Enterprise Fire Field Mobile

REMOVE THE UNKNOWN FROM AN EMERGENCY RESPONSE

tyler technologies

public safety
a tyler portfolio

Arrive More Prepared With Enterprise Fire Field Mobile

See active calls, unit location, real-time maps, and other CAD information
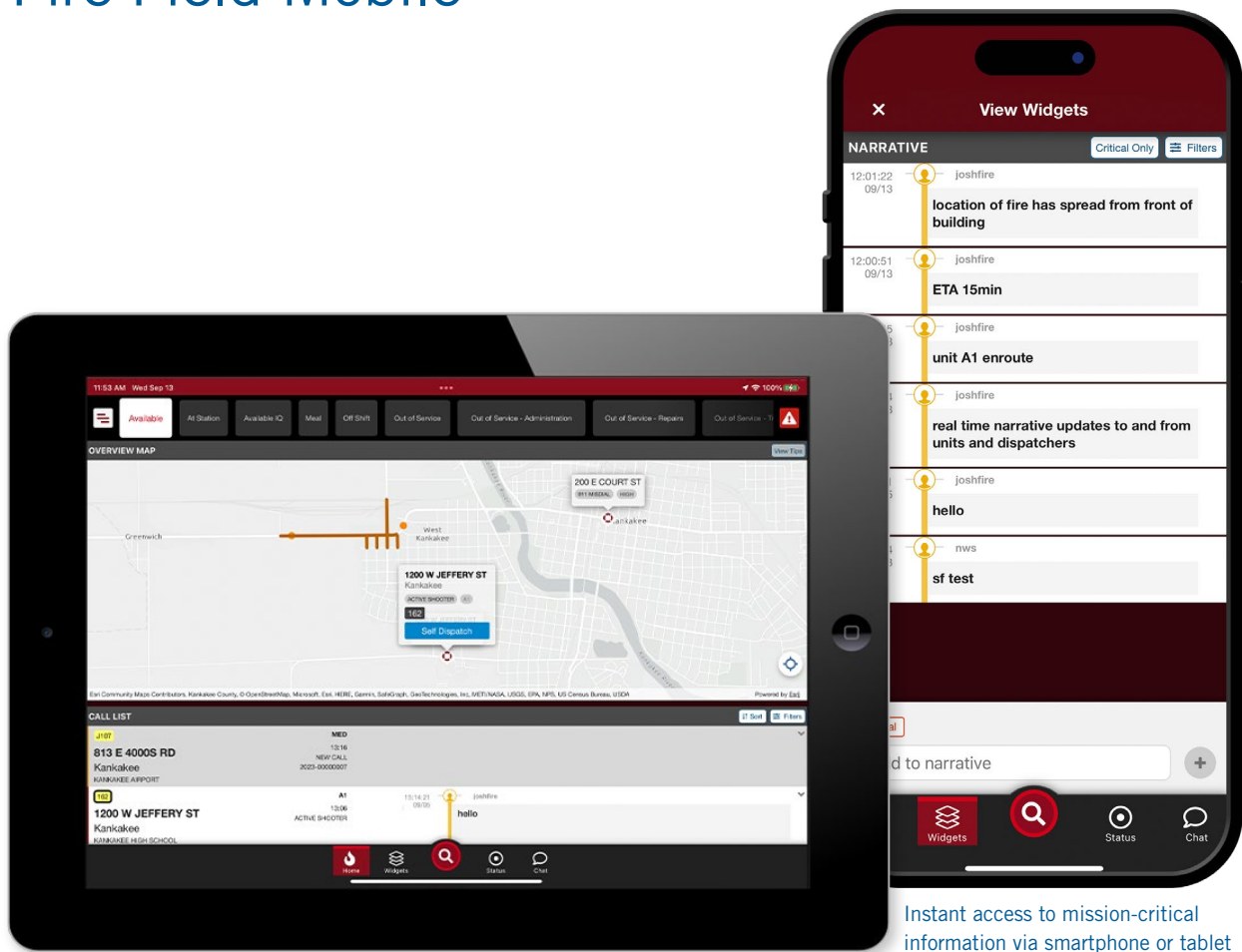
Instant access to mission-critical information via smartphone or tablet

Overview

Help fire crews stay informed in transit and on the scene of an incident with Enterprise Fire Field Mobile from Tyler Technologies. This mobile app extends real-time computer aided dispatch (CAD) information and communications beyond mobile data terminals (MDTs), putting it directly into the hands of crews via smartphone or tablet.

EMS crews, firefighters (including volunteers), incident commanders, engineers, and even battalion chiefs heading to the scene of an incident can access call type and location, the best route to get to the call, people and location alerts, and pre-plan information. The portability ensures crews have instant access to information during all stages of the response.

