

CAD Software/Systems

MANUFACTURER→	Alert Public Safety Solutions	Alpine Software	Application Data Systems Inc. (ADSI)	Astra Software	BCE Nexxia, a Bell Canada Co.	Cassidian Communications	CommSys	Cyrun	Emergency Cal/Worx
PRODUCT NAME→	Responder	RedAlert RedNMx	CADForce 4G	Emergency Plus	Bell CAD	ORION ARIES	ConnectCIC	Alliance	DispatchStation
SPECS									
Client/server or peer-to-peer	Client/server	Client/server	Client/server	Client/server	Client/server	Client/server	Server to server	3-tier client/server	Client/server
Operating systems supported	Microsoft Server 2003/2008; Microsoft XP, Vista, Windows 7 (client)	Windows XP/Vista/Windows 7, Linux/Windows database server	Server: Linux; Client: Web-based, Windows PC, Mac	Windows OS/400	Windows 2008 R2, Windows 7	Windows Server 2003/XP Professional, SP3/7 Professional 32-bit	Windows XP/2003 Server, Windows 7, 2008 Server	Windows 7/8, Windows Server 2003+	Any OS; Web application architecture
Hardware platform required	x86 Intel, AMD, Cyrix (PCs)	Windows compatible	Windows, Mac, multiple hardware platforms for server	Dell, IBM, HP, Intel, i5	Tier 1 x86 or x64 server	Intel Xeon processor E5520 Quad Core @ 2+ GHz; Intel Core 2 Duo E8400 @ 3 GHz	Microsoft Windows Professional or Server	x86/x64 PC/server	Intel-based
Database used	Microsoft SQL 2005/2008/2012	MySQL, MS SQL Server, Oracle	MySQL	MS SQL, Acceler8DB	Oracle 11g	MS SQL 2005	Microsoft SQL Server 2005 or 2008	MS SQL Server	MySQL
First software release	2006	1994	1983/2011	1981	1993	2003	2003	1994	2008
Number of total installed systems	175	600+	100+	100+	40	90+	300+	84	100+
Redundancy and failover	As specified by customer	Yes	Yes, both	Yes	Stratus hardware, software	Opt.	Available	Yes	Yes
Customizable software	Yes, customer-by-customer basis	Yes	Yes	Yes	Yes	Minimal, mostly off the shelf	Yes	Yes	Configurable
Support available (hours/day, days/week)	24/7 critical; 8-5 noncritical support	Yes, 24/7	24/7/365	Yes, 24/7	Yes, 24/7	Yes, 24/7	Yes, business and 24/7 options	Yes, 24/7/365	Yes, 24/7/365
How support is offered	Toll free, direct call to live personnel	Phone, remote, on site	Remote via customer VPN, phone; on site	Toll-free number, online	Help desk, maint., upgrade protection	Direct or via partners, remote monitoring	Phone, email	Phone, online, on site	Phone, email, Web, remote diag., on site
Upgrades included with support	Yes, w/ active support & maintenance agreement	Yes	Yes, w/ current contract	Yes	Yes	Yes, w/ active support agreements	Yes	Yes	Yes
Frequency of updates	Semiannually	6 annually	As needed, multiple point releases per year	Annually or on demand	Annually	Patches/hot fixes as needed	As applicable	Quarterly	3-4 annually
Agencies that software is designed for (police, fire, EMS, all)	All	Fire, EMS	All	All	All	All	All	All	All
Mapping integrated or add on	Integrated	Integrated, ESRI	Integrated	Integrated	Integrated, including AVL	Integrated	N/A	Integrated	Integrated
Mapping functions are proprietary or from a GIS vendor	ArcGIS provided by Alert PSS, third-party vendor, client	ESRI	MapForce using ESRI Arc	ESRI	Proprietary mapping using data from most GIS vendors	ESRI	N/A	Both	ESRI-compatible engine
Integrated systems	9-1-1 to CAD to incident reporting	CAD, MDTs, mapping, preplans, attendance incident reporting, inspections/violations, personnel, scheduling, LOSAP service awards, apparatus, inventory, photo ID	Paging, 911, CJIS, ADSi RMS, more	All	CAD, mobile computers, BlackBerry, AVL, voice & alphanumeric paging, E9-1-1, fire station alerting, radio controller, third-party police/fire, RMS, CPIC, NCIC/NLETS, ProQA, more	Mobile, RMS, query, radio, paging	N/A	CAD, records, jail, mobile, mapping, crime analysis	9-1-1 call-taking, mapping, dispatch, analytics, reporting
Command line available on screen	Yes	Yes	Yes	Yes	Yes	Yes	N/A	Yes	Yes
