

GENESIS SOFTWARE SOLUTION BRIEF



GADI®

GENESIS-AIDED DISPATCH INTERFACE

IMPROVE RESOURCE MANAGEMENT • STREAMLINE WORKFLOWS • ENHANCE DISPATCHER SATISFACTION

Genesis-Aided Dispatch Interface (GADI®) is software and hardware that enhances the standard features of Motorola MCC 7x00/e series dispatch consoles. The software was developed in response to requests from dispatchers that missed the way their older consoles operated. Since its inception, GADI has grown into a robust solution offering functionality that achieves three main benefits:

- Improves Resource Management
- Streamlines Workflows
- Enhances Dispatcher Satisfaction

GADI SHARES THE SAME SCREEN REAL ESTATE AS MCC 7X00/E SERIES DISPATCH CONSOLES

GADI resides on the right-hand side of the MCC 7x00/e console desktop (Figure 1). The layout is completely customizable as the individual tabs can be moved around, minimized, or displayed on another screen. Any changes made to the layout are able to be locked down in order to preserve a preferred format. Even if the MCC 7x00/e console screen is minimized, the GADI portion will remain to ensure the dispatcher always has their resources available to them.

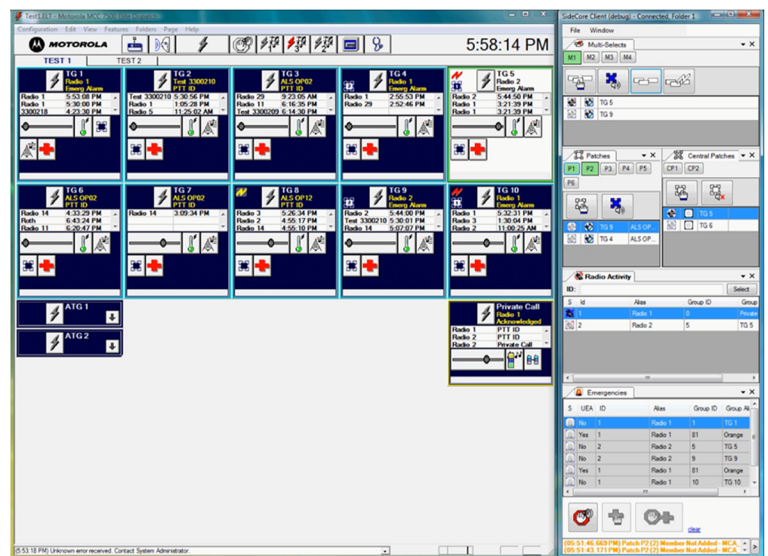


Figure 1: MCC 7x00 Dispatch Console with GADI User Interface

GADI SERVER RESIDES ON THE MOTOROLA CUSTOMER ENTERPRISE NETWORK

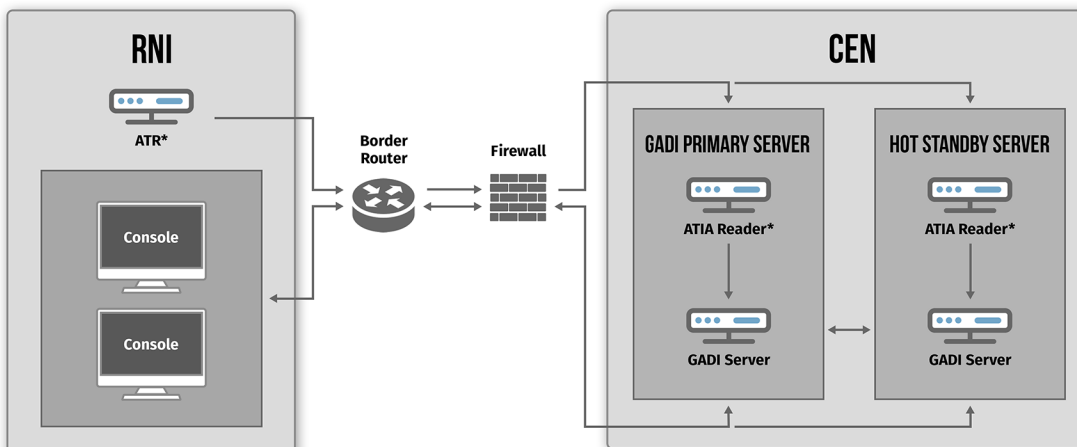


Figure 2: GADI Network Diagram

* Required for Unattended Emergency and Active Patch

Figure 2 shows a sample network diagram of GADI. The GADI software runs on a server machine, otherwise known as the GADI Primary Server (Server). For redundant operations, the software can also be added to a secondary, or Hot Standby, Server. The Server(s) is located on the Motorola Customer Enterprise Network (CEN). Note, while the software is able to be placed on the same server as GenWatch® ATIA, it is not recommended.

There are certain features (e.g., Unattended Emergency, Active Patch) that require that the software listens to the Motorola ATIA stream. In those instances, a dedicated GenWatch ATIA Reader is needed. The Reader software is installed on the GADI® Primary Server, and if used, the Hot Standby Server as well.

All of the intended console positions (Clients) located on the Motorola Radio Network Infrastructure (RNI) must have connectivity to the Server(s). The settings and routing of messages (e.g., Unattended Emergency, Centralized Patch) between the Clients are managed by the active Server. The Client displays the graphical interface dispatchers interact with on a daily basis.

