DCX9000 FOR DIMETRA EXPRESS

KEEPING YOUR WORKFORCE CONNECTED AND INFORMED

MOTOROLA SOLUTIONS

CONFIDENTLY COMMUNICATE
WITH ALL-IN-ONE INTEGRATION

Your control room is full of business-critical complexities. Your dispatch solution should not be one of them. Shuffling through multiple, outdated screens to access response resources or being limited to manage dispatch activities from a single, fixed location is not ideal and can significantly hinder the success of your operations. Your dispatchers deserve the confidence of a reliable system that enables them to securely connect to field teams instantly, from anywhere, through an easy-to-use Graphical User Interface (GUI).

THE SOLUTION

DCX9000 is a browser-based dispatch console for DIMETRA™ Express that's simple to install and delivers more integrated functionality and quality at a better value.

DCX9000 was designed to help reduce response times, improve safety and increase efficiencies within your operations. With DCX9000, your dispatchers can improve situational awareness for field teams by sharing important information, including images and video files, as events unfold. DCX9000 combines all voice, data, and mapping in a single view, so your teams can quickly and easily access the resources they need to make business-critical decisions.

EXPERIENCE THE BENEFITS

IMPROVE OPERATIONS WITH ALL-IN-ONE INTEGRATION

Monitor and log activities and manage mobile workforces with combined radio, telephony, messaging and mapping in a single view. Send and receive Short Data Messages (SDS) and multimedia files directly from the console. View, track and connect with vehicles and teams in real-time. The simple GUI works with touch screen or traditional point-and-click. Adjustable views allow users to shift the focus from maps to resources for optimal display as circumstances change.

PROTECT SENSITIVE DATA AND COMMUNICATIONS

Cyber-secure architecture provides maximum protection of sensitive information via secure WebRTC, used by banking institutions, medical centres and corporations. DCX9000 is ISO 27001 and ENS High certified and GDPR-compliant, ensuring the privacy of your system, data and communications.

ALIGN WITH BUDGET REQUIREMENTS

Feature-rich and budget-friendly, DCX9000 provides modern dispatching in a single, simple-to-use solution that integrates with DIMETRA Express. Dispatch and communicate with field personnel from anywhere with internet connectivity, via a web browser, using a Windows-based PC or tablet — with no client side software needed.

KEY FEATURES

With DCX9000, you gain a modern feel and cost-effective dispatch experience that integrates voice, data, messaging, telephony and mapping within an intuitive, browser-based console. The system's versatility and integrated functionality empowers your teams to communicate with clarity and confidence, encourages increased collaboration and promotes the overall success of your operations.
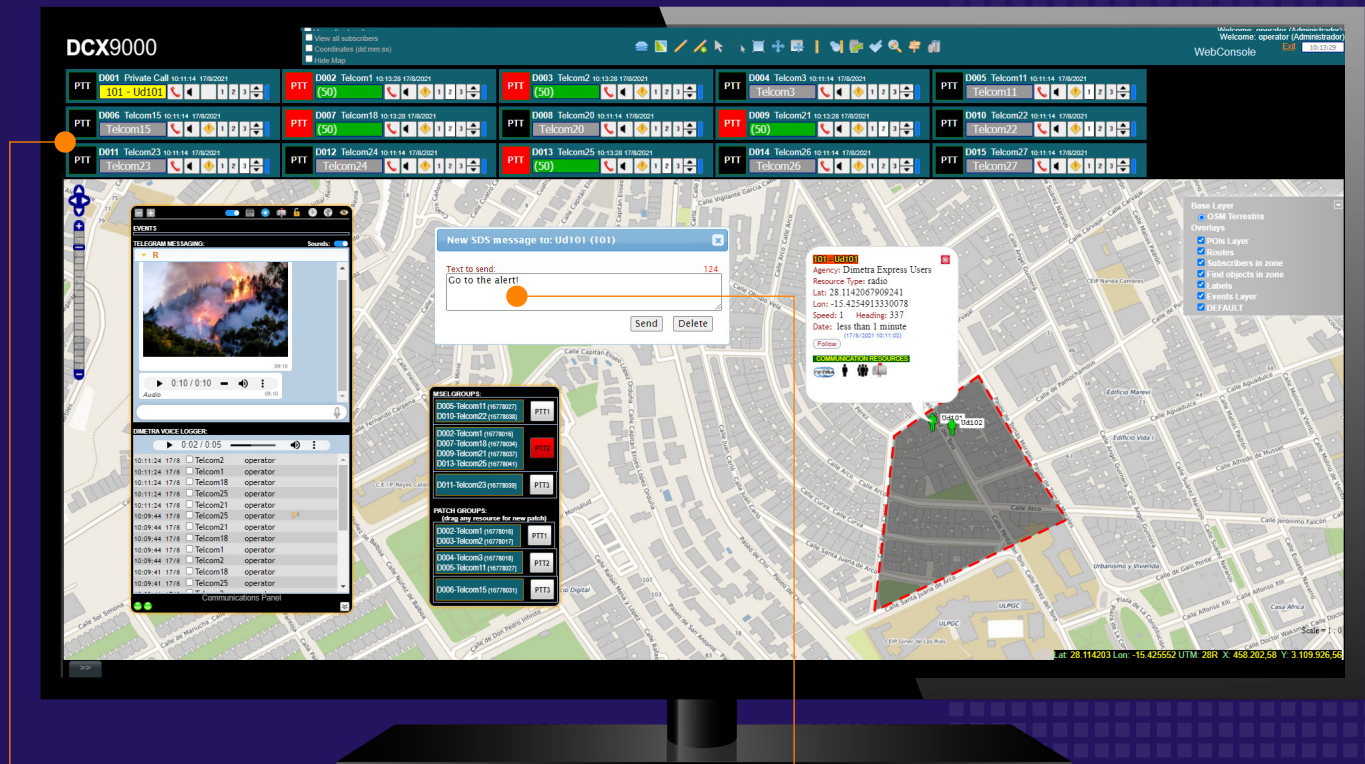
VOICE