Modules included w/base product:									
Medical triage systems	ProQA interface	Opt., ProQA-EMD	Interface w/ other products including Powerphone, Meds, ProQA	Opt.	Yes, third party, ProQA	Opt., ProQA interface	No	No	No
Call scheduling	Yes	Yes	Yes	Yes	Yes	Yes	No	Yes	No
Graphical user interface	Yes	Yes, Windows	Yes	Yes	Yes	Yes	No	Yes	Yes
Personnel and rostering	Yes	Yes	Yes	Yes	Yes	No	No	Yes	Yes
Vehicle routing and directions	Yes	Yes	Yes, w/ MapForce	Yes	Yes	No	No	Yes	No
System status management	Yes	Yes	Yes	Yes	Yes	No	No	Yes	Yes
Workload management	Yes	No	Yes	Yes	Yes	No	No	Yes	No
Records management system	Yes	Yes	Yes	Yes	Yes, third party	Opt.	No	Yes	Opt., third party
If RMS, which agencies are supported?									
Fire inspection	Yes	Yes	Yes	Yes	Yes, third party	N/A	No	No	Opt., third party
Burn permits	Yes	Yes	Yes	Yes	Yes, third party	No	No	No	Opt., third party
Vehicle maintenance	Yes	Yes	Yes	Yes	Yes, third party	No	No	No	Opt., third party
Hydrant inspection	Yes	Yes	Yes	Yes	Yes, third party	No	No	No	Opt., third party
Investigation (fire, police)	Yes	Yes, fire only	Yes	Yes	Yes, third party	No	No	Yes	Opt., third party
Incident reporting	Yes	Yes, NFIRS 5.0, Nemesis EMS	Yes, all agencies	Yes	Yes, third party	No	No	Yes	Yes

Key: N/A means not applicable. -- means information was not supplied. Dimensions may be rounded off.

CAD Software/Systems

MANUFACTURER→	ez911	GeoConex	Global Software, a div. of Harris	IDA	Infor EnRoute	Information Technologies Inc. (ITI)	Logistic Systems	Midian Electronics	Motorola Solutions
PRODUCT NAME→	ezCAD	GeoConex NG911 CAD	Global Dispatch	FleetSync Kencall	EnRoute Dispatch	Public Safety Soft- ware Series CAD	NorthStar CAD	CAD Series	PremierOne
↓ SPECS									
Client/server or peer-to-peer	Client/server	Client/server	Client/server	Stand alone, networked	Client/server	Client/server	Client/server, browser	Stand alone	Client/server, Microsoft .NET
Operating systems supported	Windows 7/8	Windows Server 2008/XP/7 Pro 32 or 64 bit	Windows	Windows or NT	Windows, SQL	Windows	Windows, Linux	Windows 7/Vista/ XP/2000 SP4	Windows Server 2012
Hardware platform required	4 GB RAM off-the- shelf hardware	Intel-based	MS Server 2003, 2008 virtual machine	Kenwood FleetSync	Windows Server	Intel PC, 4 GB RAM (min.)	Intel-based servers & workstations (vendor agnostic)	PC based	Microsoft Windows- based servers
Database used	SQL	SQL Server 2008	SQL 2005/2008	Customer created	SQL	SQL Server 1008/ 2008-R2/2012	DB2, Oracle, MS SQL	CSV records	Microsoft SQL Server
First software release	2005	2001	1995	2000	1987	1994 (DOS), 1996 (Win 32-bit), 1999 (SQL), 2011 (Visual Studio .NET)	1987	2001	June 2009
Number of total installed systems	50+	100+	490	500+	120+	500+	75+	500+	32
Redundancy and failover	Yes	Yes	Yes, both and customizable	No	Yes	Server based	Yes, both on site and remote	Yes, automatically save	Fully redundant w/ auto. failover; more
Customizable software	Somewhat	Configurable	Yes, many inter- faces available	Yes	Yes, configurable through parameters	Yes	Yes	Yes	Yes
Support available (hours/day, days/week)	Yes	Yes, 24/7/365	Yes, 24/7/365	Yes, M-F: 8-5	Yes, 24/7/365	Yes, 24/7/365	Yes, 24/7	Yes, 8-5 M-F	Yes, 24/7/365
How support is offered	Telephone, remote	Annual maintenance contract; phone, Web meeting, on site	Phone, email, online portal	Toll-free number support, email	Internet, phone, email	Phone, email, Web based	Telephone, email, Web, remote access & monitoring	Phone, email	Phone, email, Web, remote, auto moni- toring & resolution
Upgrades included with support	Yes	Yes	Yes	No	Yes	Yes	Yes, w/maintenance agreement	Yes	Yes, w/maintenance agreement
Frequency of updates	3x per year	2 minor, 1 major per year	2/year (min.), hot fixes as necessary	N/A	Interim	3-4 annually	1-2 annually	1-2 annually	1 annual major release; 4-6 supp.
