



First Due

End-to-end cloud-based software suite for Fire and EMS agencies, consolidating records management, pre-incident planning, ePCR, scheduling, and mobile response.

<https://www.firstdue.com/>

Overview

First Due is an end-to-end, true-cloud software solution designed to consolidate every critical Fire and EMS function into a singular, powerhouse platform, accessible anywhere on any device with a single login. It is positioned as the fastest-growing solution in the Fire & EMS technology sector across North America.

Main Features and Capabilities The platform is a unified suite of best-of-breed modules that can function independently or together. Key capabilities include NFIRS Incident Reporting, NEMSIS v3.5 compliant ePCR (Electronic Patient Care Reporting), Fire Prevention, Pre-Incident Planning & Mapping, Scheduling & Personnel Management, Asset & Inventory Management (including controlled substances), Mobile Response & Incident Command, Training & Learning Management, and Hydrant Management.

Key Benefits

Consolidation and Efficiency: Replaces fragmented software ecosystems, reducing manual data entry, total cost of ownership, and security risks by running the entire operation in one place.

Data-Driven Decisions: Provides Advanced Data Insights and analytics, leveraging First Due AI to supercharge reports, scheduling, and QA/QI reviews.

Security and Compliance: It is a FedRAMP Authorized solution, ensuring the highest level of data protection for federal entities and other agencies.

Mobile and Cloud-Native: Born in the cloud and built to be device-agnostic, with dedicated iOS/Android apps for first responders.

Target Users and Use Cases First Due targets Fire and EMS agencies of all sizes across North America, including municipal, combination, and federal entities (like the Department of Defense and Department of Energy) and private sector emergency services. Primary use cases include

comprehensive Records Management, Pre-Incident Planning, Emergency Response and Incident Command, Personnel Workforce Management, and Community Risk Reduction.

Key Features

- NFIRS Incident Reporting
- ePCR (Electronic Patient Care Reporting)
- Pre-Incident Planning & Mapping
- Scheduling & Personnel Management
- Asset & Inventory Management
- Mobile Response & Incident Command
- Fire Prevention & Inspections
- Training & Learning Management
- First Due AI (Data & Analytics)

Pricing

Model: enterprise

First Due uses a modular, subscription-based pricing structure, which can be complex and scale up in cost as more modules (e.g., Occupancy Management, Hydrant Management, Incident Reporting) and services are added. All support, maintenance, hosting, and upgrades are included in the subscription fee. Pricing is not publicly disclosed and requires a direct quote from the company.

Target Company Size: small, medium, enterprise

Integrations

CAD Integration (via API/XML), ArcGIS Maps, First Arriving Dashboards

Compliance & Certifications

FedRAMP Authorized, NEMIS v3.5 Compliance, NFIRS Compliance

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