ProPhoenix®

Next Generation Public Safety Software

CAD, Law RMS, Fire RMS, CMS, WDA, EMS, IA, Citizen Services

ProPhoenix has matured our robust software applications with over 25 years of experience.

Our promise is that we never stop improving our product. With ProPhoenix software, we offer a fully integrated system, which eliminates the need for duplicate entries, saving your department countless hours and resources. Unlike other software packages, your initial purchase is all you need. 24-hour 7-day a week support, unlimited stations/licensing and free new releases and updates make ProPhoenix the choice in public safety software. Choose from one, many or all of our software applications - all well integrated and scalable for any size agency; single juris, multi-juris, multi-agency, and multi-site.

Call today 609-953-6850 to schedule a demo or visit us online at www.prophoenix.com *for more information.*

Current Technology

Browser based RMS, cloud and on-premise, Microsoft ready technology means instant access without needing to install software on every workstation.

Integrated Software

A single application seamlessly connects and shares (with user defined security) between all ProPhoenix software applications.

No Duplicate Data Entry

Data entered once (Mobile, CAD, Law or Fire RMS or CMS) never needs to be re-entered.

24 Hour Critical Support

Direct access to live support 24/7.

New Release and Updates

Included in the annual support and maintenance agreement. Never pay again after initial purchase.

Site License

Unlimited user licenses for the agency, wherever applicable.

Data Sharing with Neighboring Phoenix Agencies

KGIS data sharing network links all users, providing incredible amounts of information regarding names, incidents, and phone numbers.

Paperless Digital Agency

Our single point of data entry, with the ability to attach Windows recognizable files, allows your agency to be virtually paper free.

In addition to the features and benefits above, each software package has its own unique features. Please take a look through this booklet for more details on each one of our individual software packages.

Competitive Pricing

High end solutions at an affordable price. We invite everyone to compare our pricing with other software packages of similar capabilities, and we think you'll find Phoenix to be the solution.

Document Management System

Allows for central repository of all policies, procedures, and other important departmental correspondences.

National Users Conference

The ProPhoenix Annual Users Conference enables users to share ideas and learn new features.

Multi-browser Support (eg: Chrome, Edge and Safari)

In-house Training, Project Management, and Conversion Services.

PROPHOENIX SOLUTIONS

Phoenix allows agencies to quickly deploy integrated solutions using web services and Microsoft's premier server infrastructure, which enable rapid deployment and simplified management.

COMPUTER AIDED DISPATCH

Engineered with Dispatchers in mind, Phoenix CAD is scalable for any size agency: single juris, multi-juris, multi-agency, and multi-site. Phoenix CAD is your one software solution that manages calls for service for Law Enforcement, Fire, EMS, and OEM/DPW. Our software includes call entry, and dispatch functions to get responders to an emergency with all critical information at their fingertips. This software interfaces with all E911 systems to allow automatic entry of the ANI/ALI information in the call-taking screen.

Clean, Powerful User Interface

Command Line entry, drag and drop dispatch, custom layout, ribbon menu

Custom color settings and unit sort order

Customizable, dynamically configurable dispatch status

Multi-monitor support for call status, unit status, map and satellite view

Multi-juris & multi-agency (Law Enforcement, Fire, EMS, OEM/DPW) dispatch with dynamic reconfiguration

Handle dispatch functions using keyboard alone or keyboard with mouse

Phoenix Real-time Dashboard™

Take Call - capturing additional data such as names, plate and comments before sending it to dispatch

Customizable home screen

Powerful Geo and Map Options

Map support for ESRI, Google Maps, HERE Maps and Open Street Map

Google Map Aerial View, Street View and Pictometry

User definable and system generated map layers

Road closures

Closest fire hydrants shown on the map, including flow rates

Support for Address Flags, HazMat Flags

Built-in GPS and AVL functionality with AVL replay

Geo Fencing

Situation awareness with proximity flags

Effective Notification and Messaging

Automatic text when a certain CFS, address, or name is encountered

Automatic email, text, and Rip and Run for Fire/EMS agencies

CAD to mobile and CAD to RMS Messaging

Be alerted about critical flags with Stop and Go Dispatching

Robust Interface Support

E911 Phase II support

CAD Text2Dispatch SMS processing (permits callers to send text, picture, video and audio to dispatch, which is available in mobile instantly)

NCIC interface

Quick links to HazMat and Pre-Plan

Citizen Services Module

IP camera access

ProQA interface

Toner interface

RapidSOS integration (standard and enhanced)

Powerful Unit Recommendation

GPS based unit recommendation, in addition to traditional unit recommendation for Law Enforcement, Fire, EMS, and OEM

