



Public Safety Software Category

FALL 2026
Customer Success Report





Public Safety Software Category

Public safety software enables professionals in both public and private safety organizations to effectively manage logistics and improve productivity. Quality public safety software will offer solutions for communication, patient care, response time, infrastructure protection, and collaboration.

Implementing a public safety software solution may help an organization improve workflow and productivity while enhancing the quality of care to citizens. Public safety teams in both the public and private sectors and the general public benefit from up-to-date public safety software.

Customer Success Report

Ranking Methodology

The FeaturedCustomers Customer Success ranking is based on data from our customer reference platform, market presence, web presence, & social presence as well as additional data aggregated from online sources and media properties. Our ranking engine applies an algorithm to all data collected to calculate the final Customer Success Report rankings.

The overall Customer Success ranking is a weighted average based on 3 parts:



CONTENT SCORE

- ✓ Total # of vendor generated customer references (case studies, success stories, testimonials, and customer videos)
- ✓ Customer reference rating score
- ✓ Year-over-year change in amount of customer references on FeaturedCustomers platform
- ✓ Total # of profile views on FeaturedCustomers platform
- ✓ Total # of customer reference views on FeaturedCustomers platform



MARKET PRESENCE SCORE

- ✓ Social media followers including LinkedIn, Twitter, & Facebook
- ✓ Vendor momentum based on web traffic and search trends
- ✓ Organic SEO key term rankings
- ✓ Company presence including # of press mentions



COMPANY SCORE

- ✓ Total # of employees (based on social media and public resources)
- ✓ Year-over-year change in # of employees over past 12 months
- ✓ Glassdoor ranking
- ✓ Venture capital raised

Award Levels



MARKET LEADER

Vendor on FeaturedCustomers.com with substantial customer base & market share. Leaders have the highest ratio of customer success content, content quality score, and social media presence relative to company size.



TOP PERFORMER

Vendor on FeaturedCustomers.com with significant market presence and resources and enough customer reference content to validate their vision. Top Performer's products are highly rated by its customers but have not achieved the customer base and scale of a Market Leader.



RISING STAR

Vendor on FeaturedCustomers.com that does not have the market presence of Market Leaders or Top Performers, but understands where the market is going and has disruptive technology. Rising Stars have been around long enough to establish momentum and a minimum amount of customer reference content along with a growing social presence.

2026 Customer Success Awards

Check out this list of the highest rated Public Safety Software based on the FeaturedCustomers Customer Success Report.



 **AXON**  **CENTRALSQUARE**  **everbridge**

 **MARK43**

 **omnigo**

 **RAVE**
MOBILE SAFETY
a Motorola Solutions Company

 **tyler**
technologies



 **Caliber**
PUBLIC SAFETY
Protecting Tomorrow-Today.

 **CIVICA**

 **HEXAGON**

 **LEXIPOL**

 **NiCE**



 **Aurelian**  **FORCEMETRICS**

 **inTime**

 **ZETRON**

* Companies listed in alphabetical order



2026
PUBLIC
SAFETY
SOFTWARE

MARKET LEADER



ABOUT AXON



Axon is dedicated to a bold and powerful mission to Protect Life and Obsolete the Bullet. Axon is the global leader of connected public safety technologies. They stand for protecting life, protecting truth, transparency, and accountability. Rick Smith founded Axon (formerly TASER International) following the deaths of two high school friends who were gunned down in an act of road rage. This tragedy sparked a passion in Rick to seek new technologies that would enable people to protect themselves without deploying lethal force. Their connected body-worn camera technology and evidence-management cloud are designed to help police officers work efficiently actively...

144

TOTAL CUSTOMER REFERENCES

**VIEW ALL
REFERENCES**

FEATURED TESTIMONIALS

“I really appreciate Axon’s consistency, friendliness, and curiosity about the inner dynamics of our office. I feel like they are continually trying to improve the interface to make our lives easier.”

