



# CAD, MOBILE AND RECORDS BUILT TO YOUR NEEDS

CREATE A COMPLETE SOFTWARE SUITE FOR YOUR AGENCY  
WITH PREMIERONE®



## A COMPLETE SOLUTION FOR MODERNIZED PUBLIC SAFETY

Hours of routine punctuated by moments of intense action. That's often what it's like on the street. It's often what it's like in the command center, too. At any time, call takers, dispatchers and first responders must respond to a variety of difficult and dangerous situations correctly, safely and in a matter of seconds. This requires more than simply an assortment of best-of-breed applications. You need a powerful, integrated solution specifically designed for real-time response and quick, intuitive processes.

With more than 130 customer systems and over 142 million managed calls for service, PremierOne is a proven public safety

software solution, backed by the industry's first and only mission-critical ecosystem built to create the lifeline your safety and mission depend on.

As an integral part of Motorola Solutions' CommandCentral software suite, PremierOne offers an end-to-end software experience, fully synced mission-critical communications, access to trusted video and security analytics, as well as a line of Motorola Solutions services that will be there in critical moments today, tomorrow and for years to come.



## MISSION-CRITICAL ECOSYSTEM

PremierOne is a fully customizable Computer-Aided Dispatch, Mobile and Records solution inside of CommandCentral, our end-to-end public safety software suite.

# BUILT FOR TODAY, READY FOR TOMORROW

Both in the command center and out in the field, it's crucial that up-to-date information from 9-1-1 calls, text messages and multimedia are rapidly and securely provided to the right resources at the right time. Field responders need to know that when they respond to an emergency, critical details and historical information are immediately and readily available, which also promotes productive collaboration within departments and across neighboring agencies.

With PremierOne, you can take your operations to the next level while laying the foundation for the future. PremierOne integrates other systems such as next generation 9-1-1 and dispatch consoles directly into Computer-Aided Dispatch (CAD) to simplify the dispatch workflow, bring all information into a single view, extend information access to first responders and make the process for informed decision-making easier and faster. Collaboration is maximized by connecting dispatchers and field personnel in real-time and optimizing interoperability with other agencies, systems and databases. The result is enhanced information flow

for improved response, safety and incident resolution. When lives are on the line, intuitive workflows and simple, effective incident management help you and your team make the most of every second.

Keeping your command center running efficiently is a team effort. With PremierOne, not only do you have access to state-of-the-art software, your agency is also backed by highly experienced service personnel who know how to identify your unique workflows and integrate your public safety applications for maximum efficiency. Motorola Solutions provides either a simple deployment package or a system built to your exact specifications, satisfying your team's unique needs. Once the system is built, you have access to comprehensive training and support so your personnel are ready on day one. You deserve the best - and a vendor who works relentlessly to make it happen.

## COMMANDCENTRAL

The industry's most integrated public safety software suite from call to case closure.

### Incident Awareness

COMMUNITY  
ENGAGEMENT



Citizen

EMERGENCY CALL  
MANAGEMENT



911 Call Taker

VOICE &  
COMPUTER  
AIDED DISPATCH



Dispatcher

### Incident Management

REAL-TIME  
INTELLIGENCE  
OPERATIONS



Intelligence  
Analyst

FIELD RESPONSE  
& REPORTING



Frontline  
Responder

### Post-Incident Resolution

RECORDS  
& EVIDENCE  
MANAGEMENT



Records  
Specialist

ANALYSIS &  
INVESTIGATION



Crime  
Analyst

JAIL & INMATE  
MANAGEMENT



Corrections  
Officer

REAL TIME CRIME CENTER



## PREMIERONE COMPUTER-AIDED DISPATCH

Streamline the capture, correlation and real-time distribution of mission critical information to dispatch the right resources in a matter of seconds.

