



COMPUTER-AIDED DISPATCH
PUBLIC-SAFETY PLATFORM

From 9-1-1 call to coordinated response – one connected CAD platform.

SkyCAD brings call intake, resource recommendation, live unit location, mapping, dispatch workflow, and operational status into one real-time environment—giving public-safety teams the information they need to coordinate every response.



Powered by

Cloud Based • Built-In AVL Engine • Future-Ready



Turn every call into a coordinated response.

Public safety rarely operates inside the boundaries of a single screen, department, or communications channel. An incident may involve multiple agencies, mobile resources, private service providers, and decisions that must be updated continuously as

conditions change. SkyCAD keeps critical information moving from call intake through incident closure—helping dispatchers, supervisors, and authorized personnel work from the same current information.

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Connected call intake

SkyCAD receives supported NG911 call data and brings it directly into the dispatch workflow, reducing duplicate entry and unnecessary handoffs between call handling and dispatch operations.



Informed resource recommendation

Live AVL information helps dispatchers identify the best-ETA available resources based on current location and operational status - not assumptions or outdated information.



Real-time dispatch coordination

Calls for service, assignments, unit status, and response activity update across authorized screens as the incident develops, helping everyone involved operate from a consistent record.



Mapping with operational context

SkyCAD combines incident locations, unit positions, and relevant GIS information in the dispatch environment so personnel can understand not only where the call is, but what surrounds it.



Coordinated resources

Police, fire, EMS, emergency management, municipal resources, and supported private response providers can be managed within a more unified operational workflow.



Visibility beyond the active call

Dashboards, historical reporting, activity thresholds, and supervisor notifications help agencies identify patterns, review performance, and maintain greater awareness of system activity.

Proven where coordination is most challenging.

SkyCAD is more than a departmental CAD installation. It has been deployed across large territories made up of independently administered jurisdictions, multiple agency types, and extensive private ambulance

networks. That experience matters to any city, county, regional authority, or communications center that must coordinate resources beyond a single department.

Puerto Rico Case Study: Multi-Jurisdiction Deployment Stats

77

Puerto Rico jurisdictions using



150+

Private ambulance providers connected to the dispatch environment

35

State and Local agencies operating with full ETA-based visibility of state, municipal and private emergency response resources

442,500+

Average number of cases managed per year based on 2024-2025 statistics

Puerto Rico's public-safety structure presents the same coordination challenges encountered in many continental US jurisdictions: independently managed agencies, jurisdictional boundaries, public and private response resources, and incidents that do not remain

neatly within one organizational structure. SkyCAD's broad deployment demonstrates experience adapting one proven CAD platform to numerous operational environments - not simply installing the same configuration repeatedly.

MODULAR ECOSYSTEM

One dispatch core. A platform that can grow with you.

An agency may begin with SkyCAD as its Computer-Aided Dispatch foundation and expand the environment over time as operational requirements evolve. The Skytec ecosystem adds specialized capabilities without requiring every component to be implemented at once.



Implement what your operation needs today. Add capabilities as your agency, jurisdiction, and technology environment evolve.

A practical path to next-generation dispatch.

Modernizing CAD should not require an agency to replace every connected system at once or adopt more complexity than its operation requires. SkyCAD provides a scalable dispatch foundation

that can support current workflows while creating a path toward greater integration, location awareness, interoperability, and future technology adoption.

WHY AGENCIES SHOULD CONSIDER SKYCAD

- ✓ **Enterprise-grade capability made attainable**
SkyCAD combines incident locations, unit positions, and relevant GIS information in the dispatch environment so personnel can understand not only where the call is, but what surrounds it.
- ✓ **Proven across diverse jurisdictions**
Real-world deployment experience across independently administered local governments, public-safety disciplines, and private response providers.
- ✓ **A connected incident workflow**
Supported call data, dispatch activity, resource location, unit status, and operational information brought into one continuously updated environment.
- ✓ **Modular by design**
Begin with the CAD capabilities required today and introduce additional location, communications, and NG911 functionality over time.
- ✓ **Bilingual operational support**
English and Spanish capabilities for agencies serving diverse communities and personnel.
- ✓ **Flexible deployment**
Cloud-based architecture with on-premises options where agency policy, infrastructure, or operational requirements call for local deployment.
- ✓ **Direct public-safety experience**
Implemented and supported by a team with direct experience in dispatch, emergency communications, radio systems, AVL, and public-safety technology environments.
- ✓ **RapidSOS Ready**
SkyCAD is RapidSOS Ready, giving dispatchers access to enhanced, real-time device and location data from connected 9-1-1 callers directly within the dispatch environment. This added layer of caller intelligence strengthens situational awareness and helps teams locate and respond to emergencies faster.

See SkyCAD in action.

Bring us your current dispatch workflow.

We will show you how SkyCAD can support the complete incident lifecycle, from incoming call information and resource selection through dispatch, field coordination, status updates, and closure.

Demonstrations available in English and Spanish.

Schedule a SkyCAD demonstration

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