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Agencies in the state of Sergipe, Brazil, uses Intergraph Computer-Aided Dispatch system to control and integrate technologies that compose its operation center

Since 2009, the Public Safety and Security Integrated Operation Center (CIOPS) integrates Military and Civil Polices with Fire Brigade to cover the population in the state of Sergipe, in Northeastern Brazil.

The Fire Brigade has its operations based in Aracaju, the capital of the state of Sergipe, and operates statewide. On the other hand, Military and Civil Polices cover the whole metropolitan region of the city of Sergipe, which comprises nine municipalities.

The CIOSP's technologic basis is the I/CAD system, which is responsible for the integration with different technologies that compose the Operation Center e.g. business telephone system (PABX), automatic vehicle location (AVL) and on-board terminals. By integrating these technologies, CIOSP receives the calls and generates real-time georeferred events and manages the assistance by providing the visualization of different priorities, besides managing the more appropriate vehicles to each event.

In 2011, CIOSP from Sergipe updated its spatial reports module by adding new management capabilities. Besides keeping up operations at CIOSP by presenting current events, this module features resources to create spatial analysis, identifying crime stains and its evolution in time and other theme maps. As a Web module, it can be accessed out of CIOSP, which offers information to General Command, Battalion Commanders and areas related to police intelligence.

Together, I/CAD modules enable state public safety and security managers define and keep up with goals to ensure the quality of the service to the population, by displaying call-takers performance and committed dispatchers and vehicles.

The system implemented in Aracaju comprises the following modules: call taking, dispatch, system managers (main and redundant), integration with telephone database (ANI/ALI), integration vehicle tracking system (I/Tracker) and integration with mobile data terminals system (I/MDT). In addition, the system implemented uses GeoMedia technology for spatial reports.

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