MicroAutomation
NEXT GENERATION SOLUTIONS

Case Study

MicroAutomation Introduces Computer Aided Dispatch and Mapping Solutions to St. Clair Sheriff's Office

Background

Located in Osceola, Missouri, the St. Clair County Sheriff's Office serves 10,000 residents in five cities and towns across the 700 square mile county of St. Clair. The St. Clair County Sheriff's Office is comprised of five basic divisions: Patrol, Investigation, Court Services, Jail Operations, and Communications. The Sheriff's Office strives to ensure that St. Clair is a safe place to live, work, and raise a family. The mission of the St. Clair County Sheriff's Office is to provide the citizens of the county with honest, reliable, competent, and professional officers and staff.

St. Clair is an abundantly agricultural county where the Great Plains meet the Ozarks, making it a popular wilderness tourist attraction with multiple forests and rivers to explore. To protect the lives of the residents and frequent wilderness tourists, the Sheriff's Office determined they needed to figure out a way to dispatch units more effectively and accurately for emergency responses.

Challenge

With the recent enhancements of 9-1-1 technology and the evolution of NENA standards and best practices, St. Clair determined they needed to upgrade their Emergency Communications Solutions by integrating Computer Aided Dispatching (CAD) and Mapping technology with their existing call handling.

St. Clair expressed an urgent need for a CAD and Map Platform as a Service (PaaS) solution that can process, tabulate, and track incident reports for more accurate and accessible incident data.

The previous towing platform the Sheriff's Office used was inefficient for tow truck dispatching. This resulted in call takers using their valuable time to manually search for available resources to dispatch instead of answering emergency phone calls.

St. Clair also required Integration, System, and Acceptance testing of the solutions to be done on-site to minimize interruptions.

Solution

MicroAutomation provided St. Clair Sheriff's Office with the ability to seamlessly integrate CAD and Map into their existing environment without impacting their operations. MicroAutomation has a proven track record with system integrations and professional services. MicroAutomation was selected by St. Clair for their confidence in being able to deliver on the desired cutover date. The implementation process was constructed into two phases, each with separate requirements and feature installations.

MicroAutomation installed, configured, and tested a three-position OmniCAD and OmniMap solution for St. Clair. The solutions are being used to facilitate

emergency and non-emergency response capabilities for twelve different agencies within St. Clair - Seven Fire Organizations, three Law Enforcement Agencies, and two Emergency Medical Services.

MicroAutomation's OmniCAD is a cloud native tool with intuitive features that helps Emergency Communications Centers (ECCs) quickly and efficiently record incidents and dispatch resources to a given area. OmniMap is an accurate, integrated mapping solution with enhanced components that allows ECC's to route available resources to locations faster and deliver more accurate location assistance.

When integrated, the solution helps dispatchers and first responders resolve geographic challenges quickly and efficiently by providing bi-directional mapping functionalities.

MicroAutomation also assisted St. Clair by automating their county towing schedule. Dispatchers and first responders now have access to an automated schedule for all the existing tow truck companies in the area, allowing for efficient and accurate dispatching.

Summary of Results

- **Decreased time for first responders to arrive on scene**
- **Easy transfer and sharing of data from call handling to CAD/Map**
- **Eliminated time to search for tow trucks for dispatching**
- **Easier access to all call reports and analytics**

Results

The flexibility of MicroAutomation's OmniCAD and OmniMap made for a seamless integration with St. Clair's existing call handling. They now provide all Law Enforcement, Fire, and Medical Services with accurate location data when first responders arrive on the scene, streamlining their operational efficiencies. The new CAD and Map integration allows St. Clair to seamlessly access numerous reporting applications and data for analysis.

The updated towing software allows dispatchers to quickly search for all available tow trucks within a designated geographic location. Dispatchers can also provide first responders with data on their mobile phones for portability and convenience.

All features and components from Phase 1 were completed on schedule, and multiple features that were road mapped for Phase 2 were implemented ahead of schedule. The remaining feature list from Phase 2 is expected to begin in late 2022. St. Clair is now ready to support other Next Generation 9-1-1 enhancements when they become available.

About MicroAutomation

MicroAutomation is a full service integrator of call center solutions and provides a broad range of professional services and products. MicroAutomation solutions are based on creating an effortless caller experience through Speech-enabled Interactive Voice Response (IVR), improving live agent efficiency utilizing Computer Telephony Integration (CTI), and providing analytics tools to report, manage and refine each solution element to maximize the overall performance of your call center.
MicroAutomation also offers contact center products and professional services including:

- The Award Winning Call Center Millennium™ Solution Series
- Complete solution design
- Configurable and custom application development
- Turnkey implementation
- Comprehensive customer support
- GSA Advantage IT Schedule: GS-35F-0419L

Contact Us

MicroAutomation Sales and Marketing
5870 Trinity Parkway, Suite 600
Centreville, VA 20120

Telephone: 1-800-817-2771 | Fax: 703-543-2099
sales@microautomation.com
www.microautomation.com