Recommendation based on unit availability

Cross staffing available for Fire/EMS

Quickest route

"
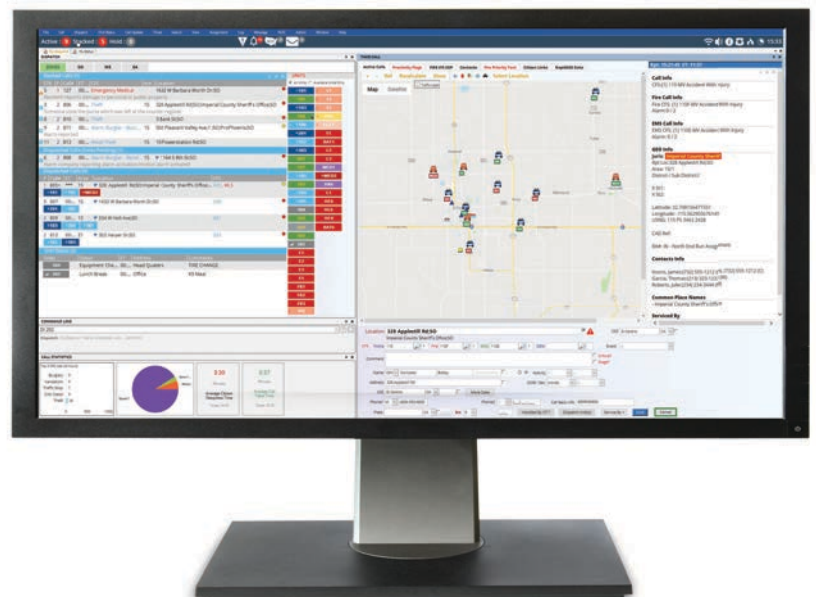
The CAD system is really easy to use. Entering the location, finding the information that you need, and seeing all of your options with a click of a button minimizes both time and effort. The system's search function operates in the natural way that a user would expect; it's rather intuitive that way.
"

– Dispatch Supervisor
Wauwatosa Police Department

WIRELESS DIGITAL ASSISTANT (MOBILE)

Increasing officer safety is central to our mission. ProPhoenix Wireless Digital Assistant™ (WDA) shares real-time data across multiple platforms, improving si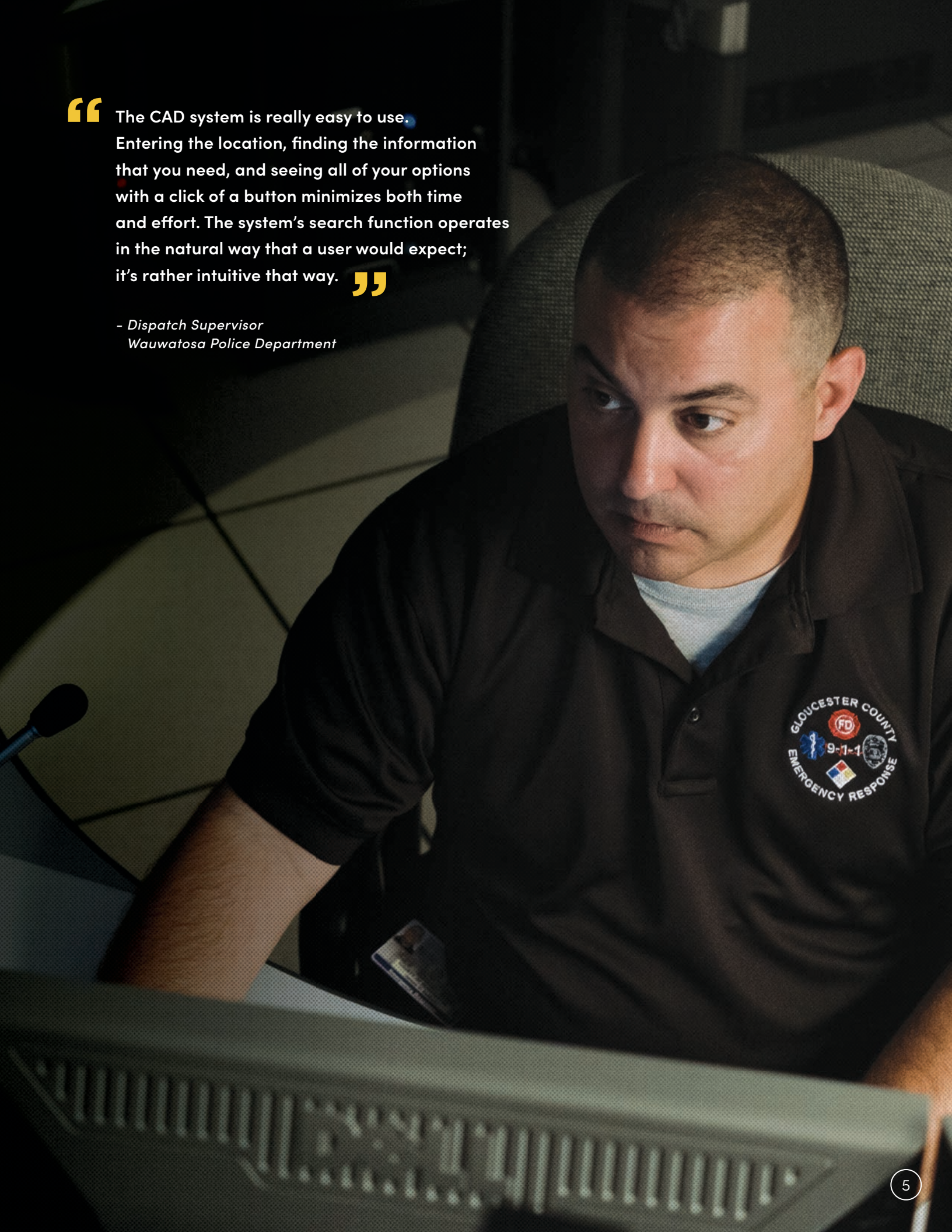tuational awareness regardless of your officer's device. If information truly is power, ProPhoenix WDA is the most powerful mobile application available today.