Whether dispatching from a main operations centre or mobile command post, a reliable connection can make or break your response. DCX9000 utilises extensive DIMETRA dispatch capabilities, so your teams can confidently stay connected. Once calls are completed, voice logs are available, allowing dispatchers to confirm critical information.

- Voice calls — group and private
- Emergency calls
- Ambiance Listening calls
- Multiselect transmissions
- Group patching
- Motorola Solutions or any Windows 10 compatible audio accessories

TEXT

Connect with groups to share mission-critical information as events unfold. Easily send multimedia files, including audio or image files, with workgroups and other stakeholders right from the dispatch console. With text integration, your teams are equipped to improve situational awareness and offer a more efficient response.

- Short Data Messages (SDS) over TETRA — incoming and outgoing
- Instant messaging (sent via Telegram Messenger) supporting:
  - Chats
  - Multimedia messages
  - Supports any file type

TRACK

DCX9000 provides the right tools to enable your team to communicate in-map quickly and easily. View, track and connect with vehicles and teams on a layered map in real-time with Automatic Vehicle Location (AVL) and mapping. Monitor defined areas for safety and operational efficiency improvements. The position of TETRA terminals is displayed in real-time on a Web Map Service (WMS) such as OpenStreetMap.

- Click the map icon to establish an individual call via TETRA.

- Acquire coordinates at regular intervals and track radio users.

- Create predefined geographical areas by drawing fences on the map (Geofencing).

- Apply rules to radios that can enter/exit geofences.

RECORD

Enable your dispatchers to instantly replay voice logs to confirm mission-critical information when coordinating or reviewing a response. DCX9000 allows dispatchers to search and playback voice calls by radio ID, alias, talk group etc. Voice logs can be played back and downloaded with a security fingerprint based on the SHA-256 Hash algorithm.

- Calls and call-related data recorded with Archiving Interface Server (AIS).

- Recorded audio is decoded and converted to analogue for playback.

- Downloadable as MP3 or WAV files.
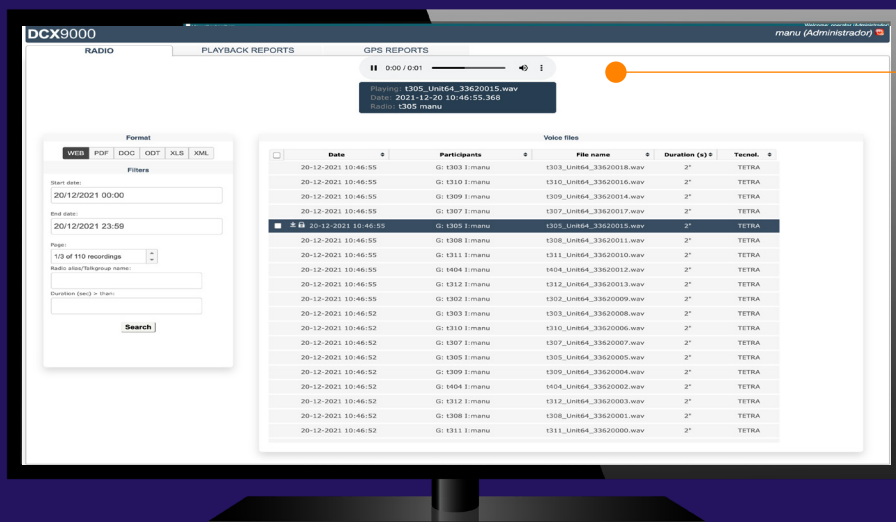
KEEP YOUR SYSTEM OPERATING AT PEAK PERFORMANCE WITH SUPPORT PACKAGES

We are committed to supporting your investment in DCX9000 and keeping you connected by offering service packages to help keep your system operating at optimal levels.

DCX9000 ships with a standard three-year Essential Software Package with the option to extend to a 6 years cover. You also have the ability to enhance the service with 24x7 response times for critical issues and optional repair for server hardware supplied by Motorola Solutions.

The service packages are set up to maintain your DCX9000 system for long-term optimal performance with your DIMETRA Express system. When combined with your DIMETRA Express support, should any issues occur with either system, Motorola Solutions will be there to minimise disruptions and restore your communications as efficiently as possible.

SOLD AND SUPPORTED

Products bearing the "Motorola Solutions Sold and Supported" logo are premium products developed by Motorola Solutions partners to fulfill critical functions in our customers' systems. These products are tested and integrated in direct cooperation with Motorola. They are supported through Motorola's customer service teams.

For more information about DCX9000 for DIMETRA Express,
visit **www.motorolasolutions.com/DCX9000**

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