HANNAH HOLLOWAY
SUPPORT STAFF SUPERVISOR, 21ST JUDICIAL DISTRICT
ATTORNEY’S OFFICE

“Axon and Microsoft are both world leading companies, security is their business and they have a proven track record in protecting their client’s data.”

ADE HUTCHINSON
SUPERINTENDENT, LONDON’S METROPOLITAN POLICE
SERVICE

“Axon is decreasing liability and actually lowering our insurance rates, savings we can pass onto our customers.”

JAVIER HOGGARD
OWNER AND CEO, PATRIOT PROS

“The Axon ecosystem has all the puzzle pieces.”

RAGLAND
ASSISTANT CHIEF, PITTSBURGH BUREAU OF POLICE

TRUSTED BY



Harold F. Pryor
BROWARD COUNTY STATE ATTORNEY



ABOUT CENTRALSQUARE TECHNOLOGIES



CentralSquare Technologies is the largest independent public sector software provider that powers all aspects of managing local government to build smarter and safer communities. Public sectors across North America use CentralSquare to enable efficiencies and a seamless end-to-end integrated experience by using innovative, cloud-based solutions and automation. CentralSquare's scalable technology helps state and local agencies thrive operationally, even during states of emergency in public safety when every second counts. Its intuitive enterprise software also includes user-friendly platforms to support public administration agencies with finance,...

149

TOTAL CUSTOMER REFERENCES

**VIEW ALL
REFERENCES**

FEATURED TESTIMONIALS

“Features like report generators, advanced abandoned call processing and call prioritization, will free up our dispatchers to do what matters most – responding to emergency calls and coordinating lifesaving emergency response.”

MIKE MCCAMMON
911 DIRECTOR FOR PARAGOULD EMERGENCY
SERVICES, PARAGOULD, AR

“Officers are able to see the address and location with more clarity and then respond quicker to the calls. From my perspective, my favorite thing about ONEsolution is, It does a great job at what we need it to do.”

JON MOSES
LIEUTENANT, JOHN CREEKS POLICE DEPARTMENT

“The CentralSquare systems is at the heart of what makes this city work. It's really how we procure, pay our employees – everything about it runs through that software.”

AARON BENTLEY
CHIEF TECHNOLOGY OFFICER, SALT LAKE CITY

“CentralSquare Community Development has been a lifesaver, and the increased efficiency probably has been one of our biggest gains.”

DARCI DONOVAN
PERMIT CENTER MANAGER, CITY OF SAMMAMISH

TRUSTED BY





ABOUT EVERBRIDGE



Everbridge (Nasdaq: EVBG) empowers enterprises and government organizations to anticipate, mitigate, respond to, and recover stronger from critical events. In today's unpredictable world, resilient organizations minimize impact to people and operations, absorb stress, and return to productivity faster when deploying critical event management (CEM) technology. Everbridge digitizes organizational resilience by combining intelligent automation with the industry's most comprehensive risk data to Keep People Safe and Organizations Running™. For more information, visit <https://www.everbridge.com/>, read the company blog, and follow on Twitter....

460

TOTAL CUSTOMER REFERENCES

[VIEW ALL REFERENCES](#)

FEATURED TESTIMONIALS

“Through xMatters’ bi-directional integration with Cherwell, we are able to automate many steps that were previously manual including updating incident tickets within Cherwell Service Management, aggregating incident details into one central location, and then create Slack channels for each major incident.”

LUIS MEDINA
MANAGER, SITUATIONAL AWARENESS ENGINEERING,
AMERICAN AIRLINES

“By implementing xMatters in our notification workflow, we’ve been able to quickly and reliably engage our physicians, which leads to faster evaluation and treatment for our acute stroke patients.”

KATHERINE REPKO
TELEHEALTH OPERATIONS INITIATIVES MANAGER,
INTERMOUNTAIN HEALTHCARE

“Everbridge has improved our productivity by making it easier to communicate through multiple methods and streamlining and providing accurate notifications around events.”