Because the app works on smartphones and tablets, there's no need for additional hardware. Plus, the interface is intuitive and works like users expect it to, so crews spend less time learning how to use it and more time focusing on the job at hand.

Formulate a Plan of Action Before Arrival

Enterprise Fire Field Mobile helps fire crews develop a plan of action en route so when they arrive on the scene of an incident, they're ready to take action.

When heading out to a call, crews can use their existing ESRI® maps from Enterprise CAD to view custom map layers and GIS data. This ensures that the geo-verification of addresses and routes are correct and contain the most up-to-date routing information for turn-by-turn directions. Users can also add a secondary stop to their route, like a hospital.

Telecommunicators and command staff can view the same map as crews in the field, which aids in communication and accuracy. When the map is zoomed out, users can see groups showing the number of units in one area, providing a snapshot of where units are concentrated.

See where responders are located, unit status, and ETA

Access pre-plans while en route to an incident

Because the app works with Tyler's entire suite of fire and EMS solutions, users can access pre-plans and alerts while en route. With street views built into the app, users can also see the building or structure involved in a call for service along with the surrounding area. This makes it easy to spot the building they are looking for and allows users to see where doors, windows, and other points of entry may be before arriving on scene.

Rely Less on Radio Communications

With secure in-app messaging available to everyone involved in the response, including command staff, all crew members in any location, and telecommunicators, crews can communicate without having to switch between applications or rely solely on radio communications.

Enterprise Fire Field Mobile can read text to users, including real-time call narratives, and understands spoken commands, so users remain hands-free without sacrificing communication.

Units in the field can change their status with the click of a button or utilize automatic status changes upon arriving at the scene of an incident or back at the station. Plus, personnel have access to call information, call narratives, person and location alerts, and other call details, so they can access it independently anytime, anywhere.
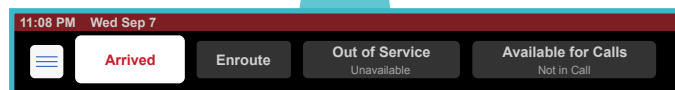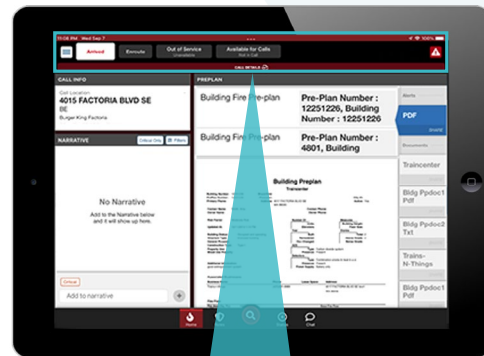
Self-change unit status with one click from most screens, or configure the app to automatically change unit status based on location
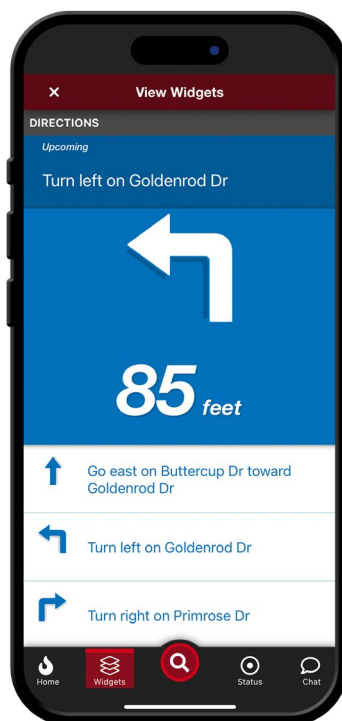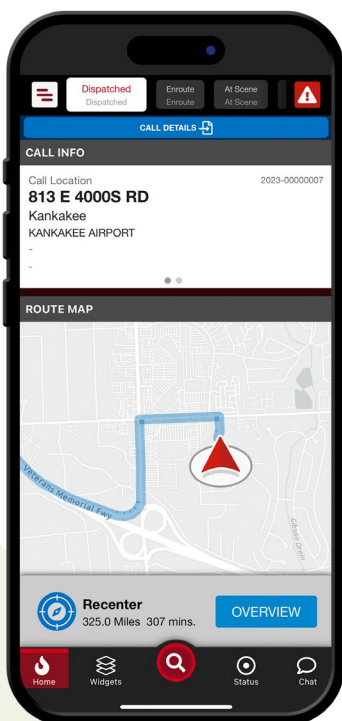
Get the fastest route to the scene with turn-by-turn directions
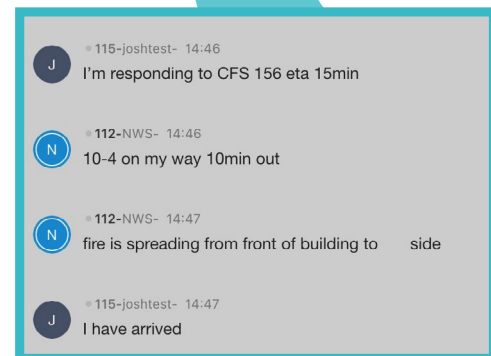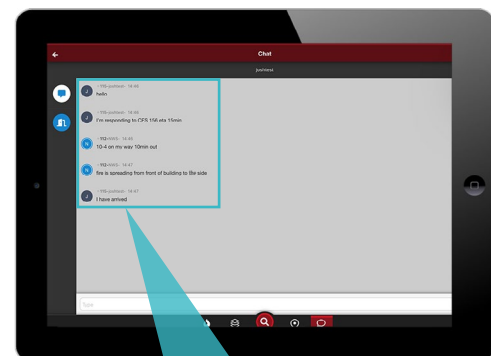
Securely chat with other members of the crew and users in the system, including telecommunicators