Agencies that software is designed for (police, fire, EMS, all)	All	All	All, with multiple existing interfaces	Generic	All	All	All	All	All
Mapping integrated or add on	Integrated	Either	Integrated	N/A	Integrated	Tightly integrated add on	Fully integrated	No	Integrated ESRI maps
Mapping functions are proprietary or from a GIS vendor	Proprietary	ESRI engine	Both available	N/A	ESRI compatible engine	ESRI based	Either; ESRI ArcServer full redundancy	N/A	ESRI ArcGIS-based tools
Integrated systems	CAD mapping	9-1-1 call-taking, GIS, AVL, CAD, NCIC, RMS, mobile CAD, mobile NCIC, reporting, ProQA, APCO Meds	Global records, net data, firehouse, global justice, ProQA, CAD to CAD, ERS	Text, status messaging	MDCs, , NCIC, SMS capable, traffic cam integration, field- based reporting, 9-1-1, paging, station alerting, ProQA, map- ping, vehicle invento- ry, utilities, more	E9-1-1, Mobile Patrol, NCIC, AVL, ProQA, Zetron, more	NorthStar Remote, Status Update, Enhanced; E9-1-1; ESRI ArcServer, other GIS; ProQA; DataTrak RMS; Log- iTrack RMS; more	Selcall, spy, radio kill, DTMF, 5 tone, Motorola MDC- 1200, Kenwood FleetSync, Harris G-Star	PremierOne CAD, mobile, records, jail; query, messaging & GIS, E9-1-1/NG 9-1-1, ASTRO25, Motorola MCC 7500 IP console, video ProQA, more
Command line available on screen	Yes	Yes	Yes	PTT; volume; chan- nel selection; text, status message	Yes	Yes	Yes, single or multiple	No	Yes, multiple pri- mary work areas
Modules included w/base product:									
Medical triage systems	No	Opt., ProQA/APCO Meds, custom	Opt., ProQA	No	Opt.	Opt.	Opt.	--	Paramount ProQA
Call scheduling	Yes	Yes	Yes	No	Yes	Yes	Yes	--	Yes
Graphical user interface	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Personnel and rostering	Yes	Yes	Yes	No	Opt.	Yes	Yes	No	Yes
Vehicle routing and directions	Yes	Opt.	Yes	No	Yes	Yes (w/ AVL, map)	Yes	No	Yes
System status management	Yes	No	Yes	Yes	Yes	Yes	Yes	Status/location sent by field units	Yes
Workload management	No	No	Yes	No	Yes	Yes	Yes	--	Yes
Records management system	No	Opt.	No, add-on with true integration	No	Opt.	Opt.	Opt.	--	Yes (law); third party (fire)
If RMS, which agencies are supported?									
