, ADT' field is set to '(555) 555-1234'. The '911' field is set to 'Contact'. The 'Command Line' is 'TAC2'. The 'Audible alarm foyer motion' field is set to 'Alarm'. The 'Narrative' field is empty. The 'Alerts' field is set to 'Aid - Non Emergency'. The 'Unit Recommendations' field is set to '(Alarm)'. The 'Report' button is visible. The 'BOLO' button is visible. The 'Tow' button is visible. The 'Hydrants' button is visible. The '1B1' button is visible. The 'Enroute' button is visible. The '01:28' button is visible. The 'E1' button is visible. The 'Dispatched' button is visible. The '01:20' button is visible.

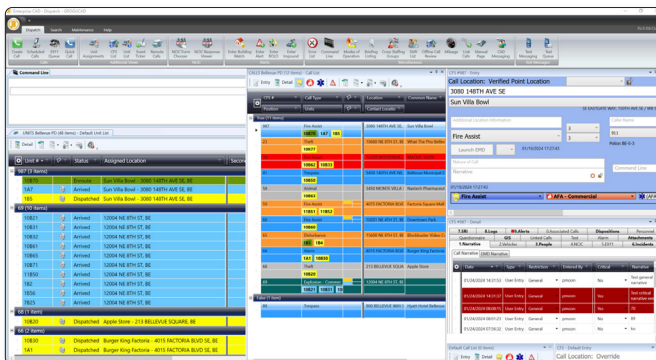
View call for service details, unit location, alerts, pre-plans, and more from a single screen.

Tyler offers additional services to assist in updating response plans as they evolve. Tyler is focused on helping clients capitalize on enhanced configuration settings, allowing telecommunications to concentrate on what's most important — the emergency on the other end of the line.

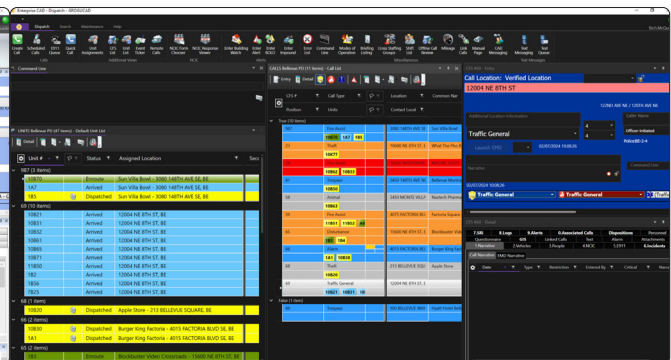
## Enterprise CAD dispatch features include:

- Direct integration with text-to-911, RapidSOS, and ASAP®
- Embedded Esri GIS for advanced mapping capabilities
- Automatic Vehicle Location (AVL) capabilities to provide real-time location of available units, and traffic and weather data if applicable
- Offline support to manage call data in a disconnected environment
- Configurable command lines and function keys that save time and keystrokes
- Defined questionnaires to rapidly collect critical information using ProQA Paramount/APCO Intellicom/Powerphone
- E-911 and Phase II wireless call support
- Leveraging shared data with automated NCIC and state queries
- Integrated shift management solution, including integration with TeleStaff™ automated scheduling solution interface
- Video sharing capabilities between caller and dispatcher with Carbyne partnership
- Dark theme option available for CAD interface

Light Theme



Dark Theme



Depending on personal preference, dispatchers can choose to view their interface in light theme or dark theme.

# Strengthening Inter-Agency Collaboration and Communication

Communication and multi-agency coordination improves with CAD-to-CAD interoperability. Telecommunicators can transfer call information between dispatch centers and even dispatch within other CAD centers if applicable. This allows agencies to utilize resources within neighboring communities to help with emergency situations including mutual aid requests. With Enterprise CAD's web view, command staff and field personnel stay informed with real-time call and unit status information via a web browser.

## Configure Your System to Fit Your Needs

Enterprise CAD is highly configurable, so it can be optimized to meet the needs of a department's particular workflow. Configurable screens for role-based dispatching ensure telecommunicators see the information they need, which saves time and minimizes distractions.

The ability to quickly and easily select different call types — law enforcement, fire, or EMS that are distinguished by color — further aids dispatchers in sending the right response. Enterprise CAD also allows agencies to configure the solution to use their current commands, syntax, and procedures to reduce training time.