CHIEF INFORMATION OFFICER
AMERICAN GOVERNMENT AGENCY

“[Everbridge] helps contribute to our organization’s business goals and mission because we operate 24/7 and always look out for our employees.”

OPERATIONS SUPPORT
NEW YORK-BASED INTERNATIONAL LAW FIRM

TRUSTED BY





ABOUT MARK43



Mark43 is the modern platform built for wherever your service takes you — empowering how you serve today and equipping your agency for the future. their intuitive software brings cloud-first technology and data-driven insights to public safety. Built by a team that shares your commitment to serve, continuously innovating so your agency can too.

44

TOTAL CUSTOMER REFERENCES

[VIEW ALL REFERENCES](#)

FEATURED TESTIMONIALS

“Mark43 plays nice in the sandbox. We were looking for a partner that understood the value of open API systems. The bottom line is, if you’re not playing nice in the sandbox and creating an open agnostic ecosystem, your technology likely has a shelf life and a ceiling, and we’re eventually going to go with someone else. But with Mark43, they have always made it easy for us to integrate with other technology like license plate readers, community engagement platforms and our drone operations. Mark43’s openness is one of the main reasons we were able to roll out this drone program and have it be so successful.”

NATE LANGE
LIEUTENANT, ELK GROVE POLICE DEPARTMENT

“Public safety is our top priority, and this partnership with Mark43 represents a significant commitment to providing our officers with the best technology available. The new system will not only save officers valuable time currently spent on paperwork, but also equip them with better tools for investigation and collaboration with federal partners.”

ANNE KIRKPATRICK
SUPERINTENDENT, NEW ORLEANS POLICE DEPARTMENT

“We document everything from a found wallet on the street to multiple homicides involving multiple suspects and victims. Unfortunately, we had a server-based solution that was not user-friendly at all, and our reporting was very time-consuming.”

TIMOTHY GARD
LIEUTENANT, RICHMOND POLICE DEPARTMENT

“This software is going to be a miracle, in essence creating time for police officers. Right now, manpower is our biggest obstacle.”

REBECCA GUBERT
LIEUTENANT, NEW ORLEANS POLICE DEPARTMENT

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ABOUT OMNIGO



Omnigo Software is a leading provider of public safety, incident and security management solutions for law enforcement, education, healthcare and other enterprises. They offer easy-to-use and flexible applications that provide actionable insight for making more informed decisions. They provide law enforcement and security professionals with increased staff productivity by up to 25%, reduced compliance risk, and a measured improvement in safety and security.

67

TOTAL CUSTOMER REFERENCES

**VIEW ALL
REFERENCES**

FEATURED TESTIMONIALS

“I have begun using Incident Command and Planning to conduct all collaborative planning for all major events. The ability of the Incident Commander to give clear commander intent and immediately begin to get clarification regarding individual team leader assignments is a huge efficiency increase from the traditional handwritten or simple typed form planning.”

SCOTT BARNWELL
UNIVERSITY OF TEXAS POLICE DEPARTMENT

“The system’s flexibility allowed us to configure it to meet a specific need we had to audit health inspections. On our own, we could create a digital inspection sheet that includes important questions such as storage temperature and food prep date, and the option of attaching photos directly to the report.”

KENNETH GRANGER
TRIBAL GAMING COMMISSION COMPLIANCE OFFICER,
COUSHATTA TRIBE OF LOUISIANA

“Central EMS has deployed Incident Command and Planning at every Razorback home game this season. The log that is provided through Rhodium allows for immediate evaluation of the event and assists in identifying needs for future events.”

JOSHUA KUYKENDALL
BATTALION CHIEF, CENTRAL EMS

“Implementing the system throughout the department reduced the time to complete each report by 50–80%, depending on the type of case or incident.”