### UTILIZE UNINTERRUPTED WORKFLOWS

Create a continuous workflow, enabling dispatchers to control the data entry process instead of the process controlling them. The “work assist” area provides instant access to supplemental, dynamically generated information – such as address validation, alerts and premise and hazard records – without pop-ups that can disrupt workflow. Address verification, alerts and situational awareness information occurs without a break in data entry and dispatchers can decide what data to view and when to view it.

### ENHANCE RESPONSES WITH ROBUST GIS

When an emergency call comes in, your team and field responders need to act quickly. Geographic Information System (GIS) technology is a key component for enhanced responses to emergency situations. PremierOne CAD with GIS helps your team accurately depict the location of callers, incidents and resources for fast and successful responses. A location-based solution with GIS components developed using the Esri® ArcGIS resources, PremierOne CAD provides centralized spatial database services and a robust mapping client that allow for faster back-up and response.

### INCREASE INTEROPERABILITY AND COLLABORATION

Your public safety response often requires multi-agency coordination with neighboring cities, counties or even regional and national resources. Whether in the communications center or deployed in a mobile command post, PremierOne CAD optimizes interoperability. As an industry-recognized leader for multi-jurisdictional systems, PremierOne CAD offers highly configurable databases that maximize shared data while still allowing separate workflows and agency security. Response teams benefit from enhanced information sharing and a unified operational view of incidents that ensure a well-orchestrated and coordinated response.

### DISPATCH FOR FIRE AND EMS

When lives and property are in danger, dispatching the closest resources with the right equipment and training to do the job is critical. PremierOne CAD lets you customize responses that reflect your department’s operations and procedures. Flexible Fire and EMS-specific recommendations and run cards are created using critical factors, such as skills, capabilities, time of day, apparatus, split vehicle attendance and alarm level to ensure the right response is dispatched.

# MAXIMIZING THE ECOSYSTEM

Extend your software's reach with additional products that are designed to work seamlessly with PremierOne CAD.

## PREMIERONE CAD AND MISSION-CRITICAL COMMUNICATIONS

Increase situational awareness and improve officer safety by displaying field devices through one, centralized hub for voice and data communications. Use Critical Connect to access location, presence, operational status and other key data for both LMR and broadband PTT resources and display the information in a single CAD map. You can create reports on officer movement throughout the day for enhanced decision making on resource distribution as well as associate all radios, status changes and recent communication with the fleet vehicle, responder and unit for increased responder safety.

## PREMIERONE CAD AND EMERGENCY CALL MANAGEMENT

Motorola Solutions' NG9-1-1 solutions and PremierOne CAD offer a more efficient call management approach by integrating call handling into CAD and easing the call taker's already stressful job. The result is a more efficient workflow that saves time. Minimize keystrokes, reduce errors and speed response by integrating PremierOne CAD with VESTA® 9-1-1 call handling. No more swiveling back and forth between applications. With Integrated Call Control, answering a call, creating an incident, dispatching and releasing a call can be accomplished in as few as four keystrokes, and all from one screen.

## PREMIERONE CAD AND DISPATCH CONSOLES

In today's dispatching world, there's more information, resources and tools competing for your attention than ever before. Cut through the noise and be ready for any crisis that comes your way by integrating

PremierOne CAD with MCC 7500 IP and MCC 7500E IP Dispatch Consoles. Keep your field personnel connected to dispatchers and other responders without requiring them to switch car and body radio channels manually, improving officer safety and outcomes. Additionally, dispatchers can use PremierOne CAD to automatically group talkgroups per incident, helping them dispatch more efficiently. Improve situational awareness for field responders by sending alphanumeric messages to text-enabled devices. You can also manage pager information including alias type, allowing you to send messages to a group of people or devices.