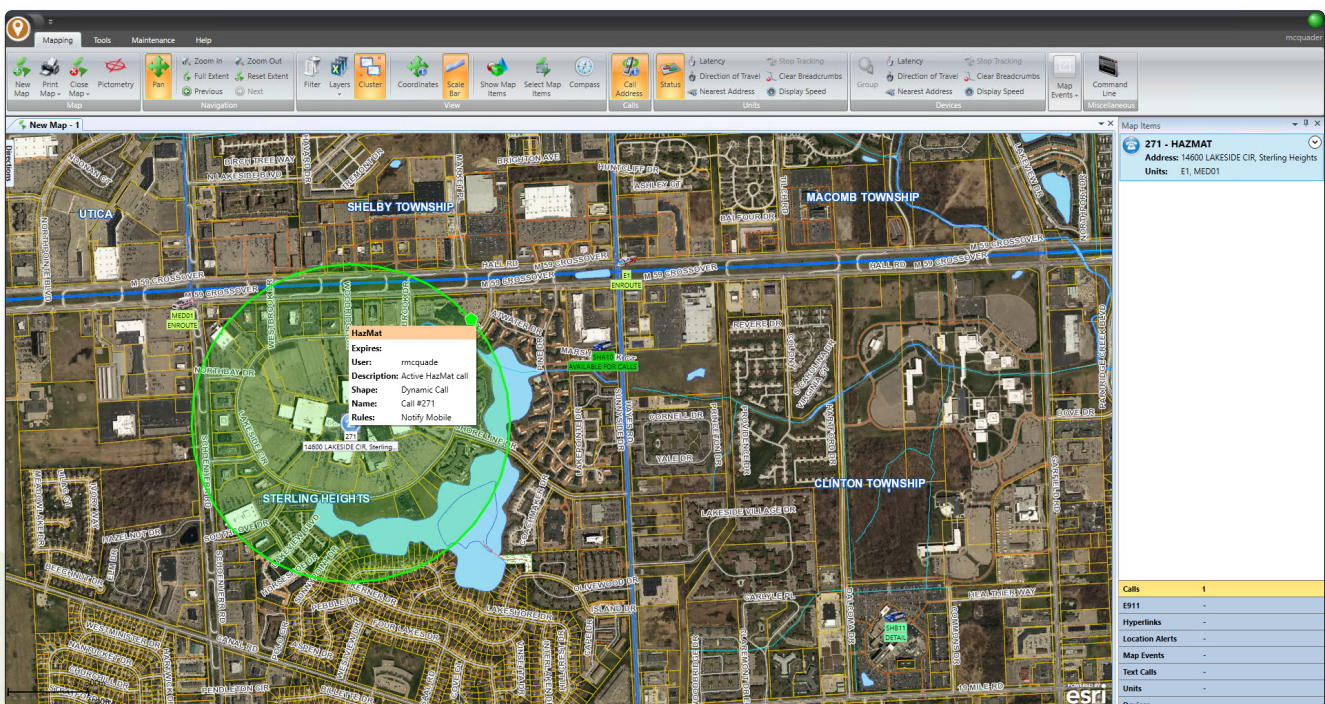
# Monitor Situations and Track Responses With Integrated Esri Mapping

Tyler's unique development partnership with Esri allows Enterprise CAD to deliver industry-leading GIS integration and unit recommendations to first responders. These NG911-compliant GIS features provide for better routing that factors in travel time, one-ways, height and weight restrictions, turn delays, fractional house numbers, multi-addressable locations, and rural addresses.

With AVL, telecommunicators can track all devices (such as tablets, smartphones, and radios) and units in real time and respond instantly when a unit calls for backup. Since Enterprise CAD leverages existing local Esri map data and the latest technology, CAD maps are easy to maintain and update.

Dispatchers can also set up geofencing on the Esri map to receive notifications when units or apparatus leave that area and track this information, using it to make data-driven decisions. Telecommunicators can use real-time location information to keep track of who's approaching the call for service or if a unit is leaving the jurisdiction. Dispatch efficiency can be increased even further by setting geofences to make automatic updates to unit status when a unit arrives or leaves the designated area.

Integrated mapping capabilities allow agencies to identify and dispatch the best and most appropriate units to the call for service.



Utilize built-in geofencing capabilities to create and leverage location-based rules and enhance dispatching and call-taking activities.

# Enhance Call Taking and Emergency Responses With Live Video

Integrated live video messaging in Enterprise CAD enables telecommunicators to receive real-time information to send the most effective response. In emergency situations, having access to visual information can mean the difference between life and death. Through Tyler's partnership with Carbyne, Emergency Communications as a Service (eCaaS) technology is integrated into Enterprise CAD.

