



Zetron's MAX Computer Aided Dispatch (CAD) system provides a centralized platform for information gathering and management of incident data. Its a multi-purpose tool that allows dispatchers to access incoming incidents, analyze available incident data, update that data as new information becomes available, assign and manage proper response resources. MAX CAD also provides its own Management Information System (MIS) that collects incident data along with event time stamps.

Additionally, with the MIS analysis tool set supervisors can access performance and work load information, allowing them to understand operational efficiencies and identify improvement areas.

Integrated Operation

MAX CAD provides interfaces with E9-1-1 allowing for the automatic entry of location information associated with a 9-1-1 call, and the CAD network can also operate with the optional MAX GIS platform, showing location information of a call on a GIS map.

The optional National Crime Information Center (NCIC) interface provides the ability to access information available on the NCIC database. Other connections to the system allow CAD data to be pushed out to a Records Management System (RMS), alarm and sensor data can also be monitored through MAX CAD.

Smart Workflow Management

With MAX CAD's configurable dispatchers can arrange and organize their screens to provide an efficient workflow, allowing for easy access to incident data as well as assigned and available resources. Each dispatcher has the ability to configure and save multiple CAD displays, maximizing how the CAD system can be used based on work roles and shifts.

Management of Multiple Incidents at a Single Position

The MAX CAD system allows dispatchers to manage multiple incidents through a simple click of a button, quickly displaying any incident data. At the same time information relating to any other assigned incidents continues to be monitored and updated. Changes in an incident status are presented as notifications to the dispatcher.

Built Using Modern Technologies

MAX CAD is built using state-of-the-art server computer technology. It operates over modern IP networks, allowing system to be built that provide geo-redundant equipment placement, while also allowing local and remote access to both operators and supervisors.

FEATURES AND BENEFITS

- **Dispatcher Efficiency and Accuracy:** Improved by graphical drag and drop and command line control. Save customized operator screens based on shifts and roles, and assign responsibilities based on those roles.
- **Intelligent Resource Management:** Automatically recommends efficient resource assignments based on incident type, location and availability.
- **Enhanced Incident Management:** Open, close, reopen, void, merge and clone incidents.
- **Location Validation:** Manage incidents from different data types, including address, business name, landmark, occupant name, phone number and intersection.
- **NCIC Searches:** Perform NCIC searches on persons, vehicles, articles, boats and guns.
- **Historical References:** Go back and review previous incidents related to a current event.
- **Data:** All operators are able to see status and information relating to any incident. Provides smooth transition of information when an incident moves to a new operator role.
- **Unit Status:** Displays current unit status, and also records dispatch, en route, on-scene, destination, and in-service times with a single click.
- **Active Calls:** All active calls are displayed with color cues indicating their dispatch status.



MORE FEATURES AND BENEFITS

- **Incident and Unit Response Reports:** Supervisors have the ability to print reports of incident and unit response times. Easily design custom reports to fill specific needs.
- **Mobile CAD Interface:** Optional Mobile CAD allows responders in the field to monitor and update appropriate CAD information.
- **GIS Viewer Interface:** Optional GIS Map Viewer integrates location information as well as available resources and support data. Map views automatically follow incidents as they are managed from the CAD Active Call list.
- **Wrecker Dispatching:** Using automatic wrecker rotation or choose wrecker companies, if desired.
- **Hazard and Medical Alerts:** Provides relevant address specific details, such as on-site hazardous material storage and occupant medical history.
- **Pre-Planned Calls:** Add funerals, school zone monitoring, or other pre-planned events.
- **Be-On-The-Lookout (BOLO) Feature:** If a BOLO has been issued for a resident at an incoming caller's address, the system notifies the dispatcher.

Specifications

Operating System: Microsoft Windows 11 Professional or higher operating system for workstations, Microsoft Windows Server 2016 or higher operating system for CAD and GIS servers.

CAD Server: Intel® Xeon, 2 GHz or better, 32 GB RAM or better, Microsoft Windows Server 2016 or higher, 500 GB of free disk space, RAID 5 or better.

Workstations: Intel® Xeon, 2.4 GHz or better, 16 GB SDRAM, 200 GB of free disk storage space, Windows 11 Professional or higher, quad graphics cards with 4 GB dedicated RAM.

Monitor: Recommended 24" monitor with 1920 x 1080 resolution.

GIS Server: Intel® Xeon, 2 GHz or better, 32 GB RAM or better, Microsoft Windows Server 2016 or higher, 500 GB of free disk space, RAID 5 or better.

ALI Parsing: Proprietary ALI parsing technology allows Zetron CAD to communicate with call-taking consoles that support NENA standard serial or IP CAD spills.

Available Interfaces: NCIC interface.

RMS/JMS: Integrate with RMS/JMS applications through an XML data stream, delimited text files or a web service.

ZETRON AMERICAS
6812 185th Ave. NE
Redmond, WA USA 98073
P: +1 425 820 6363
F: +1 425 820 7031
E: zetron@zetron.com

ZETRON EMEA
Minster Corner
South Church Side, Hull
HU1 1RR, United Kingdom
P: +01 482 686366
E: emea@zetron.com

ZETRON APAC
4/87 Webster Road
Stafford QLD 4053, Australia
P: +61 7 3856 4888
F: +61 7 3356 6877
E: au@zetron.com

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