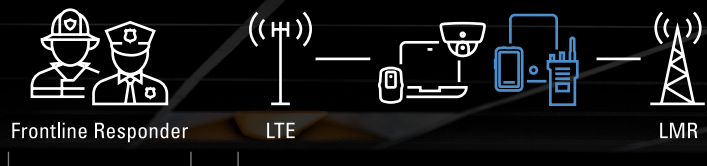
## PREMIERONE CAD, MOTOROLA RADIOS AND RESPONDER ALERTS

Further enhance your team's situational awareness and improve responder safety by viewing responder location on your CAD map, including responders outside of the vehicle. Responders in the field can quickly alert dispatch of a critical incident by pushing the emergency/panic buttons available on Motorola Solutions radios. Events can escalate quickly and your responders in the field should be assured that backup is ready and available if they need it. Alerts on responder status automatically show the command center what's happening to officers during an incident including weapon fired, man down and other important information.

## PREMIERONE CAD AND REAL-TIME INTELLIGENCE OPERATIONS

Unify your team with one view and one workflow for a safe and rapid response with CommandCentral Aware. Access CAD incident data from the situational map to achieve a complete operational view in your real-time crime center. Improve response time and save clicks by pushing an incident into PremierOne CAD from CommandCentral Aware and set analytics to automatically send to multiple agency personnel the moment a critical CAD incident occurs. Combining CommandCentral Aware with industry-leading video technology from Avigilon and WatchGuard, you can deliver unprecedented visibility of a scene with access to all cameras in a single operational view, with easy evidentiary tagging and storing through CommandCentral Evidence. By bringing users' attention to key video content, you can use CommandCentral Aware to enhance officer safety and boost productivity.

## ECOSYSTEM INTEGRATIONS



COMMUNITY ENGAGEMENT



Citizen

EMERGENCY CALL MANAGEMENT



911 Call Taker  
VESTA 9-1-1  
Callworks 9-1-1

VOICE & COMPUTER AIDED DISPATCH



Dispatcher

REAL-TIME INTELLIGENCE OPERATIONS



Intelligence Analyst  
CommandCentral Aware

FIELD RESPONSE & REPORTING



Frontline Responder

RECORDS & EVIDENCE MANAGEMENT



Records Specialist  
CommandCentral Evidence

ANALYSIS & INVESTIGATION



Crime Analyst

JAIL & INMATE MANAGEMENT



Corrections Officer

PremierOne CAD



## PREMIERONE MOBILE

Fully extend command center information to the vehicle and mobile devices – event information, location, dispatched units, history, hazard data and building plans – for enhanced real-time decisions.

### ENHANCE SITUATIONAL AWARENESS

Deliver mission-critical information into the hands of those who need it most — anytime, anywhere — for informed tactics and successful outcomes. Real-time updates and automatic notifications keep responders informed with alerts, “hot hit” responses, messaging and Be On the Lookout (BOLO) notices along with vital premise and hazard information. Enhance your team’s situational intelligence with geofencing and status monitoring to provide location and activity details of all units and incidents, keeping you connected to developing situations as events unfold.

### RESPOND QUICKLY, CONFIDENTLY AND SAFELY

Utilize drive directions and dynamically receive incident details during critical response activity. As persons, vehicles and locations are added to an incident, corresponding prior incident details are instantly made available to officers. This intelligence is automatically surfaced as scenarios develop for improved decision-making in order to execute a rapid and informed response to every call for service.

### STREAMLINE OPERATIONS

Browser-based configuration gives system administrators the power to remotely configure clients, from a single portal, to match your agency’s unique operational needs. Android, iOS and Windows clients share the same provisioning information, allowing a single set-up process for all platforms, eliminating duplicate efforts and streamlining support.

### STREAMLINE INCIDENT MANAGEMENT

Enable full incident control and information sharing while in the field. Initiate an incident with a single touch or update event details, comments and location. Quickly scan a driver’s license to automatically search and add a subject or query a registered vehicle. Utilize GPS data to automatically update unit status to enroute or arrived on scene. Easily attach and share photos from your devices for collaboration with other units and command staff. Empowering officers with tactical controls in the field enables a more autonomous and productive mobile workforce.

