



PSCORE

DRIVING MOBILE TRANSFORMATION FOR FRONTLINE RESPONDERS

Remove the limitations of your technology and converge workflows on the front lines so responders can work more efficiently and be their best.

PSCore, a purpose-built mobility solution with proven results for public safety, delivers highly integrated workflows, digital tools and critical real-time intelligence for ongoing operational agility for your field-based workforce. With PSCore, first responders utilise a purpose-built mobile application that integrates with your existing Computer-Aided Dispatch (CAD), Records Management Systems (RMS), and other back-end systems of record to respond quickly, always stay informed, complete tasks faster and keep the community safer.





PSCORE DISPATCH

INTEGRATES WITH YOUR EXISTING CAD AND APPLE CARPLAY

Enable infield incident management across mobile devices and in vehicles via Apple CarPlay. Provide frontline supervisors and first responders with the means to effectively and efficiently manage infield incident response, via a mobile device, including resource management through Automatic Resource Location (ARL) to provide real-time locations of resources in the field.



RESPOND QUICKLY TO ESCALATING INCIDENTS

View incident details for effective and rapid voiceless response. Launch navigation to incident location by tap, voice command and through CarPlay.

MONITOR ACTIVITY FROM ANYWHERE

Use infield command and control capabilities from your mobile devices and CarPlay.

IMPROVE SITUATIONAL AWARENESS

Report location to Dispatch Centre and other infield first responders (Telemetry). Access incident details at your fingertips.

KEY FEATURES: DISPATCH

Book On	Enable first responders to establish themselves as part of a resource for an upcoming shift.
Incident Management	View, respond to, manage and create incidents (calls for service) as dispatched by an agency's CAD.
Task Management	View, respond to, manage and create local patrol tasks as designated by a supervisor, command or relevant intelligence unit.
User Status Management	Update the status of a first responder while they are attached to a resource.
Resource Review	View the status and location of other resources.
Battery Conservation	Save battery with purposeful location data updates.
Notifications	Receive push notifications for critical updates to incidents.
Third Party Map Layers	Display key operational agency-specific map layers to provide situational awareness.
Siri Shortcuts	Remain focused and hands-free using voice commands and readback when responding to incident resource status change.
Multimedia	View the associated media within an incident or capture and add to an incident.

KEY FEATURES: SITUATIONAL ALERTS

Entity Alerts	First responders in the same callsign will receive alerts if a high risk search has been conducted by another first responder.
Duress Alerts	First responders are notified if any resource within their patrol area triggers a duress status in CAD.
Third Party API	Agencies can send out Situational Alerts to first responders based on Name, Callsigns, Patrol Area, Radius, Polygon and Time Traveled from a single point.



INCIDENT MANAGEMENT FOR APPLE CARPLAY®

SAFELY ACCESS CRITICAL INFORMATION – ON THE GO

Incident Management for Apple CarPlay provides first responders intuitive, in-dash access to critical information from their agency's existing Computer-Aided Dispatch (CAD) and Records Management Systems (RMS) – no Mobile Data Terminal (MDT) required. It is fully compatible with voice control features, enabling first responders to stay focused on the road and obtain vital details and updates of an incident before arriving on scene.

INCIDENT MANAGEMENT

Incident Mapping	View incidents for a patrol area on a map.
Incident Summary	View a summary list of incidents in a patrol area.
Incident Details Display	View the details of incidents in a patrol area.
Incident Self-assessment	Enable first responders to assign their resource to an incident.
Navigation	Launch turn-by-turn navigation to an incident.
Real-time Incident Update Alerts	Notify first responders when they are assigned to an incident or there is a change to an incident to which they are responding.
Incident Status Change	Enable first responders to update their resource status in relation to an incident, including closing/finalising an incident.
Contacting Informant	Enable first responders to contact an incident informant by initiating a voice call or SMS message.

