



# CAD Enterprise

CentralSquare Computer Aided Dispatch (CAD) Enterprise offers the latest on-premise or cloud-hosted technology to maximize interoperability between departments for a smarter, more coordinated response. With the industry's most advanced location and recommendation capabilities, dispatchers send the right units to the right location in the fastest amount of time, improving outcomes.

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## KEY SOLUTION BENEFITS

CentralSquare helps deliver end-to-end CAD solutions. Here are main benefits of the solution:

- Faster, accurate dispatching with tools for advanced unit recommendation, automation and caller location
- Monitor your response with dynamic unit-swap to make recommendations when a closer appropriate unit becomes available
- Improve location accuracy of wireless calls with the industry's only outbound Caller Location Query to obtain the exact coordinates from the caller's mobile phone
- Get there faster with the quickest unit dispatch that factors in current traffic conditions and road closures
- Find alternative location options based on incident type and location with bi-directional freeway recommendations
- Reduced coordinated responses between multiple agencies using our industry leading CAD-to-CAD interface
- Break down silos and get the full benefit of bringing your CAD and 911 together with innovative integration

“The routing servers definitely sped up recommendation time. We tested it before the routing server was turned and then we turned it on. It was reducing a wildfire call would be a 15 second recommendation that went down to 3 seconds. Those seconds absolutely count.”

– Kim McAndrews, GIS Manager,  
South Metro Fire Rescue, CO

## Nutanix Ready Validation

CAD Enterprise



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## RESOURCES AND GETTING STARTED

- [CAD+911-Enterprise Lead-Gen Page](#)
- [CAD Enterprise - CentralSquare](#)

“North Stamford’s response times went from 7 minutes, 33 seconds to 5 minutes, 43 seconds to 3 minutes, 42 seconds by shifting from their old dispatch to CentralSquare CAD Enterprise where a dispatcher will go with the programmed response and punch the “commit” key, which then starts the system calculating which trucks can get to address quickest.”

- Mike Robles, Assistant Fire Chief, Stamford, CT Fire.

“We’ve programmed our CAD to determine who’s the closest resource that matches a specific problem and send it out, where in the past we would have had to manually find it. We’re able to not only choose those units, but to notify those units automatically, so a process that use to take us anywhere from 3-4 minutes is now down to probably a minute and a half.”

- John Garcia, Dispatcher, City of San Antonio, TX.

“One of the technologies that that we’ve been able to incorporate to really improve our processes is ASAP to PSAP. Everybody gets alarm calls and it seems like when you get a bad storm or major event going on, those alarm calls are coming in right and left and it really bogs things down.

ASAP to PSAP is a tool that has really been a godsend to us in a lot of ways. We get about 40,000 alarm calls a year and with ASAP to PSAP, which is a CAD Enterprise integration, 36% of our total call volume is now automated and bypassing the call takers and them freeing to do the call taking for the other calls that are coming in. We have run the numbers and found that we are saving a minimum of four minutes between the initial call when a dispatcher has to call back for additional information to the final closeout call. At a minimum, we’re saving 700 hours a year in call taking and dispatcher time. That’s huge. The next phase that we’re working on is the ability to pass the video from the alarm monitoring center to our CAD and Mobile in real time so that our first responders on the street will be able to see what’s going before they arrive on scene.”

- John Stuermer, Executive Director, Hamilton County, TN 911

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## ABOUT CENTRALSQUARE TECHNOLOGIES

CentralSquare Technologies is an industry leader in public safety and public administration software, serving over 8,000 organizations from the largest metropolitan city to counties and towns of every size across North America. CentralSquare’s broad, unified and agile software suite serves 3 in 4 citizens across North America. The technology platform provides solutions for public safety, including 911, computer-aided dispatch and records management. For public administration agencies, CentralSquare provides software for finance, human capital management, payroll, utility billing, asset management and community development.

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## ABOUT NUTANIX

Nutanix makes infrastructure invisible, elevating IT to focus on the applications and services that power their business. The Nutanix enterprise cloud platform delivers the agility, pay-as-you-grow economics and operational simplicity of the public cloud, without sacrificing the predictability, security and control of on-premises infrastructure. Nutanix solutions leverage web-scale engineering and consumer-grade design to natively converge compute, virtualization and storage into a resilient, software-defined solution that delivers any application at any scale. Learn more at [www.nutanix.com](http://www.nutanix.com) or follow us on [Twitter @nutanix](https://twitter.com/nutanix).



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