# Mark43 CAD

**Modern computer-aided-dispatch built to maximize speed and safe outcomes**

An effective response relies on the right data being in the right hands at the right time. With staffing numbers at a historic low, technology needs to play an even bigger role in facilitating fast response times and safe outcomes. Software must be user-friendly, resilient, and adaptable — that's where Mark43 comes in.

Mark43 CAD is the only cloud-native computer-aided dispatch system successfully implemented for both first responders and dispatchers across the country, utilized as both a primary and Alternate CAD. Mark43 CAD is built with responder and communications end users in mind: highly intuitive, configurable to agency workflows, and constantly updating based on customer feedback. Mark43 CAD, built on AWS, is accessible from anywhere with an internet connection and helps protect operations in the event of a manmade or natural disaster.

## KEY BENEFITS

- **Enhanced situational awareness to improve officer safety**
  Seamless integration with other systems including Mark43 RMS, 911 mapping services, and more ensure that users have access to accurate data at their fingertips.

- **Accelerated response times**
  Modern UI and configurable features allow dispatchers to adapt the system to their needs and dispatch faster and more effectively.

- **Dispatch from anywhere**
  Access CAD from any browser or mobile device through Mark43's cloud-native software.

- **Flexible system to meet agency and community's varying needs**
  Improve community outcomes by giving alternative or tactical response teams access to CAD for one centralized source of truth.

- **Maintain CAD operations under all circumstances**
  Multiple availability zones and high levels of security prevent operational disruptions and maintain 99.95% uptime.

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> With Mark43, our mission-critical systems stay operational during the worst weather conditions. Partner jurisdictions experience significant technology outages, but LSP keeps running.
>
> **- Allen Carpenter, Retired Detective Lieutenant and Project Consultant, Louisiana State Police**

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> The landscape of public safety is rapidly changing, and we needed a tech solution that allows us to stay ahead of the curve. Our partnership with Mark43 and the scalability of the platform will allow New Mexico's public safety agencies to achieve these goals for decades to come.
>
> **- Robert Thornton, Former Chief of New Mexico State Police**

## PRODUCT FEATURES

- **Best-in-class GIS**
  Mark43 CAD is natively integrated with Esri. Mapping capabilities show where officers are at all times, in or outside of their vehicles.

- **Integrations across RapidSOS, ANI/ALI, E911, and more**
  Key information from RapidSOS, ANI/ALI, what3words, and Esri enables safe and effective dispatches and responses.

- **Real Time Route Recommendations**
  Faster, smarter emergency response by recommending units by location in real-time.

- **Self-initiate for First Responder**
  Officers can initiate an event from their MDT or mobile device, and dispatchers and responders alike can see updates in real-time.

- **Seamless integration with Mark43 RMS**
  Mark43 CAD and RMS share key data such as event details and location history to allow for a more informed response.

- **Integrated data exchange to query outside data sources**
  Query from state and county switch systems, providing key data such as NCIC, NLETS or state/county databases. Query data points like vehicles and persons directly within the CAD platform.

- **Multi-discipline functionality for police, fire, EMS**
  Receive response recommendations based on event and unit criteria such as event location, alarm level, unit type, and unit assignment.

- **OnScene CarPlay (Optional)**
  Agencies with iOS devices and integrated screens in vehicles can execute essential tasks like routing to an event, learning event information, or changing unit status.

### INDUSTRY STANDARDS MARK43 CAD FOLLOWS:

Association of Public-Safety Communications Officials (APCO)

National Emergency Number Association (NENA)

Integrated Justice Information Systems (IJIS)

Criminal Justice Information Systems (CJIS) - FBI