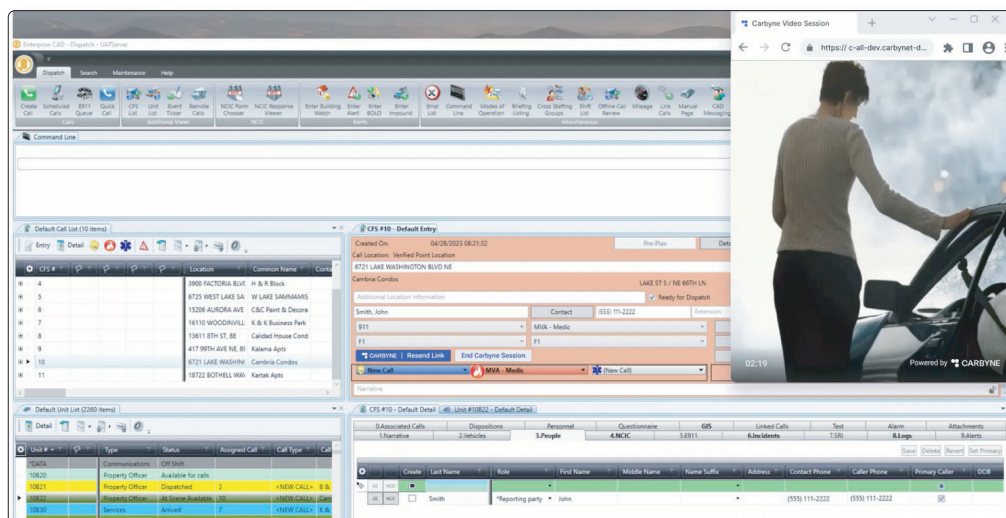
Callers receive a text message from telecommunicators, allowing the caller to send the incoming video message to dispatch. Receiving video enables telecommunicators to view the emergency situation, resulting in the ability to transfer the live video stream to the most appropriate person to provide the best response.

For instance, a live video of a fire would be sent to the incident commander and a video stream involving a standoff would be relayed to command staff within law enforcement. With Carbyne's Responder Connect functionality, first responders can receive and view incoming live stream video of an incident via a mobile device.

Because this process starts within an emergency communications center, the software was designed to allow telecommunicators to view the live video stream if they feel comfortable, or pass it along directly to the responding personnel including all recorded footage from the moment the caller shares. The integrated eCaaS technology is licensed by seat, allowing centers to enable the functionality for as many or as few telecommunicators as they desire.

These capabilities provide invaluable visual data in real-time, allowing telecommunicators to assess situations more accurately and dispatch help more efficiently. In addition, officers can improve the accuracy of emergency responses, manage incidents, and enhance outcomes, while increasing their situational awareness and safety.

Being able to receive video messages as a first responder enhances situational awareness, enabling quicker decision-making and more precise resource allocation.



Telecommunicators can access everything they need on one screen, allowing them to manage incoming calls along with live streaming video easily.

# Supporting Your CAD Success

At Tyler, the Enterprise CAD implementation is just the beginning of an ongoing relationship where Tyler continually works with public safety agencies to ensure the CAD system is always optimized to fit departmental needs.

This includes working through a continuous improvement process to ensure desired features and functionality are utilized, equipping clients with a dedicated client success team to help navigate any issues or processes, continuous education through Tyler University, and a robust network among peers through Tyler Community.

With Tyler Community, all Tyler users come together to interact with Tyler experts and peers to ask questions, connect with other agencies, and learn more about the capabilities of Enterprise CAD.



## About Tyler Technologies, Inc.

Tyler Technologies (NYSE: TYL) is a leading provider of integrated software and technology services for the public sector. Tyler's end-to-end solutions empower local, state, and federal government entities to operate efficiently and transparently with residents and each other. By connecting data and processes across disparate systems, Tyler's solutions transform how clients turn actionable insights into opportunities and solutions for their communities. Tyler has more than 44,000 successful installations across 13,000 locations, with clients in all 50 states, Canada, the Caribbean, Australia, and other international locations. Tyler has been recognized numerous times for growth and innovation, including on Government Technology's GovTech 100 list. More information about Tyler Technologies, an S&P 500 company headquartered in Plano, Texas, can be found at [tylertech.com](https://tylertech.com).

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