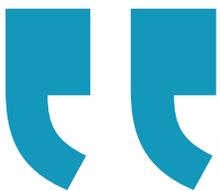


Intergraph Computer-Aided Dispatch helps Integrated Operations Center in Northern Brazil to manage calls and fasten response time



The system enables the use the right means at the right time. Therefore, it is possible for us to map what we call the crime stain with more speed. Managers have access to permanent reports with the information about places and times crimes happen. This is essential for a good management, and ensures a better assistance to the population”.

Jeannot Jansen, Secretary of Public Safety and Social Defense (Segup) of the state of Pará.

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The new system from the Integrated Operations Center (CIOP) of the state of Pará, in Northern Brazil, uses Intergraph's I/CAD technology to help manage calls and incidents reported via 190, the Brazilian national emergency phone number. This technology is also adopted by the most important safety and security agencies in the United States.

Among all the new features we can highlight: Geo-referred Systems that immediately relates the place of an event and vehicles; simultaneous visualization of details related to the event (kinds); vehicle lists (integrated tracking); garrison dispatch integrated with video monitoring; and better interaction via Web and intranet, which ensures better system performance for the Integrated Operation Hub (NIOps) and Call-Taking and Dispatch Centers (CAD) in different locations in the state of Pará.

I/CAD brings improvements to the generation of information and communication. The system is used also as a Web portal to generate statistic reports, maps, besides the dashboard, which is a control panel that can be customized to generate strategic data to all the public safety and security agencies.

Military Police's Major Carlos Alexandre da Cruz de Carvalho, Telematics coordinator at CIOP, says the possibilities of the new system bring several improvements to the emergency system. "We customized it to meet our needs like data analysis per region, Interactivity and easiness to communicate with other systems, besides Tracking Systems with vehicles featuring GPS gadgets, video-monitoring and the new Mission System, which is responsible for daily ostensive patrol tasks", he explains.

CIOP's director, Military Police's Colonel Heyder Calderaro Martins, says the new systems integrate with the whole public safety and security system. "All agencies that integrate the system use the new system safely and in an intranet environment, which ensures they will all operate together once they all have a common goal: to act in the public safety and security through the available resources to benefit the whole society", he explains.