GADI SOLUTIONS ARE CUSTOM BUILT

Because dispatcher requirements vary so much, each GADI feature is licensed separately. Additional Client Licenses can also be purchased based on the number of console positions. The only features in the GADI suite that would also require a connection to Motorola ATIA stream, and therefore need the GenWatch ATIA Reader software to be installed, are Unattended Emergency and Active Patch. Otherwise, GADI is able to be deployed as a stand-alone product with a direct connection to any Clients in the RNI.

GADI PROVIDES FUNCTIONALITY THAT IS 100% CUSTOMER DRIVEN

GADI is designed entirely with the dispatcher experience in mind. Much of the functionality that exists resulted from users becoming more acquainted with the software and supplying their unique requirements. Over time, this has translated to a long list of capabilities that, again, aim to improve resource management, streamline workflows and enhance dispatcher satisfaction. The following is a summary of the software's more popular features. For a more comprehensive list, please contact your [Genesis Sales Representative](#).

ENHANCED EMERGENCY HANDLING

Enhanced Emergency Handling (**Figure 3**) allows dispatchers to view and interact with all emergencies in one central location. Under the Emergencies tab, a dispatcher can see where the emergencies are coming from (e.g., Radio ID, Alias) and acknowledge and clear them quickly. As emergencies are cleared, GADI maintains a log of all emergencies that had occurred since the log was last cleared. Additional information is provided with a right click of a particular emergency line item including who acknowledged or cleared the emergency (**Figure 4**).

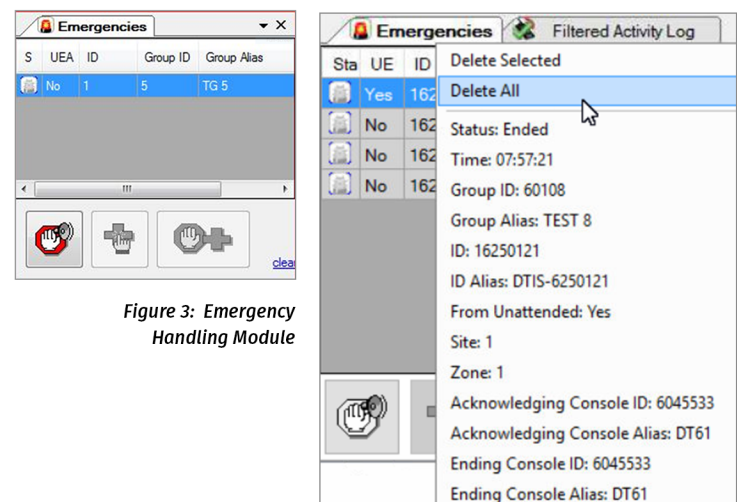


Figure 3: Emergency Handling Module

Figure 4: Emergency Detail

UNATTENDED EMERGENCY

Unattended Emergency is beneficial for non-critical agencies (e.g., Municipal Utilities or Animal Control) or secure radio users (e.g., SWAT or TAC Teams) that prefer to not have their talkgroups monitored unless in an emergency situation. GADI listens to the ATIA stream via the GW3 ATIA Reader (**Figure 2**), and determines which resources are being monitored by a console and which are not. When an emergency is detected, all pre-configured console positions will be notified. The dispatcher that acknowledges the emergency will have the resource dynamically added to the first available spot on their screen to be handled. When the emergency has been cleared, the resource will automatically “deassign” after a designated period of time if desired.

