

At-A-Glance: MAX Computer Aided Dispatch

MAX Computer Aided Dispatch (CAD) is an integrated, efficient incident management solution that supports public safety organizations of all sizes. Designed to be easy to use and implement, MAX CAD is flexible and scalable, making it adaptable for changing agency needs. The entire solution includes the control room CAD, an in-vehicle or mobile CAD and an advanced GIS map and management suite. It uses open-standard interfaces with RMS/JMS packages, NCIC and additional third-party applications. MAX CAD features include:

→ Simplified Graphical User Interface (GUI)

The clean, intuitive design of the GUI makes the system easy to learn and use. The screen supports a customized, administrator enabled, PSAP workflow by personalized call queues and a configurable CAD screen that changes both layout and color scheme based on user's preference. Screens can also be optimized to allow CAD operator assignments based on roles and responsibilities.

→ Advanced Reporting

An advanced reporting package allows users to create standard or customized reports and to fulfill routine or ad hoc reporting requests. The CAD database's SQL architecture facilitates rapid search and report generation.

→ Mobile CAD

MAX Mobile CAD pairs with MAX CAD to provide full CAD and mapping capabilities through the system installed in a vehicle or through a Windows mobile device. Mobile users can access the same incident information as call takers and have access to maps, GPS location data, incident details and more.

→ Open-Standard Records Management System (RMS) Integration

MAX CAD includes optional interfaces to RMS applications, protocol-integration solutions and other third-party databases. This allows agencies to integrate third-party medical and disaster Standard Operating Procedures (SOPs) into MAX CAD, and it can integrate with RMS applications through an XML data stream, delimited text files or even a web service.

→ Administrative Control

MAX CAD can be configured by administrators to meet current and evolving agency requirements. It also reduces support costs and allows local configuration without customized CAD development.

→ Scalability

MAX CAD accommodates future consolidation through a scalable architecture with the ability to add more workstations and locations. It also supports multi-jurisdiction and multi-agency workflows as the number of communities and agencies served by a PSAP increase.

→ Map Viewer

When the map viewer is integrated with the CAD database, the active incident is automatically geo-referenced and visualized for faster, actionable intelligence and decision support between dispatch and field teams.

Learn more!



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