RESOURCE MANAGEMENT

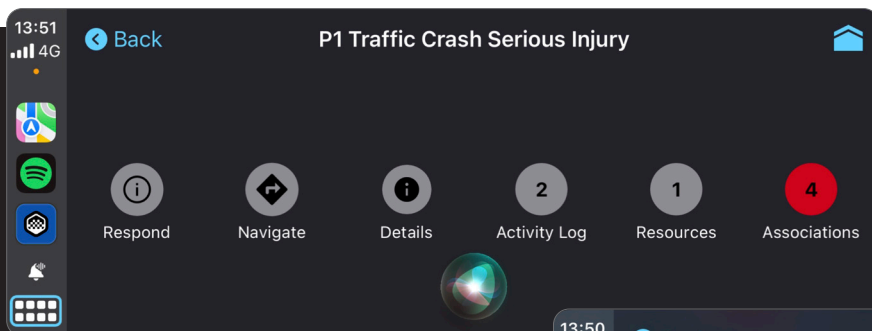
Unit Mapping	View book-on duty resources for a patrol area on a map.
Unit Summary List	View summary details of book-on resources in a patrol area.
Unit Details Display	View details of book-on resources in patrol areas, including details of events which they are responding.
Unit Status Change	Enable first responders to change their resource statuses.
Unit-to-Unit Calling and Messaging	Enable first responders to contact other resources by initiating a voice call or SMS messages.

SEARCH

Vehicle Search	Initiate and view key vehicle search data using keyboard and voice.
Person View	View vehicle associated person details.

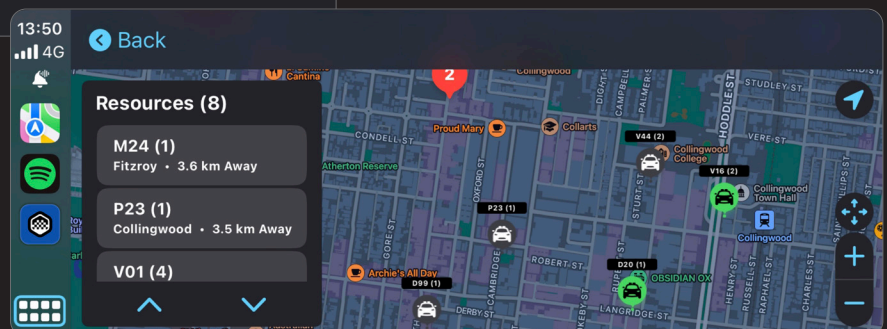
VOICE COMMANDS

Incident and status change
Update incident details
Launch turn-by-turn navigation
Incident details announcement
Incident update announcement
Initiate a vehicle plate search
Vehicle search results readout



Voice Commands

Resource Management





PSCORE SEARCH

INTEGRATES WITH EXISTING RECORDS SYSTEMS AND STATE/ FEDERAL DATABASES

Gain real-time access to operational data for improved decision-making. Complete searches and view key operational details pertaining to a selected search result. Experience search results in a logical, easy-to-read format to increase efficiency for infield first responders.

SEARCH DATABASES FROM ANYWHERE

Integrate critical information from across systems to access from the field.

KEEP MOVING WITH REAL-TIME ACCESS

Instantly connect information when you need it most to complete tasks faster.

IMPROVE SAFETY AND PRODUCTIVITY

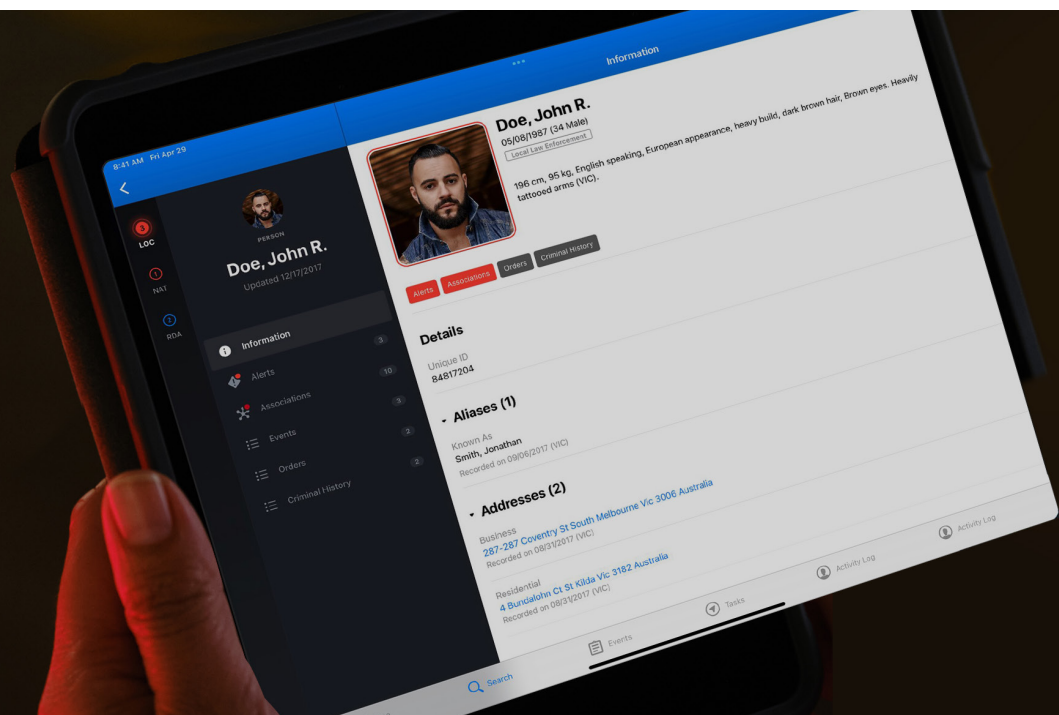
Receive critical information quickly to stay focused on the mission for safer outcomes.