Command staff benefit from:

- **Improved awareness of all units and personnel**
  - See real-time positioning of all users and vehicles.
- **Less noise, more focus**
  - Use role-based and status-based views to customize what you see and when you see it, filter out the noise, and focus on key details throughout the different stages of a call.
- **Less reliance on email or radio communications**
  - Receive push notifications for status changes, in-app messaging, and more.

Telecommunicators benefit from:

- **Less reliance on radio communications**
  - View unit statuses and securely chat with responders in the field and other users in the system.
- **Improved situational awareness**
  - See where all units and personnel are located — even when away from their vehicle — and see the number of units in one area when a map is zoomed out.
- **Recurring reminders**
  - Receive regular notifications to check in with personnel on scene, so dispatchers have one less thing to keep track of.
- **More informed crews**
  - Responders in the field can see call updates and narratives, pre-plans, and other call information in-app without having to radio back.

Fire and EMS crews benefit from:

- **Improved ability to plan ahead en route to an incident**
  - Get turn-by-turn directions to an incident, see pre-plans and street views to understand building layouts and entry points, and chat with dispatchers and other crew members without the need to switch applications.
- **Access to mission-critical data en route and on the scene of an incident**
  - View call type and location, call narrative, people and location alerts, pre-plan information, and other CAD data for the most informed response.
- **Less reliance on radio communications**
  - Securely chat with other members of the crew and users in the system, including dispatchers, and view any call or narrative updates in-app.
- **Improved safety**
  - Dispatchers, command staff, and other crew members can see where all units and personnel are located — even when away from their vehicle — and send a system-wide emergency alert when in need of backup.
- **Intuitive, time-saving features**
  - Features like automatic unit status changes upon arriving on scene and hands-free communication with voice commands and text-to-speech free up responders to focus on the task at hand.

Features Available in Enterprise Fire Field Mobile

Unit List and Overview Map: View all other units that are online and their statuses from CAD. Zoom out to see the number of units in a concentrated area.

Change Status: Change unit status from a phone or tablet with just a click of a button, so telecommunicators and other crew members know if you're en route, on scene, or busy.

Share Data With Full Fire & EMS Suite: Manage every phase of an emergency response with a suite of solutions designed to work together seamlessly.

Mapping: See the incident location, best route, and location and ETA of other responding units. Add a secondary stop when needed. Supports ESRI mapping and street views.

Mobile Dispatch: Get all the details of a CAD call while dispatched. This includes narratives or call notes, alerts, floor plans, street view, routing with turn-by-turn directions, and more.

Attach Photos: Crews in the field can upload photos taken at the scene of an incident to the call for service record.

Emergency Alert: Send a system-wide emergency alert that will notify all users of your location and other information.

Call List: View all active CAD calls and details about each.

Create Call: Create a CAD call from the field.

Self Dispatch: Independently dispatch to an active call using a smartphone or tablet.
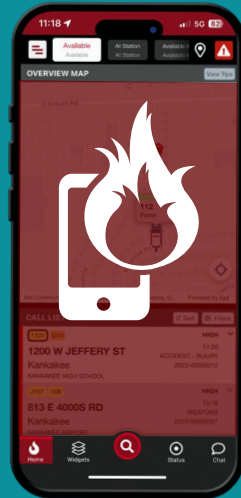
Change Status: Change unit status from a phone or tablet with just a click of a button, so telecommunicators and other crew members know if you're en route, on scene, or busy.

