omnigo

iDispatch®

OFFICER DISPATCH

Multi-site computer aided security dispatch environments require optimization for rapid response times and high system reliability. Since time is of the essence, a computer aided dispatch system must also provide accurate and efficient data entry and officer assignment and management.

The iDispatch Officer Dispatch module provides an easy to use software tool designed to improve security officer dispatch entry and workflow. In addition, iDispatch provides a real-time view of all current activity with full officer status and assignment. With iDispatch, personnel availability, status and location are immediately visible for efficient deployment and dispatch detail tracking.

iDispatch delivers a complete dispatch solution integrated within the iTrak Incident Reporting and Risk Management platform taking advantage of existing personnel, location and daily log reporting. By direct integration into the iTrak platform, the initial information for a daily log is automatically populated and can be escalated to a full blown incident.

Available officers can be assigned to future or pending dispatches by simply dragging and dropping them onto the appropriate dispatch, with radio assignment at time of shift change. A dispatch can then be cleared when the assigned officers, primary or assisting, have arrived on scene and have completed their assignments. Arrival and clearance codes can then be assigned with auto dispatch closure based on dispatch clearance.

Key Features

Flexible

- ▷ Enter, track, print, schedule and assign dispatches
- ▷ Automatically create daily log from individual dispatches
- ▷ Complete officer status

Powerful

- ▷ Integration with existing personnel and contacts
- ▷ Drag and drop officer assignment

Dispatch

- ▷ Complete in progress, pending and officer status views
- ▷ Full dispatch, arrival and clear times and codes
- ▷ Easily dispatch officers nearest the scene for quickest response
- ▷ Urgent, high, normal and low dispatch levels
- ▷ Customizable emergency levels
- ▷ Full dispatch history
- ▷ Work flow and permissions to manage dispatch application consistent with existing iTrak platform

Comprehensive Reporting

- ▷ Support for export to PDF, Microsoft Excel, Word and Crystal Reports

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Augmenting the full workflow and status features in iDispatch is the ability to transfer call information collected during the dispatch directly and automatically into a full incident report via the daily log. Any updates made by the dispatch operators on reopened calls will be automatically transferred to the daily log subject to any company policies.

The iDispatch Officer Dispatch module delivers a full featured security dispatch system to enter, track, schedule and assign officers, while providing for complete time tacking and clearance across multiple locations and delivering fully integrated daily log and incident reporting.

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Requirements

iTrak Client Software

- ▷ Windows 7, 8, 8.1 and 10
- ▷ Internet Browser (IE 11, Edge, Chrome, Safari)
- ▷ Adobe Reader 10.1.10 or higher

iTrak Client Hardware

- ▷ X86 Dual Core @ 2.4GHz (X64 Quad Core @ 3 GHz recommended)
- ▷ 4 GB RAM (8 GB recommended)
- ▷ 1 GB available disk space (2 GB recommended)
- ▷ XGA Monitor capable of a minimum of 1024x768 resolution

iTrak Server Software (64-bit Only)

- ▷ Microsoft Windows 2008/R2, 2012 and 2016 Server
- ▷ Internet Information Services (IIS) 6.0 and above
- ▷ Microsoft SQL Server™ 2008 and 2012 *

SQL Server Hardware

- ▷ X64 Quad Core @ 2.4GHz (X64 Quad Core @ 3 GHz recommended)
- ▷ 8 GB RAM (12 GB recommended)
- ▷ RAID, SCSI with 10+ GB available disk space (20+ GB recommended)
- ▷ XGA Monitor capable of a minimum of 1024x768 resolution
- ▷ iTrak Server can also be installed on a VMWare and Microsoft Virtual PC/Server environments
- * Mixed Mode (SQL Server and Windows Authentication) and the SQL Server MUST support Full-Text searching.
- * SQL licences are not included in the price of the software.

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