### UTILIZE A FLEXIBLE, INTUITIVE USER INTERFACE

Start responding to an incident in the vehicle and continue situational awareness outside of the car. Mobile capabilities are designed to work on in-vehicle laptops, smartphones and tablets, or together across multiple devices for one seamless experience. One-level access to information minimizes keystrokes to rapidly deliver information. The client applications are designed for touch screen use in both a mobile computing and smartphone environment. Single key traffic stops, one touch status updates and simple screen tap to drill down to incident or unit details are optimized for the mobile workforce.



# MAXIMIZING THE ECOSYSTEM

Extend your software's reach with additional functionality that is designed to complement PremierOne Mobile.

## PREMIERONE MOBILE AND PREMIERONE CAD

PremierOne Mobile offers first responders the benefits of PremierOne CAD in the field. It is crucial for PremierOne Mobile to be deployed together with PremierOne CAD in order to maximize the benefits of the CAD system. PremierOne CAD, PremierOne Mobile and PremierOne Records applications share a common provisioning system allowing an administrator to enter information such as users, devices and incident types one time, in a single location.

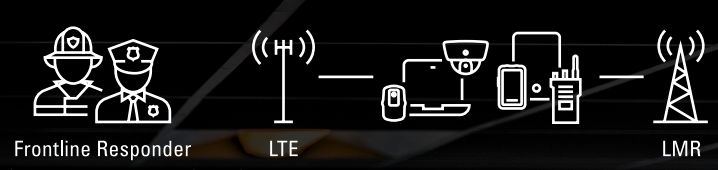
## PREMIERONE MOBILE AND PREMIERONE RECORDS MOBILE

When PremierOne Mobile and PremierOne Mobile Records are deployed together in a suite environment, users will experience advantages such as a single, automatic log in to PremierOne Records and instant sharing of incident and query data. This eliminates duplicate data entry, minimizing both keystrokes and mistakes.

## PREMIERONE MOBILE CLIENTS

Mobility capabilities are designed to work in the vehicle and in the field. Whether utilizing a laptop, smartphone, tablet or a combination of devices, the officer is always connected to a common feature set and critical CAD information. Field responders can start responding to and access incident details while enroute and continue situational awareness on scene by automatically receiving real-time information. In today's world, officers need and expect to have incident details in the palm of their hand for enhanced situational awareness when they need it most.

## ECOSYSTEM INTEGRATIONS





# PREMIERONE RECORDS

Streamline the capture, organization, management and distribution of data for more reliable and actionable information in real time.

## **STREAMLINE DATA MANAGEMENT**

Improve the coordination and management of large volumes of traditional records as well as multimedia files such as audio, video and images. Real-time access to mission critical information regardless of where it's located is readily available, and the application lets you organize crime reporting data in virtual case folders. This actionable intelligence results in better decisions, more successful investigations, improved analysis, and ultimately, increased first responder and community safety.

## **COLLABORATE ON REPORTS IN REAL-TIME**

Share timely criminal information regardless of jurisdiction. PremierOne Records enables real-time access, query, sharing and management of critical data across your own operations along with those of other agencies and jurisdictions. It supports consolidation of data systems and can serve an unlimited number of agencies on a single system, allowing each agency to control what data is shared, and when and where to share it.

## **ELIMINATE DATA SILOS**

Ensure consistent data entry as well as efficient data sharing and management for more accurate and reliable data. PremierOne Records' advanced business logic ensures that users collect all pertinent information, optimizing data consistency, efficiency and reliability. Master indices for people, entity, property, vehicle and location allow data to be entered once, reducing duplicate data entry and automatically delivering more reliable data throughout the system.

## **WORK SMARTER, NOT HARDER**

Effectively control your information and maximize operational efficiencies. Through its innovative Advanced Configuration Tool (ACT), PremierOne Records provides user-configurable features you can design to conform to your workflows and business processes. You can even customize some of these features to capture information specific to your agency. The result is an RMS that works the way you do, eliminating inefficient manual procedures and costly third party customization.



# MAXIMIZING THE ECOSYSTEM

Extend your software's reach with additional products that are designed to work seamlessly with PremierOne Records.