Multi-Platform Support

Windows laptop and tablet, Apple iPad and iPhone, Android, and smartphone support

Day & Night modes

The Phoenix WDA App works in conjunction with Phoenix CAD and Phoenix WDA

New user interface with custom home page

Built-in GPS and AVL Functionality

Support for any compatible NMEA GPS device

Configurable unit and call status icons, viewable on the map

AVL replay and bookmark capability

Automated directions display when dispatched to a call

New Bird's Eye map view

Powerful Geo and Map Options

New support for offline WDA with OpenStreetMap

Google Maps, ESRI, HERE Maps

Google Maps Aerial View

User definable and system generated map layers

Live traffic map

Road closures

Geo fencing

Integrated Messaging Capabilities

Mobile to Dispatch

Mobile to Terminal

Mobile to Individual/Mobile Unit

Mobile to RMS

Robust Interface Support

NCIC/State Interface

NCIC Hit Word alerts

Live IP camera access during an incident

Traffic Stop and Officer Initiated Call Support

Interface for ID reader

Field interview entry and query; attach photos

Tow rotation and entries

Electronic citations and crash reports supported

Automatically submits to state court system, where supported

Populates data into Records Management

Increases efficiency and reduces errors

Full Access to Law RMS Modules

Names, incident reports and photos

Complete and approve reports in the field

RMS queries and statistical reports

Critical information accessible to first responders and mutual aid

Complete premise history details

Pre-Plan documents and images

Hydrant location and GPM Flow

Electronic access to DOT, NIOSH, and CAMEO guidebooks

Critical address flags

Cloud Ready Mobile Ready

Fully Supports Volunteer and Paid On Call Department Protocols

Fire Live Phone App – Apple and Android phones

Rip and Run information displayed upon dispatch

RFID Crew Tracking and Accountability Tags

Personnel Accountability Report (PAR)

Real-Time Alerts

BOLO

Suspect Alert

Silent Dispatch Options

View unit status, map status

Dispatch, acknowledge, enroute, onscene and finish

Traffic stop, officer initiated

Unit down, preEmpt unit

Update call information

Change unit location

Powerful Search Capabilities

Master name

Premise history

Suspect

Call history

WDA Mobile App

(Features only available in Mobile App)

Dictate report narrative using the phone's voice-to-text feature

Scan driver's license using the phone's built-in camera

Take pictures and attach them directly to the call

Capture an audio or video Victim Statement and link it with the case to be viewed as part of the case

Use the phone's GPS data AVL

LAW RECORDS MANAGEMENT SOFTWARE

ProPhoenix Law RMS Software starts with our all-inclusive site license giving you the ability to customize the modules you need with access for an unlimited number of users. Developed with 100% browser based technology on the Native .Net framework, ProPhoenix Law RMS allows you to experience a new level of integration, enabling access to your RMS from anywhere, at any time.

Phoenix Key Global Information Sharing™ (KGIS) allows all Phoenix users to share data amongst themselves via a secured internet connection to a central location, without duplicating the data. KGIS adopts Global Justice XML standard. Currently, all name and vehicle information, including mug shots and jurisdictional activity for the specific individual or vehicle, is available in KGIS.

Master Name Management

Integrated mugshot and photo line-up functions

Social media tracking (FBI 28CFR Compliance)

Name mining and mapping

Integration with Live Scan devices

Automatic text notification for name contact

Gang affiliations

Gun permits

Name alerts

Jail cell check with Cell Inspection Tracking

Electronic data transfer from arrest to jail pre-booking queue

Powerful Records Management Module

Report Writing: seamless workflow to and from mobile including narrative dictation from mobile app

Multi-level supervisor approval process

Support for redaction, sticky notes, markup in report and custom watermarks for report distribution

Local state compliant domestic violence module

Use of Force module (Federal standard)

Records Requests support with accounting

Permit module along with tracking fees and payments with accounting

Data purge support (Automatic and Manual)

Property and Evidence

Property/Evidence management with barcodes and RFID

Track Chain of Custody (transfer, lab, court, return to owner, action, destroy etc.)

Automatic reminders when statutory limitation reached and when case investigation is closed

Audit tracking module

Pawn items support

Bicycle registration

Case Management

Review case reports, assign to investigation, manage investigator case load

Auto create tasks and assign to prime with predefined deadlines

Track history of efforts with number of hours spent

Supplement report writing support

Reminder to review case and log history

Notify evidence when the case is closed

Send electronic DA package

Dynamic Business Intelligence Engine

Business Intelligence Dashboards using Power BI, Excel, SSRS and PDF

Map based crime analysis

Custom dashboards based on job function

Automatic email notification with weekly, monthly, quarterly and annual statistics and trends

Document Management and Accreditation

Create and maintain policies, directives, SOP

Send for review, approve, then assign to personnel

Track assignment and "read history"

Employee access to their library (assigned documents)

Accreditation support

Training and Certification

Track individual training and auto reminder for re-qualification

Certification and CEU Tracking

Class and course tracking

Attach certificates

Comprehensive Reporting

Analysis reports of response times

Automatic BOLO and CompStat reporting

Profiling statistics (if needed)

