Infor EnRoute Dispatch

Respond instantly

In the emergency response business, you need to get the right resources to the right location, right now—despite doing this with reduced budgets, heavier workloads, and fewer resources. With people's lives on the line, you need a reliable, easy-to-use, computer-aided dispatch (CAD) solution that gives you instant response, rapid dispatch, and complete incident documentation capabilities.

Win the race against time

For over 20 years, Infor™ has provided emergency response agencies with fast, comprehensive, and reliable CAD systems to give you the tools you need to respond quicker and be better prepared. With Infor EnRoute Dispatch, you can take advantage of unmatched reliability, the latest CAD features, and scalable technology (using Microsoft® .NET and SQL Server®) to meet your evolving needs. You get the lowest total cost of ownership in the industry, with no compromises. Win the race against time® with Infor EnRoute Dispatch.

Improve call response times

With Infor EnRoute Dispatch, your law, fire/EMS, and ambulance groups can improve call response times and disseminate critical information accurately and quickly to help better protect your citizens and responders. Maximize your response performance and safety with advanced functionality, such as:

CAD

Accelerate resource- and emergency-response dispatch using Infor EnRoute Dispatch's intuitive and easy-to-use workflow. You can tailor the detailed CAD screens to meet user preferences and support specific agency policies.

With Infor EnRoute Dispatch, your law, fire/EMS, and ambulance groups can improve call response times and disseminate critical information accurately and quickly to help better protect your citizens and responders.

Dispatchers can instantly display previous incident information based on a specific location and/or tag number. Patrol units can access caution notes, emergency contact numbers, and user-definable codes to aid in personnel safety and awareness for the incident at hand.

Infor EnRoute Dispatch OnDemand

Give remote users real-time access to current call information and available resources. Personnel can monitor operational status and activity, as well as access historical data from mobile devices, anywhere, at any time.

Integration

Seamlessly integrate Infor EnRoute Dispatch with many existing dispatch applications, such as ProQA®, via industry-leading partnerships with third-party service providers.

SMS technology

With text messaging capabilities, you can broaden emergency services availability for citizens in dangerous circumstances. You'll also keep your agency service in step with widely adopted technology trends.

Mapping

Route and track multiple activities and units simultaneously with real-time data and agency- or area-specific information. Improve response times by adjusting routing recommendations based on factors such as street closures and construction. Access diagrams of major facilities that show ingress, egress, and navigation information, as well as location of hazmat materials. Play back previous movements for historical review. Review prior activity information, such as call areas and specific units, to analyze potential hot spots, such as high crime areas and dangerous intersections.

Live video feeds

Provide emergency dispatchers with live video feeds directly within Infor EnRoute Dispatch—via the TrafficLand® network—giving your dispatchers a real-time view of traffic and road conditions within your jurisdiction from more than 8,000 transportation department traffic cameras deployed nationwide.

Reporting and dashboards

Use dashboards to get real-time views of dispatch operations and performance, as well as access to critical information based on user roles. You'll have tools for visual analysis and statistics of agency-defined key performance indicators.

Analyze historical performance using standard reports in a variety of formats (such as email, PDF, and HTML), automatically delivered daily, weekly, monthly, and yearly, as well as at user-defined intervals.

Dispatch resources faster

With Infor EnRoute Dispatch, you'll have an easy-to-use and scalable solution that helps your emergency agencies respond instantly and dispatch resources faster to help better protect your citizens and responders.

With Infor EnRoute Dispatch, you can:

- Customize CAD screens to meet specific agency needs.
- Have remote access to call information, available resources, and historical data.
- Easily integrate Infor EnRoute dispatch with existing dispatch applications.
- Use SMS to expand emergency service availability.
- Use real-time mapping to speed up response time and analyze historical data.
- Monitor live video feeds from within Infor EnRoute Dispatch.
- Monitor operations and performance using dashboard and reports.

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About Infor.

Infor is the world's third-largest supplier of enterprise applications and services, helping more than 70,000 large and mid-size companies improve operations and drive growth across numerous industry sectors. To learn more about Infor, please visit www.infor.com.

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