## PREMIERONE RECORDS AND PREMIERONE CAD

PremierOne Records is part of the PremierOne Suite and is tightly integrated with PremierOne CAD. Leverage PremierOne's trusted technology, deployed and tested by agencies worldwide, to integrate all your data across dispatch, the field and records workflows to connect your teams and improve incident outcomes. Because of the close integration, you can automatically populate PremierOne Records forms with PremierOne CAD data, helping eliminate duplicate data entry. With the Integrated Suite, your team can utilize your CAD data all the way from call to case closure.

## PREMIERONE RECORDS AND COMMANDCENTRAL EVIDENCE

Maximize the value of your digital evidence with CommandCentral Evidence, which is included with your PremierOne Records system. CommandCentral Evidence is the foundation for an evidence-based operation. With it, your team can simplify content management, quickly review case evidence and share it, securely and seamlessly, with partners to ensure justice is achieved. Managing the influx of video, images, audio and other content from a variety of different systems can cause a lot of strain for your team. But now, more than ever, this content is vital to accomplishing the right criminal justice outcomes. CommandCentral Evidence is a cloud-based solution for aggregating and intelligently organizing all of your agency's digital content in one place. Because of its seamless integration with PremierOne Records, all digital content can be easily managed, reviewed and shared with corresponding agencies.

## PREMIERONE RECORDS AND COMMANDCENTRAL JAIL

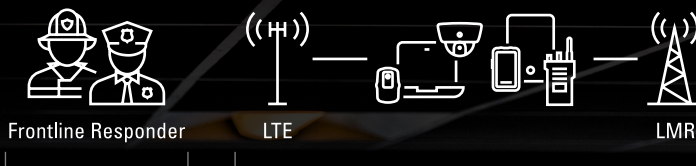
PremierOne Records connects seamlessly with CommandCentral Jail, which offers your team access to an intelligent jail management

system. Benefit from streamlined offender intake, improved awareness and greater confidence inmates are accurately released. CommandCentral Jail is a completely secure jail management platform that is officer-oriented and built to integrate with the PremierOne system to streamline intake, improve awareness for your team and ensure accurate release for safe, successful rehabilitation. While jail management software is typically designed by location, it's common that your team might wear multiple hats. This is why development of CommandCentral Jail is focused around the user and simplifying workflows - from intake to rounds to release. To provide your team with the vital insights they need to be successful, you can source information from arresting officers, partner agencies or even third party systems, and inject it directly into workflows to improve your team's awareness and efficiency. Access to and protection of your information is controlled by parameters you set and meets CJIS requirements. Even in multi-agency deployments, strict permissions can be set to control access to information while still making it easy to share.

## PREMIERONE RECORDS AND COMMANDCENTRAL INVESTIGATE

Integrate PremierOne Records with CommandCentral Investigate, a powerful investigative analytic and reporting platform that boosts your agency's ability to solve more crime with data driven insights. CommandCentral Investigate puts big data to work for you, so you can quickly identify crime trends, track down leads with more accuracy and effortlessly communicate intelligence across your agency - empowering everyone on your team to fight crime smarter. CommandCentral Investigate is built to leverage more data for your agency, is configurable for every role and can be delivered "as-a-service."

## ECOSYSTEM INTEGRATIONS



COMMUNITY ENGAGEMENT



Citizen

EMERGENCY CALL MANAGEMENT



911 Call Taker

VOICE & COMPUTER AIDED DISPATCH



Dispatcher

REAL-TIME INTELLIGENCE OPERATIONS



Intelligence Analyst

FIELD RESPONSE & REPORTING



Frontline Responder

RECORDS & EVIDENCE MANAGEMENT



Records Specialist

ANALYSIS & INVESTIGATION



Crime Analyst

JAIL & INMATE MANAGEMENT



Corrections Officer

CommandCentral Evidence

CommandCentral Investigate

CommandCentral Jail

PremierOne Records



## ADD VALUE FOR YOUR AGENCY WITH COMMANDCENTRAL CAPABILITIES FOR PREMIERONE

Get a taste of next generation cloud capabilities with CommandCentral features designed specifically for PremierOne users to extend reporting capabilities, help reduce risk and make teams more effective and productive. With this option, you can expedite case review and resolution, improve data quality and integrity, streamline digital evidence collection and management as well as provide insight for data-driven decision making. These free capabilities are available for you to activate when your agency is ready, letting you explore what's possible with CommandCentral without sacrificing your agency's current investments and configurations.