EMERGENCY VOLUME & TONE MANAGEMENT

When an emergency is present, the volume of the associated emergency tone is automatically raised to the maximum level. This not only could startle a dispatcher (especially if they are wearing a headset) but could also interfere with an ongoing call. To avoid this from occurring, GADI® provides a few options. The first is to instruct the software to revert the tone’s volume to a more preferred level. The second is to have the tone silenced and/or played through a third-party speaker on the console. These settings can be made for Selected, Unselected, and Unattended Emergencies independently. They can also be controlled selectively on a resource by resource basis by the dispatcher if desired.

ENHANCED LOCAL PATCHING

GADI allows dispatchers the ability to predefine up to 16 patch groups for quick access. The patches are capable of being edited before they are activated which saves time spent hunting for resources and improves the accuracy of the patch (Figure 5). When the patch is deactivated it will remain in its pre-configured state to be used later if the same resources need to be paired together.

Enhanced Local Patching also allows dispatchers to quickly set up a “console initiated” emergency. This is useful in situations where all patched radios need to be notified of an active emergency, yet they are not affiliated to the talkgroup where the emergency occurred.

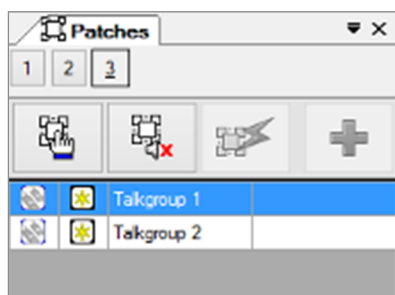


Figure 5: Enhanced Local Patching

ACTIVE PATCH

All active patches, system-wide, are displayed in one centralized location, making it quick and easy for dispatchers to find what resources are in use and on what console position. Having access to all active patches is particularly important for dispatchers that start a new shift and/or whose configuration has changed, because it ensures they will not lose visibility of the console that has the resource patched.

The patch information comes from two sources: the Motorola ATIA stream by way of the GenWatch ATIA Reader software that is installed on the Server (Figure 2), and conventional data from consoles that have been designated to forward patch information.

At the bottom of the Active Patch module is a Patch Event History (Figure 6). This area provides a list of the 1000 most recent patch events that have occurred on the system with the newest patch on top. This is especially important for dispatchers that may be geographically separated or in the middle of an ongoing incident and are in immediate need of a resource.

2 Currently Active Patches:				
Host Alias	Host Id	Patch #	Group Alias	Group ID
zc\$1000	1000	1	zc\$123	123
			zc\$1234	1234
zc\$2000	2000	2	zc\$4321	4321
			zc\$54321	54321

Patch Event History:				
Date	Type	Host Console	Patch #	Resource
6/4/2015 7:01 PM	Add	zc\$2000 (2000)	2	zc\$54321 (54321)
6/4/2015 7:01 PM	Add	zc\$2000 (2000)	2	zc\$4321 (4321)
6/4/2015 7:01 PM	Add	zc\$1000 (1000)	1	zc\$1234 (1234)
6/4/2015 7:01 PM	Add	zc\$1000 (1000)	1	zc\$123 (123)

Figure 6: Active Patch

CENTRALIZED, PERMANENT, AND MERGED PATCHING

Centralized Patch enables dispatchers to share patch access among all permitted consoles. This mechanism helps to eliminate the risk of consoles patching over each other or the need to fight for critical resources. All patch commands are routed to the GADI Primary Server. From there, patches are able to be edited (added, deleted, activated, deactivated), or merged to create patch groups. Any changes made to the patches will be seen by all console positions that have been given access regardless of where the patch was initially activated.