Simultaneous NBIRS and UCR reporting

Field interview search, entry, and reporting

Canned and customizable reports, SSRS reporting and support for Crystal Reports

Animal Control

Animal registration, fee tracking and licensing history

Case tracking, including ability to track compliance

Medical and behavioral tracking and history

Bite report with quarantine tracking feature

Animal lost/found tracking

Animal cage and live trap rental

Alarm Billing and Accounting

Alarm registrations, year-end reports

False alarm tracking and billing

Track fees and invoices

Receive payments

Activity

Schedule and record all agency agendas, scheduling calendars

Activity logging for non-incident related responsibilities

Detail Work Billing

Track "detail" requests

Setup hierarchical order, and assign jobs based on least number of hours worked

Track billing and officer pay amounts using accounting module

GEO

Address management

Mapping

Address flags and hazards

ESRI integration (auto populate and maintain geo records from ESRI)

Google and HERE Map support

Set up Geo fence; alert control entry and exit

Inventory and Fleet Management

Asset and expendable items tracking with barcode

Track assignment history with Check In/Out process

Create triggers for fleet managers and low inventory of expendables

K9

Tracks training and special functions

K9 incident reporting

Medical tracking

Traffic

Integrated eTicketing

Crash reporting

Parking permits

Vehicle

Tow record keeping

Tow rotation management

Master vehicle and boat management

Enhanced fleet log and mileage log (view from activity log)

Scheduling and Personnel Management

Time off management

Roster management

Injury reports and medical history

Performance evaluations

Work record

Video Interview

Automated video encoding

Record interviews and attach the video automatically to the case

Add bookmark on the video while recording for quick review of important information

View in-progress videos 'in real time' from a remote workstation

Warrant

Manage local wants and warrants

Maintain restraining/protective orders

Flag CAD and mobile

State/Court interface wherever available

Maintain Accounting and Billing

Generate invoices/billing

Aging report

Create permit fee schedules and calculate fees due

Payment ledgers

"ProPhoenix Corrections Management is an easy to use, yet powerful system that helps keep our facility running smoothly. The interface allows our officers and administrators to navigate through a complex booking, and the system will not accept the booking until it is complete. The records management aspect gives our agency the ability to identify trends with all of the needed statistical data right at our fingertips."

– Jail Administrator
  Sherburne County Sheriff's Office

CORRECTIONS MANAGEMENT SOFTWARE

The ProPhoenix Corrections Management System™ (CMS) provides a complete solution for all your facility and inmate management needs. Whether you need a stand-alone product for single or multiple buildings, integrated with ProPhoenix RMS, or connecting multiple facility agencies, ProPhoenix CMS is scalable and configurable to match your project goals. ProPhoenix CMS is a 100% browser based client and an all inclusive site license.

Clean, Powerful User Interface

100% Browser based client with no local software

Native .Net Framework

Fully integrated with Phoenix RMS or 3rd party RMS

Interfaces for over 30 vendors available

Inmate Tracking

Admission/booking, from intake to release

Photographic and biometric verifications

Disciplinary actions and grievances/hearings

Track disciplinary actions and incidents, and manage sanctions

Tracking all inmate on-site and off-site movements/activities

Inmate property tracking

Adult and/or juvenile population management

Release management

Charges and detainers

Bail/bond

Sentencing with calculations

No contacts, associations and alerts

Integrated classification system

Individual and group movements

Pre-booking queue (built-in for Phoenix users; API and web portal for non-Phoenix users)

Inmate locator public access website

Robust Notification Functionality

Automatic alerts for no-contact associations/inmates due for release

Interactive public inmate location website

Full Work Release Tracking

Work Management

Schedule events and appointments

Inmate Visitation

Visitor registration

Supports audio/video visitation

Complete Housing, Classification, and Facility Management

Customizable classifications, questionnaires, and facility documents

Personnel tracking and training

Facility inventory tracking

Customizable and canned reports

Electronic signature capture for paperless files

Inmate activity logs

Building configuration with displays of floors/pods

Cell maintenance / Out of Service cells

RFID based cell check

Employee scheduling

Single or multiple locations

Support adult and juvenile facilities

Integrated Medical Module

Facility doctors

Medical inventory/formulary

Med passes

Inmate medical history tracking

FIRE RECORDS MANAGEMENT SOFTWARE

Cloud-ready NFIRS, Inspections, and Training. Whether you operate a single Fire/EMS agency or manage multiple jurisdictions, ProPhoenix can be scaled to fit your agency's needs now and in the future. Developed on the philosophy of the Tetrahedron, our Fire RMS far exceeds the competition in technology. Additionally, our single point of data entry provides ease of reporting with the integration of inspection information and NFIRS reports.

Clean, Powerful User Interface

100% browser based client with no local software

State-of-the-art technology and comprehensive functionality

Agency installed, hosted, and SaaS solutions available

Easy to Learn and Use

Intuitive navigation and built-in workflows

Embedded video help, help text, and online training materials

No duplicate data entry; enter once, available everywhere

Google Maps & HERE Maps interface

Inspection Management

Mobile inspections available on iPad, Android, and Windows tablets

Maintain and update complete building registrations with Pre-Plan documents, photos, HazMat location, and contacts

Schedule inspections, re-inspections, and fire prevention activities

Create customized Inspection Checklists

Integrated ICC and NFPA code sets

Prepare violation reports referencing relevant codes/standards

Permit and permit inspections

Integrated accounting module

Hydrant Management

Plot hydrant locations on the map

GPM flow calculations

NFPA color coded icons

Hydrant inspections and activity log

Scheduling Management

Specify minimum unit staffing requirements

Time tracking user defined categories, such as overtime, vacation time, etc.