KEY FEATURES: SEARCH

Multi Database Query	Search a variety of databases including the Records Management System (RMS)/ Customer Records Management (CRM) and third party operational databases.
Entity Search	Search for information specific to an entity type, including by: <ul style="list-style-type: none"> Persons- name or unique identifier Vehicles- by registration number, vehicle identification number or engine number Organisations- by name or unique identifier Locations- by type-ahead text, dropping a pin on a map or entering a manual address
User Search History	First responders' searches and viewed entities are maintained in the dashboard for the duration of their sessions.
Create Entity	If no results exist for an entity or there is no network connectivity, a first responder can create and add an entity to an event. Created entities will be validated by the application if used with a report.
Footprints	Details relating to entity searches are captured for storage in an agency's database. This information is similar to that captured by traditional Automatic-Number-Plate Recognition (ANPR) systems and includes the time, date, location, user and unique identifier (e.g. vehicle registration number).

KEY FEATURES: SEARCH PLUS

ANPR View	Connect to in-vehicle ANPR solutions to present ANPR Hits and Reads to first responders using iPad, iPhone and CarPlay.
Real-Time Vehicle Search and Traffic Stops	Initiate where PScore Search and Dispatch are enabled.





PSCORE REPORTING

INTEGRATES WITH EXISTING RECORDS SYSTEM

Enable complete workflows. PScore Reporting integrates seamlessly with PScore Search capability to encompass the search, capture, management and submission of infield reports, intelligence and compliance information and actions, including the issuing of electronic citations and infringements in near real time of that in the field.

REAL-TIME CAPTURE, UPDATE AND SHARING

Instantly create reports, capture necessary information and share across systems.

SIMPLE AND ASSISTED DATA ENTRY

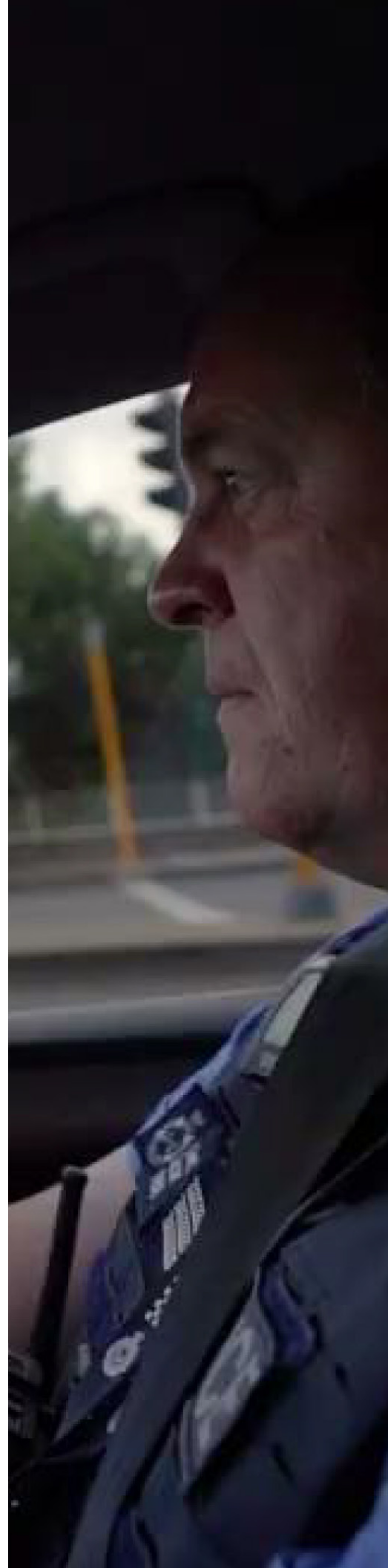
Minimise keystrokes and accelerate high-quality data capture through automated use of key data across integrated workflows.