Customizable Views: Customize the information displayed based on role, unit status, and response stage. Choose from templates like firefighter, engineer, and battalion chief, or create a custom view. Then, choose the features displayed, layout, display size, and timing based on workflow (for example, highlight the route while driving, then pre-plan information upon arrival at the scene).

Personnel Accountability: Monitor apparatus and personnel assigned to the call from anywhere. Alert notifications will go off at specific intervals, letting telecommunicators know when to check in with responders on scene.

Notifications: Receive dispatch notifications, chat messages, and status change notifications on a smartphone or tablet.

Day/Night Mode: Visual support for a darker night theme or lighter day theme.

Fire and EMS Solutions

From prevention through response, records, and reporting, Tyler helps responders manage every phase of an emergency response.

▶ PREVENTION

Fire Prevention Mobile: A suite of mobile apps designed to help engine companies, first responders, fire marshals, and life safety inspectors complete more inspections, save time, eliminate paper, and reduce risk to life and property. Integrates with FlowMSP for advanced fire prevention and pre-plan capabilities.

FlowMSP: This partner solution is a task-specific pre-plan tool designed to eliminate obstacles and enhance pre-planning efforts for departments. As a pre-incident planning solution, fire departments have the tools they need to collect critical building information and use that data for a more informed incident response.
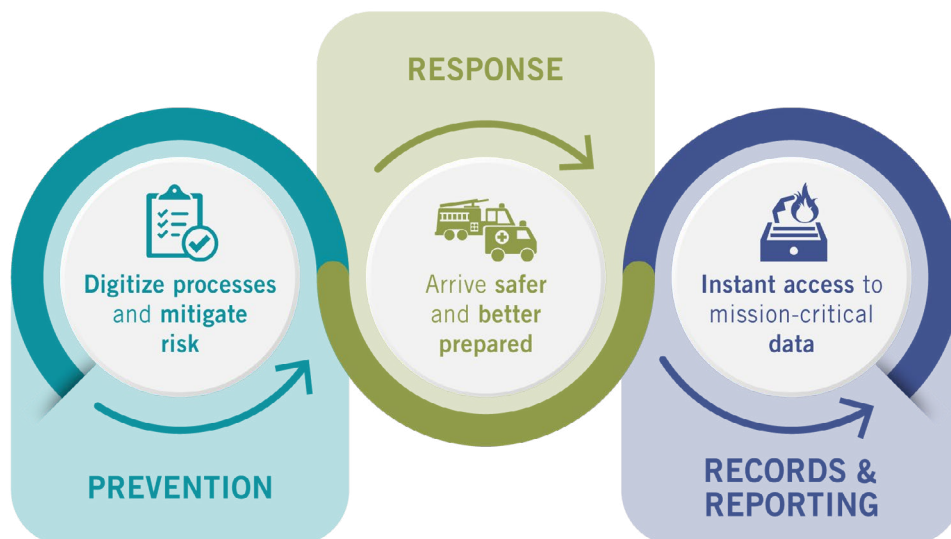
▶ RECORDS & REPORTING

Emergency Networking: This partner solution is a leading, user-friendly, cloud-based fire and and EMS records management suite that allows users to easily create reports in the field, like Patient Care Reporting (ePCR) and fire incident reports.

▶ RESPONSE

Enterprise CAD: A leading intuitive, integrated, multi-jurisdictional, and comprehensive computer aided dispatch solution designed to handle the complex needs of modern public safety agencies.

Enterprise Fire Mobile: An in-unit mobile solution that provides access to call information and critical functionality like mobile messaging, silent dispatching, automatic vehicle location (AVL) capabilities, turn-by-turn driving directions, access to hydrant locations and pre-plans, and more via mobile data terminal (MDT).

Enterprise Fire Field Mobile: A mobile app for smartphones and tablets that extends access to mission-critical data into the field via any smart device.

RESPONSE

Digitize processes and **mitigate** **risk**

Arrive **safer** and **better** prepared

Instant access to mission-critical **data**

PREVENTION

RECORDS & REPORTING

About Tyler Technologies, Inc.

Tyler Technologies (NYSE: TYL) provides integrated software and technology services to the public sector. Tyler's end-to-end solutions empower local, state, and federal government entities to operate efficiently and transparently with residents and each other. By connecting data and processes across disparate systems, Tyler's solutions transform how clients turn actionable insights into opportunities and solutions for their communities. Tyler has more than 40,000 successful installations across nearly 13,000 locations, with clients in all 50 states, Canada, the Caribbean, Australia, and other international locations. Tyler has been recognized numerous times for growth and innovation, including Government Technology's GovTech 100 list. More information about Tyler Technologies, an S&P 500 company headquartered in Plano, Texas, can be found at **tylertech.com**.

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