Drag and Drop daily roster

Trades and swaps

System generated accrual for groups of personnel

Maintain Accounting and Billing

Generate invoices/billing

Penalty and violation fee tracking

Create permit fee schedules and calculate fees due

Payment ledgers

Fee projection reporting

Robust Reporting

Electronic submission of NFIRS and EMS reporting

Fire Investigator (NFPA 921 based) reporting is included

LOSAP and Percentage reporting for volunteer personnel

Business Intelligence dashboards

Activity logging for non-incident related responsibilities

Fleet and Inventory Management

Track inventory with barcoding

Set maintenance scheduling requirements

Automatically schedule required service and inspections

Set reorder thresholds for supply items
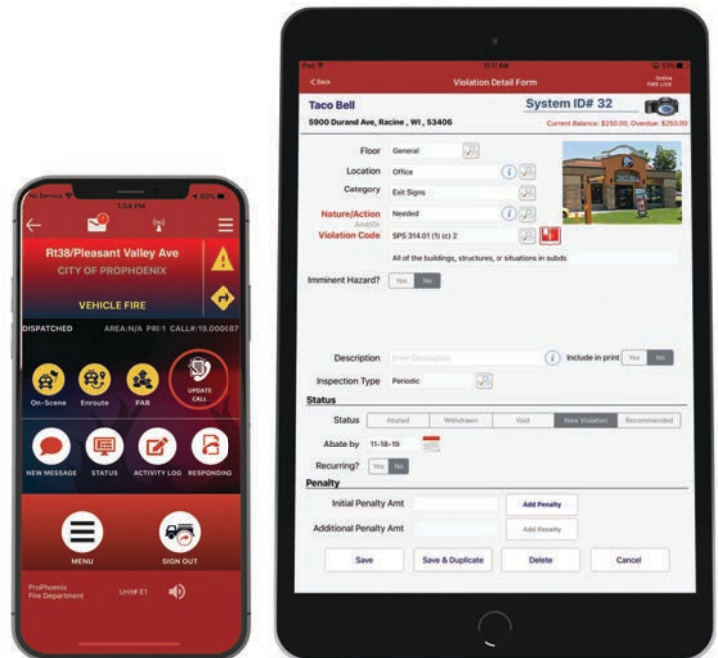
TABLET-BASED FIRE INSPECTION SOLUTION

Mobile Inspections is designed to increase the productivity of inspectors in the field while maximizing agency revenue. Produce inspection results, including violations, and update the Inspection and Permits modules immediately, and on demand. Unscheduled inspections don't present a problem with ProPhoenix Mobile Inspections; the inspector downloads or adds the property record in the field without having to return to the station.

Signed inspection reports are immediately available to business owners and other customers. This results in increased productivity, more timely and accurate inspection reporting, and better service to your customer.

Hydrant inspections can also be completed with Mobile Inspections. With all assigned pending inspections shown on a map, each inspector can quickly and easily plan a daily schedule and configure a route that minimizes driving time and fuel cost, and maximizes efficiency.

With Mobile Inspections, your inspectors can:

Use the tablet touchscreen to select an assigned building or hydrant inspection from a list of inspections due using the map to choose the best route.

View the complete premise registration record and make any necessary updates.

Select the appropriate inspection type(s) (including re-inspection) from a dropdown list.

Streamline re-inspection activity: All current violations for a location are automatically displayed and can be marked as abated or updated for re-inspection.

Easily record multiple violations of the same type without duplicate reentry of the code.

Touch a single onscreen button to record a "No Violations Found" inspection.

Record penalty amounts at the time of the inspection based on codes and standards you currently use.

Add remarks to the record at any time using the tablet's onscreen keypad (or Bluetooth keyboard), with the option to include or omit the remarks on the violation notice.

Capture the signature of the owner/representative directly on the tablet (the inspector's signature is already stored).

Email the signed report or print on-site to a Bluetooth printer.