### VIEW CAD INFORMATION ANYTIME, ANYWHERE

Securely view CAD information and keep an eye on agency activity when not on the dispatch floor from any internet-connected device. With secure view access to agency CAD information from anywhere, you can make better decisions in record time while also enabling non-traditional users to work from locations that have not previously had access to jurisdictional CAD information.



### BACKUP YOUR DATA IN THE CLOUD

Activate Cloud Data Backup and Restore to both mitigate the risk of data loss and reduce costs associated with redundant hardware. Geographic redundancy, dedicated security teams and no backup size or frequency limits ensure the information and tools you need are available when you need them — without compromise.



### SECURELY STORE AND MANAGE DIGITAL EVIDENCE

Intelligently organize all of your digital evidence, including body-worn or in-car video, security or citizen video, audio logs, photos and more with CommandCentral Evidence. To save on-premises storage space, any attachments uploaded through the Law Records module are automatically stored in CommandCentral Evidence while still being available for review within PremierOne. Any content directly ingested into CommandCentral Evidence can be associated with a PremierOne incident.



### EASILY REVIEW AND SHARE CASES

The Consolidated Record View is an intuitive, new experience to supplement your case folders. Compile all incident information and related digital evidence into a unified, incident-based view to quickly understand a case and access everything you need in one place. Your officers can easily create their narrative while detectives can get context about what happened on-scene and conduct investigations without delay.



### **FIND THE INFORMATION YOU NEED - FASTER**

Find the information you need faster using a smart, free-text search engine over all agency records and evidence. With Unified Search, simply enter your desired search criteria — such as name, report number, license plate or any other identifying content — and CommandCentral will conduct a search across all agency data and use artificial intelligence to identify the most relevant results.



### **PARTNER WITH THE COMMUNITY**

Your community has valuable knowledge and can be a critical partner if you have the right tools to connect. Provide your citizens with the ability to share intelligence and be a true public safety partner with CommandCentral Community. These tools provide a secure way to collect evidence from the public, a safe place for anonymous tipping and a channel to keep the public informed of local crime data - on your terms.



### **WORK ON REPORTS LESS, PATROL MORE**

Capture images, video and audio with the CommandCentral Capture App, a simple smartphone application for Android and iOS. The app automatically adds metadata and offers in-device tagging for easy media management. Evidence is seamlessly uploaded to CommandCentral Evidence for immediate use. All evidentiary data is isolated from personal data, preventing tampering and preserving the chain of custody so you never need to subpoena devices.