Fire inspection	--	Opt., third party	Third party	No	Yes	Yes	Yes	--	Yes, third party
Burn permits	--	Opt., third party	Third party	No	Yes	Yes	Yes	--	Yes, third party
Vehicle maintenance	--	Opt., third party	Third party	No	Yes	Yes	Yes	--	Yes, third party
Hydrant inspection	--	Opt., third party	Third party	No	Yes	Yes	Yes	--	Yes, third party
Investigation (fire, police)	--	Opt., third party	Yes	No	Yes	Police	Yes	--	Yes, third party
Incident reporting	--	Opt., third party	Yes	No	Yes	Yes	Yes	--	Yes (law); third-party (fire)

MANUFACTURER→	New World Systems	PowerTrunk	PTS Solutions
PRODUCT NAME→	Aegis CAD	Command and Control Center (CECOCO)	PTS CAD Solutions
↓ SPECS			
Client/server or peer-to-peer	Client/server	Client/server	Client/server
Operating systems supported	Windows XP/7, Windows Server 2008	Windows 2003 Server/Windows XP/Windows 7	Windows XP, ≥32 bit required
Hardware platform required	PC based, 64-bit server, 32/64-bit client	PC based	Windows 2003 servers and higher (32 or 64 bit)
Database used	MS SQL Server 2008	MySQL InnoDB	MS SQL 2008 R2
First software release	1986	March 2001	1988
Number of total installed systems	400+	100+	100+
Redundancy and failover	Yes	Opt.	--
Customizable software	Configurable	Yes	Coding is customizable
Support available (hours/day, days/week)	Yes, 24/7	Yes, 24/7/365	Yes, 24/7
How support is offered	Toll-free number, call center, electronic support, Web	Phone, online remote control	Phone, remote Web
Upgrades included with support	Yes	Opt.	Yes
Frequency of updates	1-2 annually	Annually, as needed	Major annually, minor quarterly
Agencies that software is designed for (police, fire, EMS, all)	All	All, multiagency	All
Mapping integrated or add on	Integrated ESRI	Integrated	Integrated
Mapping functions are proprietary or from a GIS vendor	ESRI 9.3.1	GIS vendor	GIS vendor
Integrated systems	CAD, records, fire RMS, mobile, corrections, dashboards	Radio/phone communications, CAD, voice logging, RMS, GIS	CAD, mobile, incident RMS, jail, court, ID w/ mugshots, warrants
Command line available on screen	Yes	No	Yes, limited
Modules included w/base product:			
Medical triage systems	Yes, ProQA, APCO Advisor, PowerPhone	No	No
Call scheduling	Yes	Yes	Yes
Graphical user interface	Yes	Yes	Mixed
Personnel and rostering	Yes	Yes	Yes, advanced add-ons available
Vehicle routing and directions	Yes, AVL (opt.)	Yes	Yes, add on
System status management	Yes	Yes	--
Workload management	Yes	Yes	--
Records management system	Yes	Yes	Yes, add on
If RMS, which agencies are supported?			
Fire inspection	Yes	Yes	Yes
Burn permits	Yes	No	Yes
Vehicle maintenance	Yes	No	Yes
Hydrant inspection	Yes	No	Yes
Investigation (fire, police)	Yes	Yes	Yes & more advanced add-on available
Incident reporting	Yes	Yes	Yes

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CAD Software/Systems

MANUFACTURER→	Public Safety Systems Inc. (PSSI)	RadioMobile, a div. of RF Industries	Spillman Technologies	Tiburon	Tyler Technologies	USA Software	Valor Systems	Zetron	Zuercher Technologies
PRODUCT NAME→	Response CAD	IQ CAD 911	Spillman CAD	Tiburon CAD	Tyler Public Safety	CADFile IMS	Valor Incident Management System	MAX CAD	ledsCAD
JSPECS									
Client/server or peer-to-peer	Client/server	Client/server	Client/server	Client/server	Client/server	Client/server	Distributed smart client architecture	Client/server	Client/server
Operating systems supported	Windows 7	Windows	Windows 7/Vista/XP (client); AIX, Windows (server)	Windows XP/7 (client), Windows Server 2008	Windows	Windows 200X Server; Windows XP Pro and higher	Windows OS, Macintosh OS	Windows Server 2008, Windows XP/7 Pro 32- or 64-bit	Windows XP/Vista/7 or higher
Hardware platform required	User defined	Server, client hardware that supports Windows	Windows server or IBM UNIX server	Windows environment, workstation, server	Hardware that supports Windows	Server/workstation: Pentium 4, 2+ GHz, 100/60 GB, 4/2 GB RAM	PC or Macintosh	Intel-based	--