EZ FIRE Records
Most Powerful RMS on the Planet
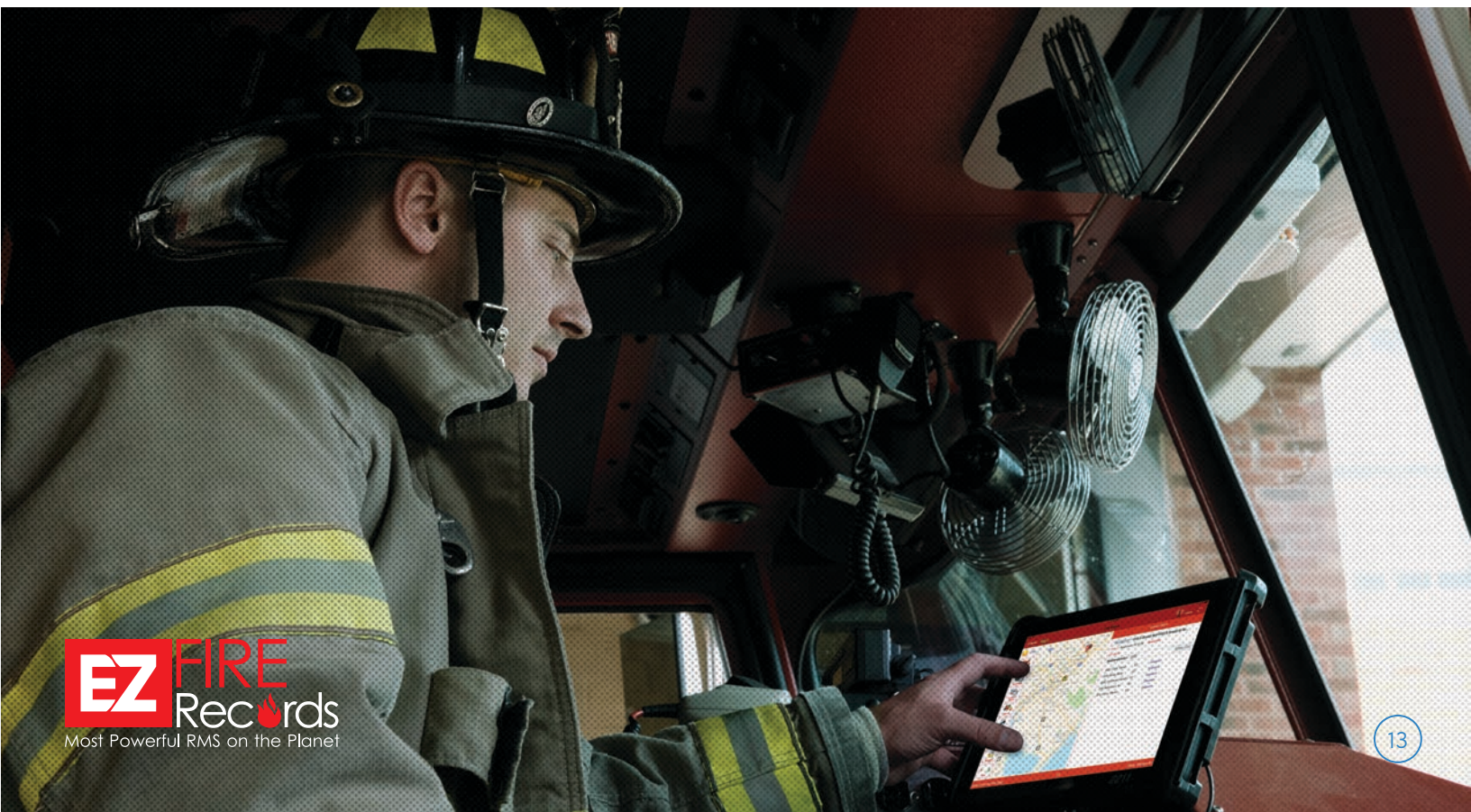
EMS PATIENT CARE REPORTING

For browser based clients and mobile devices. Our Phoenix EMS browser based solution provides you with the most advanced electronic Patient Care Reporting (ePCR) features available on the market today. We have it all with call details, basic patient info, history and assessment to interventions, document and photo attachment, and transport and billing. Using the most up-to-date technology, our ePCR nearly fills itself out, giving the EMS professional a break from the mounds of paperwork previously associated with patient care and transportation. We currently submit ePCR records to the states by the NEMSIS V3.4.0 protocol. Submission may be manual or configured to run automatically by the system. Records may also be automatically copied to an external billing agency in PDF report format.

We provide HIPAA and PHI compliant ePCR.
These reporting features can be integrated with our CAD and Mobile software through our RMS.

With the Phoenix EMS Products, your personnel will have access to:

Basic patient information and history for repeat patients

Multiple patient records for a single incident are always supported

User-defined local treatment protocols for quickly and easily documenting interventions
via built-in tabs and buttons

