

# The city of Fortaleza expands Intergraph Computer-Aided Dispatch System to the countryside and relies on Business Intelligence



We now have real-time situational awareness of crime. We lowered prank calls in up to 70% and we are able to reduce response time”.

Lt Colonel Aristóteles Coelho Corrêa, director at CIOPS | SSPDS-CE.

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The city of Fortaleza, the capital of the state of Ceará, in Northeastern Brazil, has been using an integrated safety and security system to cover the municipality and its metropolitan area that further was expanded to Juazeiro do Norte and Sobral, two important cities in the surrounding areas. This was the first time that this system protects people in the countryside of Ceará. This system is allocated at the Safety and Security Operation Integrated Coordination Office (CIOPS), in Fortaleza. By dialling 190, citizens can have access to Military Police, Civil Police, Fire Brigade, Institute of Legal Medicine and Forensic Sciences, SAMU (Brazil's Emergency Medical Service), Road Police and Municipal Police.

Besides call taking and dispatching activities, the I/CAD system implemented at CIOPS in Fortaleza enables the vehicles management, which assure the vehicles will always be in the pre-determined region due to GPS devices. If a vehicle goes out of the pre-determined area, an alarm is triggered and the dispatcher will have access to this information.

## BUSINESS INTELLIGENCE

By using new Business Intelligence, tools integrated with the I/CAD system it is possible to have access in real time to indicators of the incidents all over the covered area. The responsible personnel have access to vehicles location via Web and can have reports with all the statistics related to a specific incident. "So it is possible to have a situational awareness of crime in real time", says Lt Colonel Corrêa.

The system implemented in Fortaleza is being used continuously for more than 10 years. "We chose a system using Hexagon's technologies due to its worldwide proven expertise with safety and security centers", completed Lt Colonel Corrêa.

The I/CAD system implemented at CIOPS in Fortaleza and region counts on modules for call-taking, dispatch, remote dispatch via intranet, (major and redundant) system managers, alpha-numeric reports, graphics and mapped statics via Web. The system also has integration with CTI system (ANI/ALI), automatic vehicle tracking, mobile data terminals and listed alarms.