GLEN ROBINSON
REPORTING SYSTEM, HAZELWOOD POLICE
DEPARTMENT

TRUSTED BY





ABOUT RAVE MOBILE SAFETY



Rave Mobile Safety provides the leading critical communication and collaboration platform trusted to help save lives. Rave unifies the collaboration and communication experience under one umbrella. Seamlessly present your crisis management software service in one user-friendly platform and customize it based on your needs and your use cases. Our industry-leading mass alert notification software enables information sharing across multiple channels, whether through mobile in the form of SMS alert, email, desktop or social media, or audibly through voice calls or sirens. That's why thousands of first responders, emergency managers, 9-1-1, and federal,...

199

TOTAL CUSTOMER REFERENCES

**VIEW ALL
REFERENCES**

FEATURED TESTIMONIALS

“Rave has been an amazing communication resource for our community. The ability to customize has helped us meet our county's specific needs, while ensuring that we deliver the right message to the right people at exactly the right time. We wanted to provide options. We didn't want people to unsubscribe from emergency alerts because they were receiving too many notifications that didn't apply to them. No other mass notification solution offered us what the combined Rave platform did.”

MICHAEL ARMITAGE
DIRECTOR, EATON COUNTY CENTRAL DISPATCH

“[Rave Guardian] was a significant savings for us and, obviously in a COVID world where there's a lot of budgetary restrictions, it was going to save the university money. It just made sense to have that seamless integration with the app with all of our other mass communications.”

CHRISTINE WEBER
PUBLIC INFORMATION AND INTERNAL
COMMUNICATIONS, SYRACUSE UNIVERSITY

“We trust the Rave Panic Button app for instant communication with 9-1-1, first responders and school personnel during an emergency.”

RUSTY BATES
DIRECTOR OF TRANSPORTATION, SAFETY AND
ATHLETICS, LIMESTONE COUNTY SCHOOL DISTRICT,
ALABAMA

“The Smart911 Safety Profile may have saved up to 15 minutes in our response time. We were able to get our officers to the scene sooner and prevent a dangerous situation from escalating further.”

ELIZABETH FAHY
COMMUNICATIONS SUPERVISOR, GROVE CITY

TRUSTED BY



CHICKASHA
Oklahoma



AstraZeneca





ABOUT TYLER TECHNOLOGIES



Tyler Technologies (NYSE: TYL) is a leading provider of end-to-end information management solutions and services for local governments. Tyler partners with clients to empower the public sector - cities, counties, schools and other government entities - to become more efficient, more accessible and more responsive to the needs of their constituents. Tyler's client base includes more than 15,000 local government offices in all 50 states, Canada, the Caribbean, Australia, and other international locations. In 2017, Forbes ranked Tyler on its "Most Innovative Growth Companies" list, and Fortune included Tyler on its "100 Fastest-Growing Companies" list....

961

TOTAL CUSTOMER REFERENCES

**VIEW ALL
REFERENCES**

FEATURED TESTIMONIALS

“IT staff welcomed this idea, and we’ve actually moved several other products to the cloud as well. They were encouraging of us moving in that direction. Relieving them of supporting Enterprise ERP has allowed them to focus on other pressing issues such as cyber security.”

TONYA CROSBY
CHIEF FINANCIAL OFFICER, BEAUFORT COUNTY SCHOOL DISTRICT

“In connecting with Tyler Technologies, whether it’s for a once-in-a-lifetime global pandemic or routine market fluctuation, we’re really partnering to ensure that we build stronger schools, safer streets, and of course a sustainable economy that works for all.”

DAMIAN LARA
COUNTY ASSESSOR, BERNALILLO COUNTY

“The City of Tulsa decided to select EnerGov [Enterprise Permitting & Licensing] after we ranked it most likely to meet our needs with the majority of scores exceeding the 90th percentile.”

JON GALCHIK
PROJECT MANAGER, CITY OF TULSA

“The Tyler team was thorough, thoughtful, and could anticipate what I needed because they knew the system inside and out.”