In order to preserve important patches (e.g., conventional and trunked talkgroups), GADI can elect to make a patch permanent. If, for example, a console hosting a patch were to go down for whatever reason, the permanent patch would be maintained and automatically set up on another console position as opposed to being dropped.

Another element of Centralized Patch is the ability to merge two active patches. Merging patches allows the dispatcher to quickly move all members of one patch into another. If that newly merged patch is made active or already active when the merge occurs, all members would be able to talk and listen to each other.

ENHANCED MULTI-SELECT

Enhanced Multi-Select (**Figure 7**) provides access to the multi-select functionality of the MCC 7x00/e console; including sending an All Points Bulletin (APB) to all designated resources. An added benefit of this feature is the ability to maintain a dispatcher's select audio when editing a Multi-Select group. Similar to Enhanced Local Patch, Enhanced Multi-Select also allows the dispatcher to pre-define common Multi-Select groups that can later be activated with a single click.

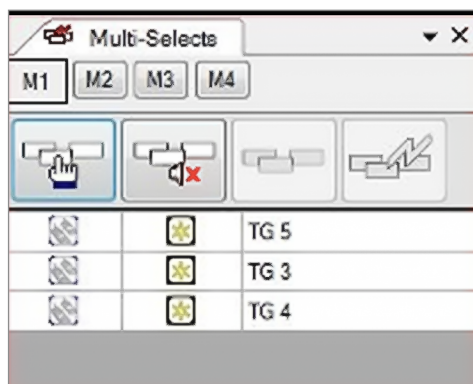


Figure 7: Enhanced Multi-Select

CONFIGURABLE INPUT DEVICES AND CUSTOM USER INTERFACE

Configurable Input Devices (CID) are “keyboard-like” accessories, offered in multiple form factors (i.e., number of actual keys), that attach to the MCC 7x00/e console (**Figure 8**). Each of the keys can be predefined to automate an individual or series of actions with a single button press; even the layout is able to be customized as desired. Having access to this device saves dispatchers time, work-space and prevents them from accidentally selecting the wrong function.

Some ways in which the CID has been used include playing an alert tone or visual notification, activating a patch, toggling another application, or opening and closing doors where the console has direct access to the AUX I/O controls. For more examples of how the CID has benefited customers, contact your [Genesis Sales Representative](#).

Dispatchers can also define on-screen keyboard type functionality with GADI's Custom User Interface. With use of the GADI's Trigger Module, an action can be automatically generated based on specific radio system events as well.



Figure 8: Configurable Input Device



EXTENDED SERVICE AGREEMENT OPTIONS THAT PROTECT YOUR INVESTMENT

Genesis provides a 1-year standard warranty on all Genesis software products which begins on the date of installation (i.e., the software goes live). Beyond the standard warranty period, Genesis offers two tiers of extended support; Essential Service Agreement (ESA) and Premium Lifecycle Agreement (Lifecycle).

At a high-level, ESA's cover all things software related, while Lifecycle includes support on software, as well as hardware and third-party software (eg. Microsoft® Windows). Each executed agreement has a minimum of one year, however, multi-year agreements are also available upon request.

Figure 9 lists the services provided with each agreement. A few of the services can be added ala carte to any ESA. For more detail, including contact information and the Genesis hardware replacement policy, please refer to the "[Genesis Service Agreement Overview](#)" document.



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SERVICE PROVIDED	PREMIUM LIFECYCLE	ESSENTIAL SERVICE
Multi-year Pricing	✓	✓
Phone, Email and/or Remote In Assistance (During Regular Business Hours)	✓	✓
24/7 "On-Call" Availability for Complete Software Failure	✓	✓
Software Updates and Version Upgrades	✓	✓
Hardware Refreshes	✓	
Hardware Warranty Extensions	✓	
On-Site Services	✓	ALA CARTE
Third Party Software Replacement	✓	
Training Following Software Upgrades	✓	ALA CARTE
Quarterly Preventative Maintenance Checks (Remote Only)	✓	

Figure 9: Genesis Service Agreement Overview Matrix