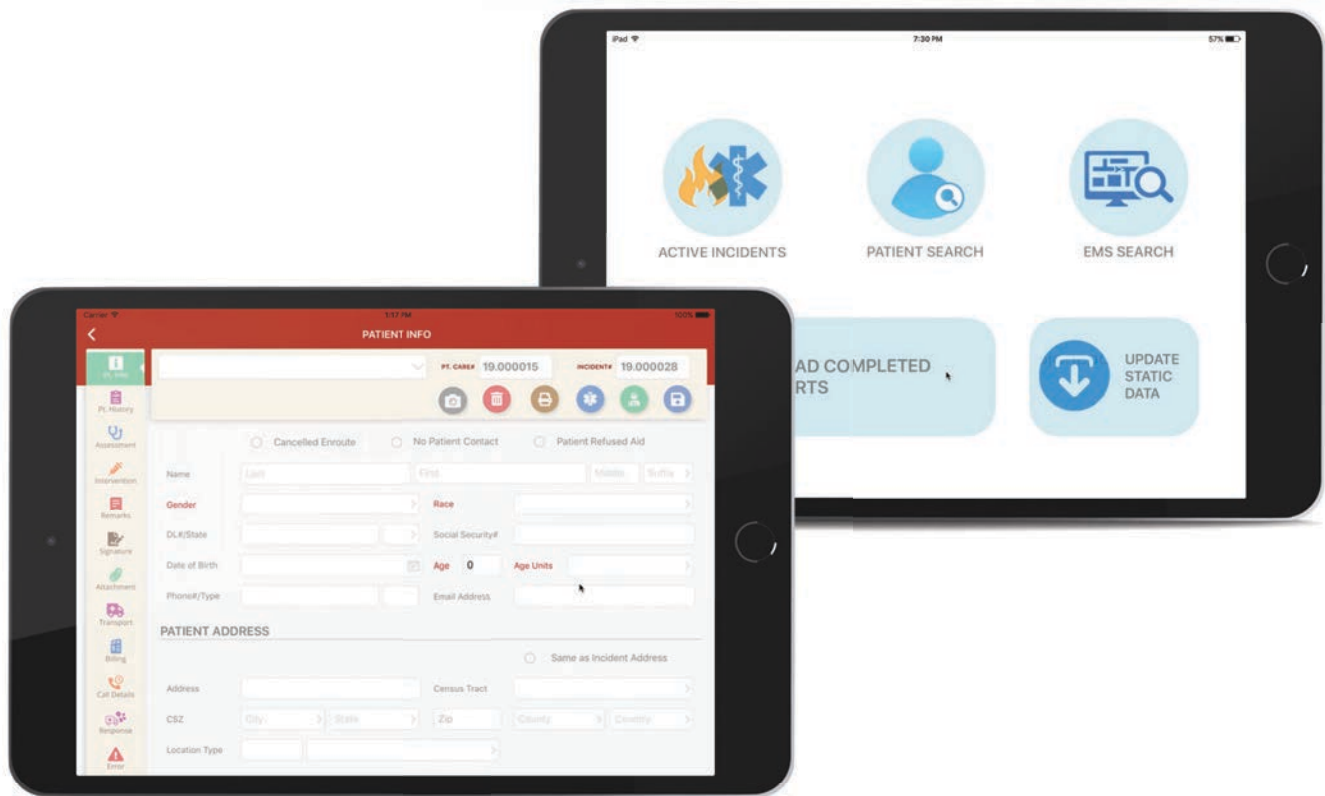eSignature component for Consent to Treat, Refusal, AMA and Billing

HERE Map capabilities

Google/GPS mapping and mileage tracking (using integrated mapping, CAD, or WDA component)

Electronic tracking of MCI/Triage Tags to maintain patient accountability

Insurance and other 3rd-party billing compatibility via interface

Mobile App for EMS (ePCR) reporting

INTERNAL AFFAIRS CASE MANAGEMENT

ProPhoenix Internal Affairs is a full-featured solution designed to support the standards held by every Law Enforcement agency. From receiving the initial complaint and managing the case to applying and tracking the disposition, we help you do it all. Using the latest Microsoft Technologies, our state-of-the-art software is easily scalable no matter the size of your agency. It is configured with an independent SQL database with no access outside of authorized IA users. Built on the same .Net and browser based technologies as our ProPhoenix suite of products, any authorized user can access this system anytime, anywhere.

Receive Complaints Anytime, Anywhere

Can be entered from Dispatch

Citizens can enter their own complaints using the Citizen Services website

Powerful Reporting System

Effective notification and early warning system

Get notified from Traffic Stop Profiling data thresholds

Robust Geo Fencing functions to track officers' activity geographically

Automated Correspondences and Statistical Reports

All standard forms included

Complaint Information Sheet

Complaint Notification

Complaint Acknowledgment

POLICE & FIRE CITIZEN SERVICES PROGRAM

Crime mapping, online reporting, tips, emergency info, IP camera
Take your partnership with the community to the next level. Take a step forward into community partnerships with the technology advancements your constituents expect. The Phoenix Citizen Services Program (CSP) provides crime mapping, online reporting, tips, IP camera integration, and entry of medical/emergency information that can be viewed by personnel en route to a call.

Report Minor Crimes Online

Agency definable Calls for Service

Route to an officer for review and approve or reject reports

Effective Community Participation

Saves hours of agency time and eliminates cumbersome paper files

Citizens update contact, emergency, and key holder information

Businesses can maintain their own information

View Crime Maps of Your Area

Pin Maps of crime or fire incident data

Agency can define what incidents display and update frequency

View CompStat Reports

View road closures

Critical Information Accessible to First Responders and Mutual Aid

Access pre-plan and registration data before arrival on scene

If entered by businesses, public and private IP cameras are viewable during incidents

View emergency contacts, critical data, and fire connection locations on the property

And much more...

Submit anonymous tips

File complaints

Request parking permits

Request house checks when you are away on vacation

FEATURES & APPS

In addition to the features and benefits of our robust software packages, ProPhoenix is at the forefront of new technology. We offer several helpful mobile apps, both stand alone and complimentary to our software packages. In addition, we integrate with all new industry technology.

ACTIVE SHOOTER APP

*Due to an increase in domestic terrorism and violence by active shooters, the demands placed on public safety professionals have never been greate*r. The development team at ProPhoenix has acted swiftly to bring this new technology to the market. The Phoenix Active Shooter App is an all-in-one emergency tool for School Administrators, Teachers, Police Officers and the Community. Be connected — get alerts and real-time updates in an active shooter situation.

Immediate Police Dispatch

Teachers and staff initiate a full lock-down

Send an immediate alert notifying police of an active shooter on premises

Computer Aided Dispatch (CAD) and Mobile Officers are notified directly from the App without having to dial 911

Real-Time News Updates

Send safety check-ins directly within the app

Notify police and staff of active shooter's exact location

Upload photos and description of the suspect for ID purposes

View incident history report

Report room status and missing students

Know when police are on scene

Resource Guide

School floor plan

Step-by-step survival guide

Quick access to emergency contacts

Evacuation plan

Our all new mobile apps bring Phoenix technology right to your fingertips.
Be sure to ask more about our mobile apps when inquiring about our software packages.