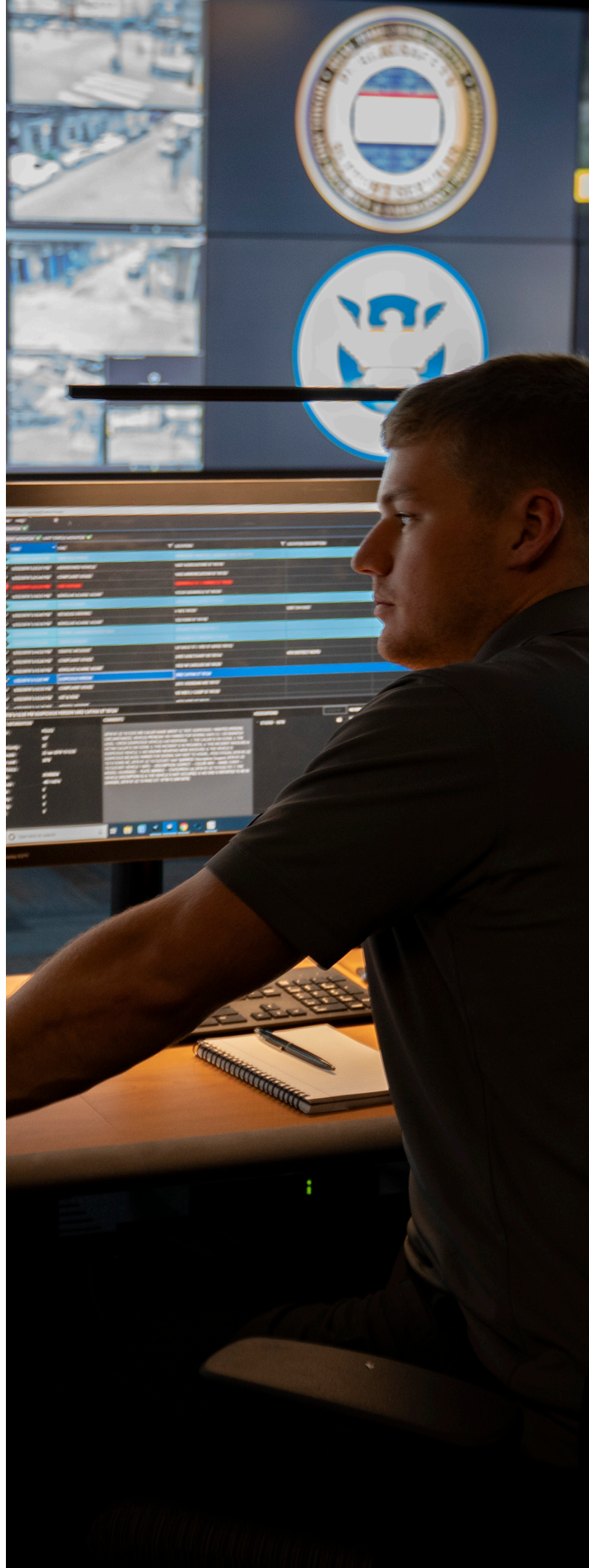
### **UNCOVER MORE ACTIONABLE INSIGHTS**

Achieve better outcomes through actionable insights using the Insights Dashboard. Built-in alerts help you monitor activity and set threshold alerts to identify and proactively address crime trends. Workflow and project capabilities provide instant access to items that need your attention and manage key initiatives. You can also reply to messages and share topics and documents to promote collaboration within the dashboard.



### **START YOUR SHIFT MORE AWARE AND PREPARED**

The ability to see crime on a map can provide valuable context to officers, helping them understand recent trends and patterns. Pin Mapping provides PremierOne Records users with the ability to easily map a case report search. This visualization allows them to see where a particular crime occurred, as well as other crimes around it, for more informed crime-fighting decisions. The corresponding Incident Record can be opened from the map, providing all relevant details and associated digital evidence.





**“We’ve eliminated information silos and ensured that the right dispatcher and responder immediately get the information needed. With a Next Generation solution, up-to-date information refreshes constantly across multiple systems. All responders have the same view at all times, simplifying workflows. Motorola Solutions worked with us to maintain the same look and feel, considerably reducing training time.”**

Karl Fasold, Director of Technology, Orleans Parish Communication District, LA

## **NEXT-GENERATION EVOLUTION WITH A DEDICATED TECHNOLOGY LEADER**

We build software for mission-critical environments where every second matters. PremierOne and other applications in our CommandCentral software suite unify data and streamline workflows from call to case closure in order to put your information to better use, improve safety for critical personnel and restore your focus on the communities you serve. Backed by a trusted, 90+ year expert with proven public safety leadership and the industry’s first and only mission-critical ecosystem, our suite is transforming the public safety experience. Combined with unified radio and broadband communications, video intelligence and analytics and world-class services, our ecosystem is the technology lifeline your mission depends on. Our mission is to never stop advancing it.

For more information about PremierOne, visit [www.motorolasolutions.com/software](http://www.motorolasolutions.com/software)



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