KAYLA STRONG
UTAH DOH, UTAH DEPARTMENT OF HEALTH

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2026
PUBLIC
SAFETY
SOFTWARE

TOP PERFORMER



ABOUT CALIBER PUBLIC SAFETY



Caliber Public Safety is a business unit of the Harris Operating Group of Constellation Software Inc. Harris Systems USA, Inc. is a member of the Harris Operating Group and is one of the legal entities that markets and distributes software products and services under the Caliber Public Safety platform. Caliber Public Safety values the experience and expertise that their employees, who are industry, regulatory and domain experts, bring to them businesses.

68

TOTAL CUSTOMER REFERENCES

**VIEW ALL
REFERENCES**

FEATURED TESTIMONIALS

“The Caliber University videos were very helpful and handy before we cut LIVE for our upgrade. I believe that having those short videos allowed for a more efficient memory recall, and improved our agency's learning experience. Even after the upgrade, dispatchers were able to refer back to the videos, which has been such a benefit for our agency. The best part about the videos was the voice coming from Caliber personnel and not a robot.”

KATIE GRAY
WEST FELICIANA PARISH SHERIFF'S OFFICE

“Caliber Public Safety Support is the easiest support to work with out of all of our vendors we use. Support is always quick to get back with us and to get the issue resolved. Sometimes the issue is resolved before even calling us to get more information.”

INGA JONES
COMMUNICATIONS SUPERVISOR, JASPER COUNTY 911

“Caliber Public Safety has a portfolio of applications that meet and or exceed industry standards. Working with Caliber and its staff which are not only professional but always responsive to our needs.”

DAVID BAISDEN
CAPTAIN, OKLAHOMA COUNTY SHERIFF'S OFFICE

“We picked Caliber's FirstAlert solution because it's easy and fast and all you need is an internet connection.”

DAVID COSTIN
DIRECTOR, PUTNAM COUNTY E911

TRUSTED BY

Lincoln County



CITY OF ALEXANDRIA, LOUISIANA
MAYOR JEFFREY W. HALL



ABOUT CIVICA

CIVICA

Civica is a market leader in specialist systems and business process services that help organisations to transform the way they work. Through experienced people who understand service delivery, the Group applies software, managed services and outsourcing to help customers streamline their activities.

575

TOTAL CUSTOMER REFERENCES

[VIEW ALL REFERENCES](#)

FEATURED TESTIMONIALS

“Civica Financials has all the functionality that we were looking for with the reporting and analysis elements being key for meeting our goals as a trust. The Business Analytics tools will provide good value for money and seemed more in line with modest budgets that schools have to work with. Some commercial competitors were more than treble the price and we did not feel confident they fully understood the education sector the way Civica does.”

WILLIAM GORDON
CHIEF FINANCIAL OFFICER, KINGSBRIDGE EDUCATIONAL TRUST

“The utilisation of Saffron has enabled instant viewing of operational activity; this in turn facilitates the swift interaction to resolve challenges proactively. The speed and accuracy of access we have to data is one of the key benefits we have found from Saffron. Saffron has enabled us to consolidate the processes and reporting system we adhered to previously, which has effectively improved the efficiency of our operations.”

ALEX BRIGGS
HEAD OF CATERING SERVICES, INTERSERVE

“The new Civica EPR will be a core implementation and essential to our digital transformation strategy. It will allow us to innovate and develop for the future.”

GERALDINE CORR
DIRECTOR OF NURSING, ST JOHN OF GOD SUBIACO HOSPITAL

“Civica's level of commitment to our project, Authority and the local government sector in general extended well beyond our expectations.”

DAVID BRYANT
GENERAL MANGER - CORPORATE, HAMILTON CITY COUNCIL

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ABOUT HEXAGON



Hexagon is a global leader in digital reality solutions. They are putting data to work to boost efficiency, productivity, quality and safety across industrial, manufacturing, infrastructure, public sector, and mobility applications. Their technologies are shaping production and people-related ecosystems to become increasingly connected and autonomous – ensuring a scalable, sustainable future.

