



iDispatch[®]

Security Dispatch System

V5

**Security
Surveillance
Risk Management
Loss Prevention
Solutions**



Flexible

- Enter, track, print, schedule and assign dispatches
- Automatically create daily logs from individual dispatches
- Complete officer status

Powerful

- Integration with existing personnel and contacts
- Drag and drop officer assignment

Dispatch

- Complete in progress, pending and officer status views
- Full dispatch, arrival and clear times and codes
- Easily dispatch officers nearest the scene for quickest response
- Urgent, high, normal and low dispatch levels
- Customizable emergency levels
- Full dispatch history
- Work flow and permissions to manage dispatch application consistent with existing iTrak platform

Comprehensive Reporting

- Support for export to PDF, Microsoft Excel, Word and Crystal Reports

Multi-site computer aided security dispatch environments, require optimization for rapid response times and high system reliability. Since time is of the essence, a computer aided dispatch system must also provide accurate and efficient data entry and officer assignment and management.

The iDispatch Security Dispatch System provides an easy to use software tool designed to improve security officer dispatch entry and workflow. In addition, the dispatch system provides a real-time view of all current activity with full officer status and assignment.

With the iDispatch system, personnel availability, status and location are immediately visible for efficient deployment and dispatch detail tracking.

iDispatch delivers a complete dispatch solution integrated within the iTrak Incident Reporting and Risk Management platform taking advantage of existing personnel, location and daily log reporting. By direct integration into the iTrak platform, the initial information for a daily log is automatically populated and can be escalated to a full blown incident.

Available officers can be assigned to future or pending dispatches by simply dragging and dropping them onto the appropriate dispatch, with radio assignment at time of shift change. A dispatch can then be cleared when the assigned officers, primary or assisting, have arrived on scene and have completed their assignments. Arrival and clearance codes can then be assigned with auto dispatch closure based on dispatch clearance.

Augmenting the full workflow and status features in iDispatch is the ability to transfer call information collected during the dispatch directly and automatically into a full incident report via the daily log. Any updates made by the dispatch operators on reopened calls will be automatically transferred to the daily log subject to any company policies.

The iDispatch module delivers a full featured security dispatch system to enter, track, schedule and assign officers, while providing for complete time tacking and clearance across multiple locations and delivering fully integrated daily log and incident reporting.

REQUIREMENTS

iTrak Client Software

- Microsoft® Windows 2000
- Microsoft® Windows XP

iTrak Client Hardware

- Pentium III 800MHZ or higher
- 512 MB RAM (1 GB recommended)
- 100 MB available disk space
- SVGA Monitor capable of a minimum of 800x600 resolution
- Network Card (Networked installations)
- CD-ROM Drive
- Mouse

SQL Server Software

- Microsoft® Windows 2000 Server with Service Pack 2 installed
- Microsoft® Windows 2003 Server with Service Pack 1 installed

SQL Server Hardware

- Pentium 4 2.0 GHz or higher
- 1 GB RAM (2 GB recommended)
- 350 MB available disk space
- SVGA Monitor capable of a minimum of 800x600 resolution
- Network Card (Networked installations)
- CD-ROM Drive
- Mouse

Microsoft® SQL Server™ 2000

- Microsoft Windows ® 2000 Server with Service Pack 2 installed and Microsoft SQL Server 2000 installed and set for Mixed Mode operation

Microsoft® SQL Server™ 2005

- Microsoft Windows ® 2000 Server with Service Pack 2 installed and Microsoft SQL Server 2005 installed and set for Mixed Mode operation

* SQL licences are not included in the price of the software.

Part Numbers

iDispatch Security Dispatch Module requires the purchase of iTrak Enterprise or iTrak Lite.

30-1414A

**iTrak Enterprise: iDispatch Security Dispatch System
(Supports Existing iTrak CALs)
Multi-Property SQL Platform**

30-1414B

**iTrak Lite: iDispatch Security Dispatch System
(Supports Existing iTrak CALs)
Single-Property SQL Platform**

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iView Systems undertakes a continuous and intensive product development program to ensure that its software and systems perform to the highest standards. As a result, the specifications in this document are subject to change without notice.