CASE STUDY

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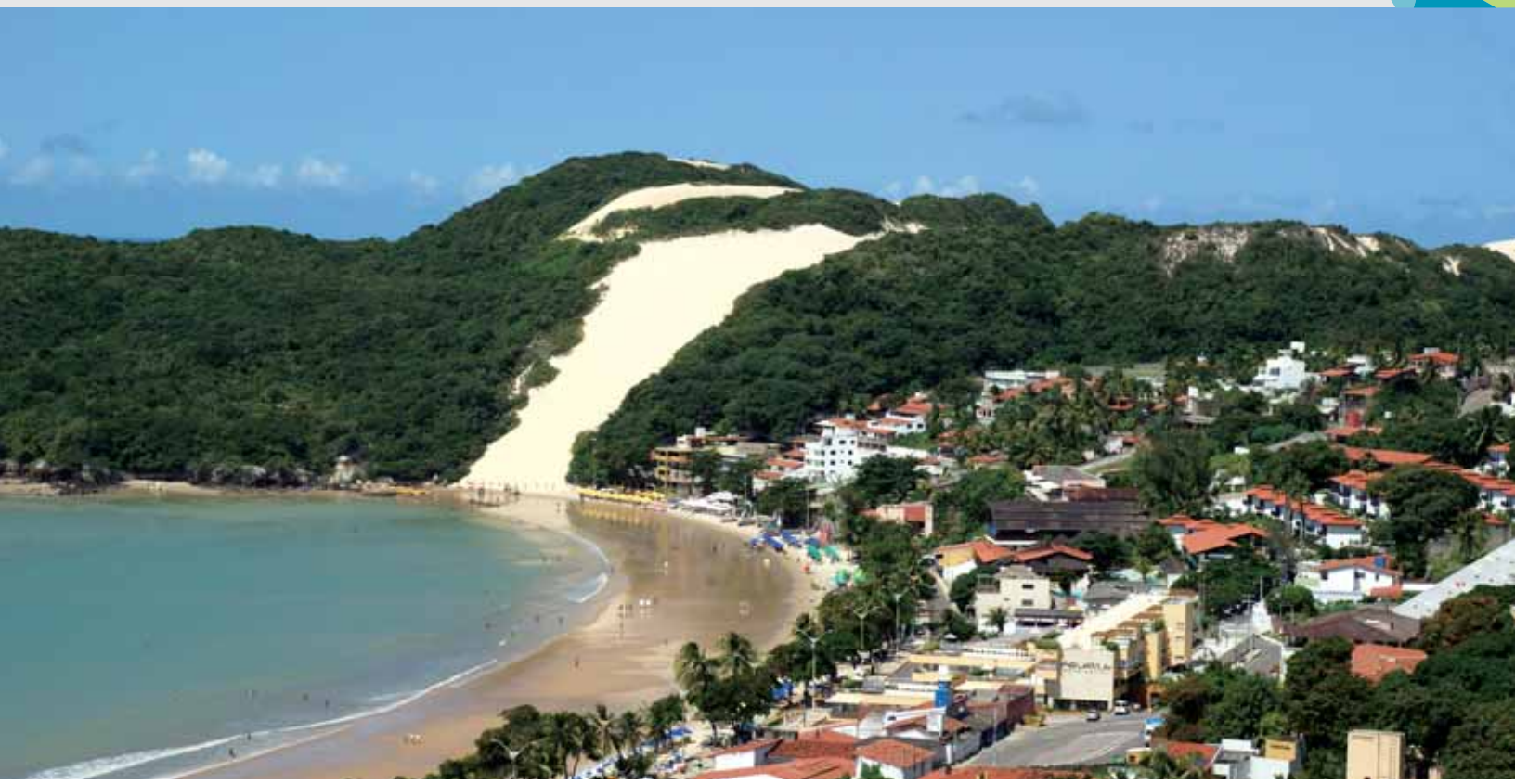
Public safety and security system in the state of Rio Grande do Norte integrates different state agencies to respond to incidents



> The main capabilities featured on the I/CAD system meet all our demands, specially to have geospatial information from the area we cover precisely, fast and safely".
>
> Maj. Macedo, Director at CIOSP from the Military Police of the state of Rio Grande do Norte.

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The metropolitan region of the city of Natal, one of the biggest and most important cities in Northern Brazil, has more than 1.4 million inhabitants. The Integrated Operation Center of Public Safety and Security (CIOSP) covers all these people with the #190 service. "This service gathers Military and Civil Polices, Fire Brigade, Emergency Mobile Care Service and Scientific Technical Police Institute and counts on a single database-centric events management system", says Maj Macedo, director at CIOSP.

Besides call taking and dispatch services, police stations and battalions have access to statics of events through Web reports. To enable this process CIOSP implemented Intergraph I/CAD to automate public safety and security resources (police) and other assistance systems (e.g. civil defense).

Using these reports, security users may have control of the quality and performance of the call takers and dispatched vehicles.

Nowadays, the I/CAD system implemented in Natal has call taking, dispatch and management modules, besides telephony database integration (ANI/ALI) and integration with automatic vehicle tracking and mobile data terminal systems.

"CIOSP has been trusting on the Intergraph I/CAD system since 2002 as a tool to manage, call take and dispatch vehicles to respond to emergency incidents for the agencies that compose the state public safety and security system and integrate CIOSP", says Maj Macedo, director at CIOSP from the Military Police of the state of Rio Grande do Norte. "We chose this technology due to its robust characteristics, efficiency and reliability, which are essential to mission-critical systems. The modules acquired (I/Calltaker and I/Dispatcher), allow us to have more fast and detailed information of the registered events", he explains.

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