2021 TOTAL CUSTOMER REFERENCES

**VIEW ALL
REFERENCES**

FEATURED TESTIMONIALS

“Earlier in the process, another manufacturer of laser trackers was considered, but their proposed solution for inspecting vehicle interiors was to implement an articulated arm from their product portfolio. This solution did not comply with our requirement for digitizing surfaces. Besides, an articulated arm was out of the question for us due to its measurement volume limited to just a couple of meters. In addition, frequent repositioning of the...”

MONIKA GRUBNEROVÁ
PROTOTYPING DEPARTMENT, KODA AUTO

“With improved excellence in engineering, comes the need for additional sophistication in production control. Because JAVELIN fully integrates everything we do, we can provide complete traceability, which is a massive selling point for us in the nuclear industry.”

CLIVE ODELL
MANAGING DIRECTOR, TURNELL AND ODELL

“Our programmers often use standard WORKNC toolpaths such as 3-axis Finishing and Contour Remachining, which we find perfect for producing a high-quality finish on curved surfaces where there are no right angles.”

FABRICE PROVOST
MILLING SECTOR MANAGER, DIXENCE

“It also has allowed us to provide more details about our distribution network to our field employees, which helps them repair issues more efficiently.”

BEN RISCH
SUPERVISING ELECTRIC DISTRIBUTION CONTROLLER,
WISCONSIN PUBLIC SERVICE

TRUSTED BY



BAE SYSTEMS





ABOUT LEXIPOL



Lexipol is the leading content, policy and training platform for public safety and local government, enabling first responders and leaders to better protect their communities and reduce risk. With a library of 200,000 articles and reports, 16,000 policies and procedures, 3,700 training courses and a network of digital media communities, they directly serve more than 7,500 police departments, fire departments and municipalities.

205

TOTAL CUSTOMER REFERENCES

**VIEW ALL
REFERENCES**

FEATURED TESTIMONIALS

“Policy updates and administration have always been a nightmare for us. We are excited to have Lexipol support us, alleviating this stress and allowing us to focus on our people. The policies are legally sound and we are confident they place the City on solid ground for risk management. Lexipol was flexible in incorporating our specific City policies into their system and creating an easy transition. We appreciate our partnership and look forward to years to come.”

TRAVIS DUNN
HUMAN RESOURCES MANAGER, CITY OF HERRIMAN

“My experience with Lexipol has been outstanding. Our customer success manager has always been very responsive, and we’ve never had an issue. I think that’s reflective of the core values of what Lexipol stands for.”

JOSEPH ANDERSON
DEPUTY CHIEF, FARGO POLICE DEPARTMENT

“The more agencies that get on board with Lexipol, the better we will make our industry as whole.”

AARON MCCARTY
MURPHY (TX) POLICE DEPARTMENT

“It’s very user-friendly, and the customer support has been extremely helpful.”

TASHA FERGUSON
OFFICE MANAGER, JONESVILLE POLICE DEPARTMENT

TRUSTED BY



VILLAGE OF
HILLSIDE





ABOUT NICE PUBLIC SAFETY & JUSTICE

NiCE

NICE Public Safety & Justice helps all types of public safety and criminal justice agencies, from emergency communications and law enforcement, to prosecutors and courts, digitally transform how they manage digital evidence and data from beginning to end, to get to the truth faster. NICE's Evidential platform features an ecosystem of integrated technologies that bring data together to give everyone a single view of the truth, enabling public safety and justice agencies to do what they do better – whether it's responding to incidents, investigating and building cases, or prosecuting crimes. With comprehensive digital transformation solutions that can be...

91

TOTAL CUSTOMER REFERENCES

**VIEW ALL
REFERENCES**

FEATURED TESTIMONIALS

“NICE Inform helps us fully reconstruct all events and reproduce a timeline of an incident with all types of communications synchronized. It's good to have the assurance that we can always find every single call recorded and stored in the NICE system.”