Database used	SQL 2012	MS SQL	FairCom c-treeACE SQL	MS SQL 2008	MS SQL Server	MS SQL Server	MS SQL Server	SQL Server 2008	SQL
First software release	1984	In pilot	1983	May 2008	2000	1995	1995	2001	2003
Number of total installed systems	240	In pilot	420	50+	150+	100+	150+	90+	--
Redundancy and failover	Yes	Hot backup, fault-tolerant architecture	Yes	Yes, at workstation, network, server levels	Yes	Yes, via third party	Yes	Yes	Yes, both
Customizable software	Yes	Yes, to agency specs	Yes	Configurable	Yes	Limited	Yes	Configurable	Yes
Support available (hours/day, days/week)	Yes, 24/7/365	Yes, 24/7	Yes, 24/7	Yes, 24/7	Yes, 24/7/365	Yes, 24/7	Yes, 24/7/365	Yes, 24/7/365	Yes, 24/7/365
How support is offered	Phone, Web, on-site visits	Internal (trained), toll free, ticket system	Toll-free, online, email, live help desk	Remote through VPN access	Phone, chat, email, online, knowledge base, student center	Phone, online	Phone, Internet, on site	Phone, Web meeting, on site	Phone, email
Upgrades included with support	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Frequency of updates	Annually	Per customer requirement	Annually, smaller throughout the year	Semiannually	Quarterly	Quarterly	Annually	2 minor, 1 major annually incl. w/ maintenance agreement	3-4 major updates per year incl. w/ maintenance agreement
Agencies that software is designed for (police, fire, EMS, all)	All	All	All	All	All	All	Police, fire, EMS, multiagency	All	All
Mapping integrated or add on	Integrated	Integrated (opt.)	Integrated	Integrated	Integrated	Integrated	Integrated	Either	ledsMapping integrated
Mapping functions are proprietary or from a GIS vendor	MapInfo integration independent of GIS vendor; ESRI, other formats	Both available	GIS vendor/ESRI	Proprietary	ESRI based	GIS vendor	Nonproprietary	ESRI engine	ESRI/Zuercher Technologies
Integrated systems	CAD, RMS, mobile data, in-field reporting, AVL, mapping	Mobile, reporting, multiple interfaces including RMS, station alerting, ProQA, more	CAD, mapping, RMS, mobile data, field reporting, reports, crime analysis, JMS, data sharing	CAD, mobile, RMS, state queries, statistical reporting	9-1-1, mobile CAD, mapping, NCIC, AVL, messaging, law RMS, mobile ticketing, jail, iPad app	RMS, mobile data, AVL, GIS	CAD, RMS, mobile, mapping, jail, state/ NCIC, ProQA	9-1-1 call taking, GIS, AVL, CAD, NCIC, RMS, mobile CAD, mobile NCIC, reporting, ProQA, APCO Meds	All products integrated
Command line available on screen	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Modules included w/base product:									
Medical triage systems	Yes	Yes	No, ProQA interface available	Yes	Yes, third party	No	Interface to third party	Opt.: ProQA, APCO Meds, custom	No
Call scheduling	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Graphical user interface	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Personnel and rostering	Yes	Yes, add on	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Vehicle routing and directions	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Opt.	Yes
System status management	Yes	Yes, add on	Yes	No	Yes	Yes	Yes	No	Yes
Workload management	Yes	Yes	Yes	Yes	Yes	Yes	Yes	No	Yes
Records management system	Yes	Interface	Yes	Yes	Yes	Yes	Yes	Opt.	Yes
If RMS, which agencies are supported?									
Fire inspection	Yes	Yes, third party	Yes	Yes	Yes, third party	Yes	Yes	Opt., third party	No
Burn permits	Yes	Yes, third party	Yes	Yes	No	Yes	Yes	Opt., third party	Yes
Vehicle maintenance	Yes	Yes, third party	Yes	No	No	Yes	Yes	Opt., third party	Yes
Hydrant inspection	Yes	Yes, third party	Yes	Yes	No	Yes	Yes	Opt., third party	No
Investigation (fire, police)	Yes	Yes, third party	Yes	Yes	Yes	Yes	Yes	Opt., third party	Yes, police
Incident reporting	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Opt., third party	Yes