DIGITISED INFIELD REPORTING

Complete required fields and submit reports from the field.

KEY FEATURES: REPORTING

Event Creation	Create events including event type, automated time, date and location data stamps.
Involved Entities	Capture involved entities and their associations.
Notes and Multimedia Files	Capture notes and multimedia files including free flow hand drawn annotations.
Automatic Draft Saving	Information captured is saved on device and encrypted until submitted to customer RMS.
Submission of Events	Guided information capture that assists compliance of report gathering information to minimise mistakes and increase data consistency.
Validation of User-Created Entities	First responders are prompted to reuse entities from primary customer systems to minimise duplication of data.
Offline Mode	Create draft events whilst there is no or limited connectivity. All steps associated with creating and recording entity details are accessible offline and, once validated against the agency's system, upon submission, when connectivity is restored.



PSCORE ADDITIONAL CAPABILITIES

GLOBAL IN-APP CAPABILITIES

Multi Language Support	Configurable to support multiple languages across entire solution
Activity Log	<p>A history of a first responder's in-app actions are automatically recorded and maintained for ready in-app reference. Activities captured include:</p> <ul style="list-style-type: none"> • Book-on / start shift details • Resource status changes • Responding to incidents • Conducted searches • Event/report submissions
Entity Alerts	Presents alerts and warnings relating to an entity and an entity's associations using the iOS and Android applications. Alerts and warnings are designed to provide first responders with an early indication that an entity may pose a risk to the first responder or require a specific action to be undertaken.
Recently Viewed	Persists the most recently viewed entities once the first responder views the entity's details. The application will only store the summary of the entity and the most recent details will be fetched from the database when the first responder chooses to view the entity.
Recently Used	Provides a set of recently used options to the first responder when the same information or action is required to be repeated. Examples include: locations, emails, addresses, incidents, officers
Entity Pinning	Mark an entity as "pinned" when viewing the details, allowing the "pinned" entity to be easily recognised in other areas of the application such as when adding an entity to an event or among associations.
User Settings	<p>Personalize your experience:</p> <ul style="list-style-type: none"> • Alpha and Numeric Keyboard • Visualiser • Signature Editor • Siri Shortcuts • Queued Search • Default Search Type • Enable Global Map Type • Preferred Navigation App • Limited Connectivity Mode • Support Resources • Terms and Conditions View Options • What's New View Options

ADDITIONAL CAPABILITIES AND FUNCTIONALITY

Mobile Deployment	Support for handheld and tablet devices across Apple iOS and Android
PSCore Implementation model	Support for Cloud (Microsoft Azure) or on-premise deployment
Support OEM in-vehicle media units	Natively integrate with Apple CarPlay (requires iPhone) and leverage vehicle steering and audio (microphone and speaker) controls.
Authentication and Security	First responders are authenticated at login using the customers secure Authentication Services, based on OAuth, and must use device passcodes or FaceID to access the application after log in.
End to End Encryption	All data transferred and stored by PSCore is encrypted using SSL TLS 1.2 with Certificate Pinning.
User Preferences	Persists user actions across sessions or devices using the iOS, Android Applications.
Reference Data	Define a set of manifest (reference) data to be downloaded and used within the application in forms, choice lists or drop-down menus. Examples of manifest data include: operation names, offence codes, vehicle body types, resource equipment, eye colour
Monitoring	PSCore includes monitoring and recording of all transactions originating from the application for your future reference and to help Motorola Solutions drive application improvements, limited to the previous 60 days.
Transactional Audit	<p>Every request that is sent from the application to the integration services (eg. login, book-on, person search, event submission) generates a system event to be forwarded to the customer's audit system. The user data captured with every transactional audit is:</p> <ul style="list-style-type: none"> • User identifier • Local date & time • Unique transaction identifier • Geo-coded location (including coordinates) • Online / Offline status • Input screen • User request or task performed (entered information and App action)
Reporting	<p>Internally to the system, PSCore captures metrics such as the following:</p> <ul style="list-style-type: none"> • Unique users • App crashes • API latency • End-to-end latency • Devices and OS versions • Session length



SYSTEM REQUIREMENTS

To maintain data integrity and security, the PScore mobile applications are designed for installation on iOS and Android devices via enterprise Mobile Device Management (MDM) tools. It is recommended that the application connects to cloud hosted or on-premise services via VPN over WiFi or a commercial cellular network.

For more information, please visit: www.motorolasolutions.com/PSCORE



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