SmartCAD

Configurable, real-time Computer Aided Dispatch (CAD) system for law enforcement, fire, EMS, and other public safety and emergency management agencies.

https://www.smartcop.com/

Overview

SmartCAD is a state-of-the-art, multi-agency, multi-jurisdictional Computer Aided Dispatch (CAD) system designed for public safety professionals, including law enforcement, fire services, and EMS. It serves as the operational backbone for modern public safety, providing comprehensive tracking of emergency calls for service and incident management.

Key Features and Capabilities

The system is built for real-time response and customization, supporting fast unit assignment, cross-agency coordination, and seamless integration with 911 systems. Key capabilities include real-time mapping powered by ESRI® for precise geographic awareness, Automatic Vehicle Location (AVL) for tracking unit locations, and closest-unit suggestions to shorten response times. Dispatchers can utilize multiple command options, including command lines, function keys, or drag-and-drop assignments. It allows for fully customizable response plans (Dynamic Run Cards) based on the nature of the call, whether it's a traffic incident, fire, or medical emergency, which improves accuracy and minimizes manual steps. The system also includes unit management tools such as timers, status alarms, and wrecker rotation to optimize resource allocation.

Target Users and Use Cases

SmartCAD is primarily used by public safety agencies, including municipal, county, and state police, fire departments, EMS, and natural resource enforcement. In a broader healthcare context, hospitals and healthcare providers rely on Smart CAD to manage on-call scheduling, coordinate emergency responses, and streamline communication between departments during critical incidents. The software is part of the integrated SmartCOP public safety suite, which includes Records Management (SmartRMS), Mobile Field Reporting (SmartMOBILE), and Jail Management (SmartJAIL), ensuring data flows across all systems.

Key Features

- Real-Time Computer Aided Dispatch (CAD)

- ESRI®-based Real-Time Mapping and GIS Validation

- Automatic Vehicle Location (AVL) and Closest Unit Suggestion

- Enhanced E-911 Interface (ANI/ALI, Wireless Phase II)

- Customizable Response Plans (Dynamic Run Cards)

- Multi-agency, Multi-jurisdictional Support

- NCIC (National Crime Information Center) Integration

- Unit Management (Timers, Status Alarms, Wrecker Rotation)

Pricing

Model: enterprise

Quote-based site license pricing is tiered based on the number of units dispatched (e.g., 1-10 units, up to >3,000 units). Requires a 22% annual software maintenance fee in addition to the license purchase fee. Project Management, Implementation, and Training Services are priced separately.

Starting at: USD $11186

Target Company Size: medium, enterprise

Integrations

Esri, Axon, LexisNexis, RapidSOS, Priority Dispatch (ProQA, APCO), SmartRMS, SmartMCT, FireHouse, EMS Pro, ESO, Motorola MACH ALERT, Total Response by PowerPhone

Compliance & Certifications

CJIS, NIBRS