SmartIncident

Situational awareness that's always at hand

MOTOROLA *SOLUTIONS*

Enhanced situational awareness and better-connected incident management workflow for frontline responders and dispatchers.

SmartIncident is a CAD client that gives frontline responders a clear, consolidated view of assignments, status updates, map views and multimedia – right on their radio.

Running on APX NEXT and N70 series P25 two-way radios, SmartIncident provides this critical information on the radio that responders already carry, reducing the burden of managing multiple devices.

Reducing voice traffic between dispatchers and units in the field, SmartIncident frees up radio bandwidth for critical conversations between personnel during an unfolding incident. It also minimizes ambiguity in voice communications, reducing the risk of a misunderstanding or missed information.

Critical incident related information on your radio

Unit status updates, assignments, maps, multimedia and CAD comments.

Faster, more efficient response workflow

Reduced risk of misinterpreting crucial information.

Enhanced real-time situational awareness

Consolidated view of critical information for responders.

Keeping a clear picture in complex situations

There's a lot for public safety teams to think about as an incident unfolds. If anyone's missing a critical piece of information, it can impact the whole team's ability to deliver an effective, well-coordinated response.

SmartIncident puts critical information at frontline workers' fingertips. One-touch status updates and other notifications cut radio traffic between dispatchers and first responders, leaving more airtime free for critical conversations.
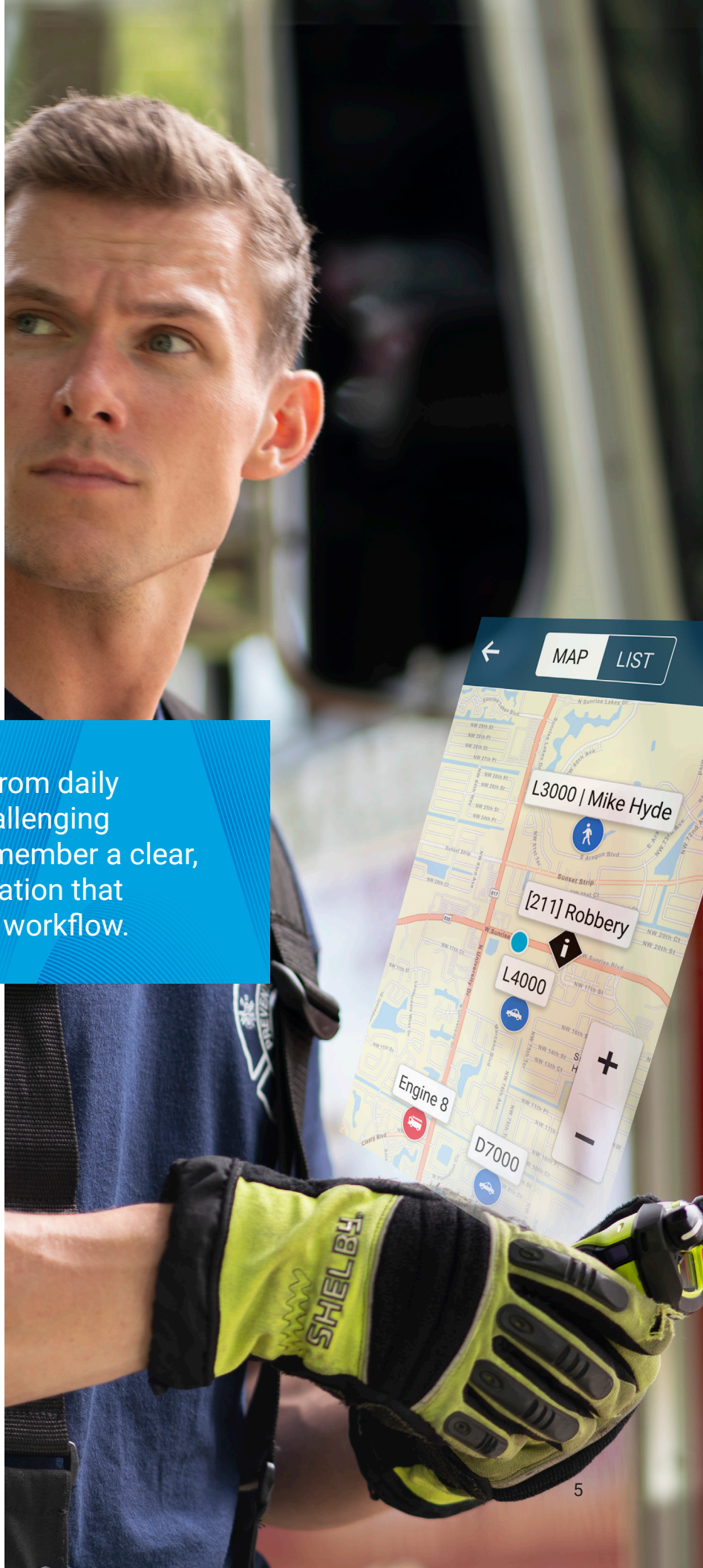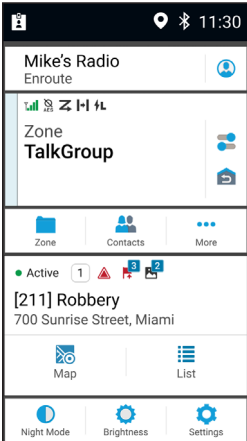
During major incidents – or while teams are managing multiple incidents – many parallel voice conversations can be difficult to keep track of. With the increased possibility of mishearing or misinterpreting critical information comes the risk of officers making the wrong decision, potentially putting lives at risk.