WDA App 4.0 – new look for the Phone App	CRM Mobile App	Jail Cell Check App with RFID
Property Module Update	Mobile App for EMS (ePCR) reporting	Phoenix Alert – Active Shooter App
Scheduling App for Police and Fire	Phoenix Remote Inspection App	Fire WDA App 4.0 including Fire Live

RAPIDSOS

This integration provides 911 centers and first responders with life-saving multimedia, health pro-file, and real-time incident data from connected devices. RapidSOS works closely with mobile device manufacturers such as Apple and Android to get accurate location information along with stored emergency data when a phone call is made. Data may also be gathered from other connected devices such as wearables, connected cars and connected homes.

Phoenix CAD with RapidSOS Integration Capabilities

Automatically show RapidSOS data in a browser when a 9-1-1 call is received

Retrieve current device coordinates (Latitude and Longitude) from RapidSOS using a web service

Plot the incident location on the map in CAD and Mobile using the obtained coordinates

Set up an automatic rebid process with CAD to continuously update the location on the map while riding with Uber

Retrieve all available life-saving data, show it in CAD, and add it as part of the call record (available with enhanced version only)

RapidSOS offers RapidPortal free for PSAPS (refer to https://rapidsosportal.com for details)

Share multimedia, health profile, and real-time incident data from connected devices directly to dispatchers and first responders

BUSINESS INTEL./CRIME STATISTICS

Phoenix Business Intelligence module provides departments needed crime statistics in an easy to use format. Crime statistics and reports are entirely customizable, including map-based statistics to pinpoint trouble areas. This module is great for analysts and supervisors, and integrated with our Citizen Services Program to publish reports to the community.

Features

Analyze and report on incidents and calls for service

Prioritize investigative leads

Identify potential hotspots using customizable tools such as crime-specific filters, heat maps, pin maps, time comparison analytics, and more

SSRS interface

Export to Excel

Master Search

Dynamic Business Intelligence Engine

PowerBI – visualize data and share insights across the agency, or embed into application

Map Based Crime Analysis

Business Intelligence dashboards

Custom dashboards based on job function

NIBRS data

TEXT2DISPATCH

Why be limited to voice-only communication during an E911 call? Phoenix Text2Dispatch allows the Mobile caller to send text messages, video and audio to Dispatch. The message is automatically linked to the call and a notification is sent to the Dispatcher and the Mobile Officer to view the data. Purchase a number from Twilio or the agency can also port their own number.

Features

Set up canned messages to send to the caller during a call

Disable auto text for certain Call For Service (CFS) codes.

Send texts while the call is in progress

Send texts to other emergency contacts found at the caller's address

Continue to receive texts for a set number of hours after the call is closed

Receive a call via text message, similarly to an E911 call

ProPhoenix will configure the interface

TESTIMONIALS

ProPhoenix customers are not only our best resource, but also our best advertisers. With our strong customer retention rate and impressive growth rate, we believe that this customer focus strategy is the key to a strong partnership. Our partnership is developed around a shared goal: providing the quickest and best service to the public at an affordable price. In order to achieve this goal, we listen to our customers, and continually make improvements to deliver the most user friendly, intuitive software with all of their needs at their fingertips, exactly when they need it.

DON'T TAKE IT FROM US!
SEE WHAT OUR PROPHOENIX USERS ARE SAYING.

Chief | Wyoming, MN Police Department

"Couldn't have asked for better cooperation or partnership with the corporation."

"They are always interested in our input in new designs and how to improve their product."

Deputy | Washington County Sheriff's Office

"Their tech support is by far the best of anything I've ever called for personal or public use."

"I do not ever foresee our department going with anything else. It's a great product, I highly recommend it."

Lieutenant | City of Wauwatosa Police Department

"We've been with ProPhoenix since its inception"

"Extremely well developed relationship with the staff and support"

"It's the support and the contacts that we have established that have made ProPhoenix what they are all about."

MISSION

Our mission is to produce the **highest quality, feature-rich, integrated,** intelligence driven Public Safety Software offered at a **fair price.** We are committed to vigorous innovation and keeping up-to-date with the latest technologies. We help save lives, protect property, and provide safety for Officers and the Community.

VISION

ProPhoenix is recognized as the dominant vendor in providing solutions to public safety agencies.

PHILOSOPHY

We have a singular focus:

"To shift the paradigm of the public safety industry by creating and delivering application software that drives intelligence data using state-of-the-art technology and techniques. We achieve this by providing competitively priced solutions, employing industry best practices and lessons learned, and most of all by listening to the needs and ideas of our clients in the evolution of the Phoenix software."

Our intense focus on efficient, single point of entry, paperless solutions make it possible for employees and officers to save countless hours of work. We gather intelligence on every interaction and provide that analytical data whenever and wherever it is needed.

ProPhoenix will continue to develop, support and implement superior software applications through forward-thinking goals and technology-driven advances. As Next Generation Public Safety Software advances are developed, your agency will receive no-cost upgrades for all major and minor releases.

ProPhoenix

Next Generation Public Safety Software