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) and other back-end systems of record to respond quickly, always stay informed and complete tasks faster, so you can make the best decisions for patient outcomes and save lives.

MOTOROLA SOLUTIONS

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 and manage local patrol tasks as designated by a supervisor.
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. (iPhone users only)
Multimedia	View the associated media within an incident or capture and add to an incident.
Hospitals	Show units currently en route and at hospital locations when leaving a scene.
Hospital Route Points	Configure location for ambulance routing to ensure they arrive at the correct section of the hospital.

KEY FEATURES: SITUATIONAL ALERTS

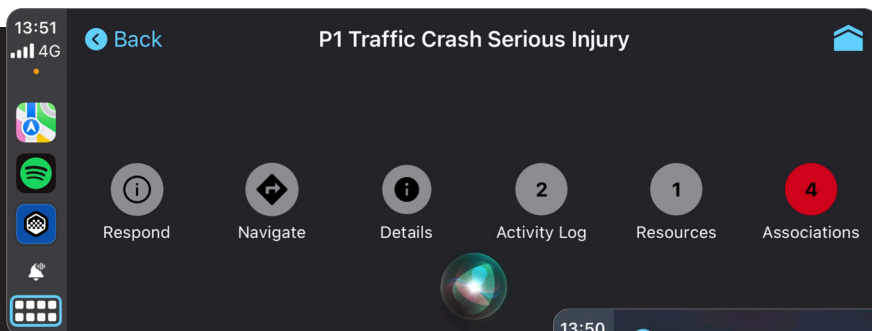|	
Entity Alerts	First responders in the same callsign will receive alerts if a high risk search has been conducted by another first responder.
Duress Alerts	First responders are notified if any resource within their patrol area triggers a duress status in CAD.
Third Party API	Agencies can send out Situational 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) — no Mobile Data Terminal (MDT) required for iPhone users. Fully compatible with voice control features, CarPlay enables first responders to stay focused on the road and obtain vital details and updates of an incident before arriving on scene.
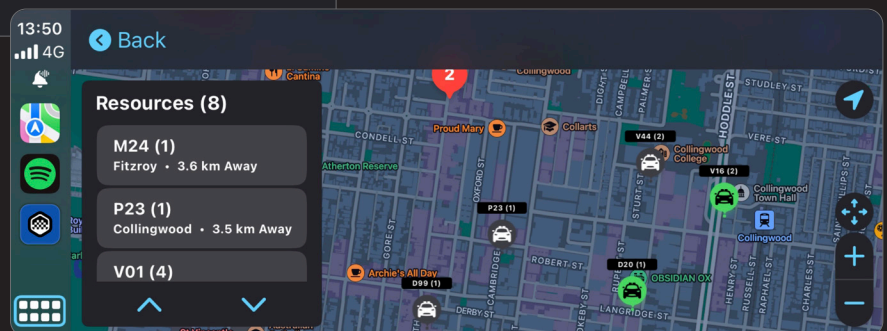
INCIDENT MANAGEMENT

Incident Mapping	View incidents for a dispatch area on a map.
Incident Summary	View a summary list of incidents in a dispatch area.
Incident Details Display	View the details of incidents in a dispatch area.
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.
Loaded	Enable first responder to provide data on the patient and to which hospital they are going.

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 calls or SMS messages.

VOICE COMMAND

Incident and Status Change
Update Incident Details
Launch Turn-by-turn Navigation
Incident Details Announcement
Incident Update Announcement

PSCORE ADDITIONAL CAPABILITIES

GLOBAL IN-APP CAPABILITIES

Multi Language Support	Configurable to support multiple languages across entire solution
Activity Log	A history of a first responder's in-app actions are automatically recorded and maintained for ready in-app reference. Activities captured include: • Book-on / start shift details • Resource status changes • Responding to incidents • Conducted searches • Event/report submissions
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
User Settings	Personalize your experience: • Alpha and Numeric Keyboard • Visualiser • Siri Shortcuts • Queued Search • 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. Saves the first responder time by not having to input the same information multiple times.
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	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: • 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	Internally to the system, PSCore captures metrics such as the following: • 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**

MOTOROLA SOLUTIONS