SmartIncident puts critical information at frontline workers' fingertips. One-touch status updates and other notifications cut radio traffic between dispatchers and first responders, leaving more airtime free for critical conversations.

SmartIncident brings clarity from daily assignments, to the most challenging incidents, giving every team member a clear, unified view of critical information that enhances their own personal workflow.

Offering full integration with Motorola Solutions' CommandCentral suite, other agency CAD systems, and the complete Motorola Solutions portfolio of APX NEXT apps, SmartIncident is offered to public service agencies on a cost-effective, easy-to-manage subscription basis.
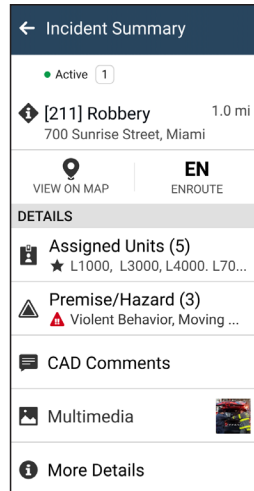
Clear, relevant information within fingertip reach for frontline personnel
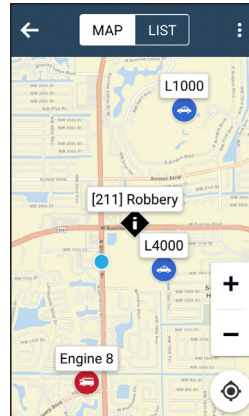

Home Screen
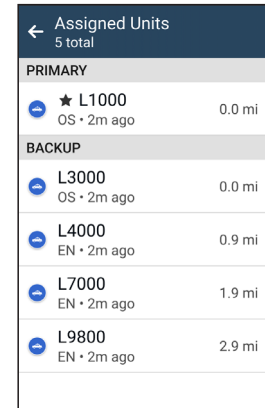At-a-glance view of active incident and radio functionality.

Incident Summary
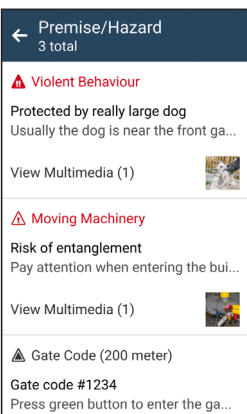Overview that includes location, assigned units, premise/hazard details, comments and multimedia.

Map View
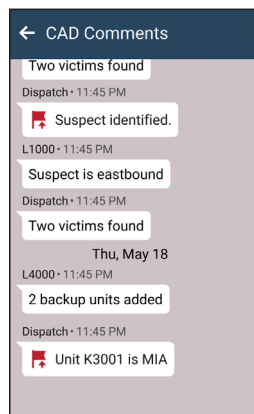See location of incident, units and other resources in the vicinity.

Unit List
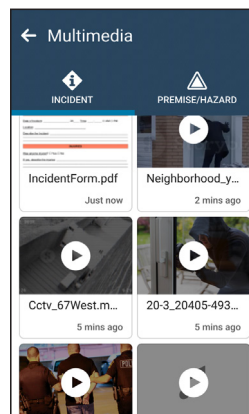See list of assigned units to incident as well as other units nearby.

Premise/Hazard
View helpful premise information such as gate codes and hazard alerts before arriving to a scene.
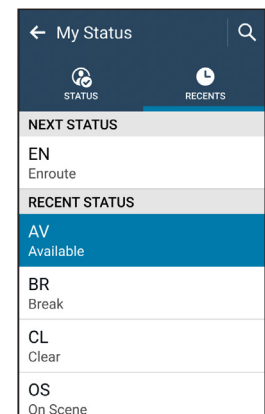

CAD Comments
Review history of comments made by dispatch and assigned units.

Multimedia
View photos and videos captured at the scene as well as other relevant documents.

Unit Management
Select your Unit ID and update your Unit status.

More focus in critical moments

SmartIncident frees up radio bandwidth for the most critical voice calls, conveying information in a clear, easy-to-read format to the screen of every frontline responder's radio.

With fewer opportunities for misunderstanding crucial instructions, assigned units and dispatchers can stay focused on the task in hand. SmartIncident helps ensure that precious radio bandwidth remains free for essential voice conversations when needed.

Compatible Products
- APX NEXT
- APX NEXT XN
- APX NEXT XE
- APX N70

Requirements
- Radio firmware 2024.2 and higher
- SmartLocate
- SmartMapping

Device Management
- RadioCentral, RadioManagement and/or CPS

CommandCentral
- CommandCentral Connector
- CommandCentral Admin

Computer Aided Dispatch (CAD)
- PremierOne CAD - Version 4.6.15 and higher

To learn more, visit:
www.motorolasolutions.com/smartincident

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