COURT HOOD
ADMINISTRATIVE SUPERVISOR, THE PHOENIX POLICE
DEPARTMENT

“With NICE Investigate we have a single centralised DEMS that integrates with our current and future core policing systems, enabling our officers to see, view and share information during their investigations.”

BRYN GLENNIE
DIGITAL SERVICES DIVISION DEMS PROJECT LEAD,
SOUTH WALES POLICE

“As part of a one-stop shop, NiCE Inform provides us with the audio, text-to-911, RapidSOS location and CAD information, to be able to reconstruct the call. And in the future, picture and video are also going to be incorporated.”

DAVID TUTTLE
CHAIRPERSON, PEORIA-STARK ETSB

“We have the Cadillac of NICE. It feels like a partnership. I don't feel that way about every vendor that I work with.”

BARB DAVIDSON
DIRECTOR, INGHAM COUNTY 911

TRUSTED BY





2026
PUBLIC
SAFETY
SOFTWARE

RISING STAR



ABOUT AURELIAN



Aurelian is an AI that automates non-emergency calls, using real-time AI to route, resolve, and summarize calls, handling millions of calls. Aurelian routes, triages, and resolves non-emergency calls like noise complaints and general questions so dispatchers can stay focused on real emergencies. They don't replace human dispatchers. They empower them to be more effective by clearing the line of non-emergency calls.

14

TOTAL CUSTOMER REFERENCES

[VIEW ALL REFERENCES](#)

FEATURED TESTIMONIALS

"Our industry has always been plagued by high turnover, burnout and lack of staffing. We have a choice - the PSAP can evolve and learn to thrive in the 21st century, or it can wither and die."

GERRIT KLEIN
TECHNICAL SERVICES MANAGER, MACC 911

"That feedback helps us make quick improvements. And the performance metrics are great to show the county what their investment is actually doing."

CORY LYNCH
OPERATIONS SUPERVISOR, LA CROSSE COUNTY 911

"When one of your frontline staff brings you something and says it could significantly impact workload, you listen."

JEFF TROYER
EXECUTIVE DIRECTOR, KALAMAZOO COUNTY
CONSOLIDATED DISPATCH AUTHORITY

"We could not take Aurelian out of the Emergency Telecommunicators' cold, dead hands."

D.T. DONALDSON
DIRECTOR, MACC 911

TRUSTED BY





ABOUT FORCEMETRICS

FORCEMETRICS

ForceMetrics is Founded in 2020, ForceMetrics is the only proactive decision-assist platform for first responders, delivering real-time, actionable insights that enhance officer safety and improve community outcomes. ForceMetrics consolidates critical data from multiple systems—such as CAD (Dispatch), RMS (Police Reports), and social services—into one intuitive platform. By providing first responders with instant, actionable insights, ForceMetrics helps agencies make safer, more informed decisions during emergency situations, streamlining workflows and improving response times...

18

TOTAL CUSTOMER REFERENCES

[VIEW ALL REFERENCES](#)

FEATURED TESTIMONIALS

“ForceMetrics has helped us move our policing from near-real time to real time. It allows our team to become their own individual analysts, when the time is appropriate, but also, supports all the elements of the police department to help the entirety of the organization run more efficiently.”

ABREM AYANA
CAPTAIN, BROOKHAVEN POLICE DEPARTMENT

“You’d run a name in one system and find nothing, then someone else would check another system and pull up five reports. It felt like you were always just hoping you were looking in the right place.”

BRADLEY RICHARDSON
SENIOR CRIME ANALYST, WINSTON-SALEM POLICE DEPARTMENT

“Everything felt disconnected. We knew the data was there, but getting to it was always the hard part.”

SERGEANT MIKE MOSCHETTO
ABILENE POLICE DEPARTMENT

“It just makes my day better, I don’t know how else to put it.”

VICTORIA WILLIAMS
MENTAL HEALTH CLINICIAN, BROOKHAVEN POLICE DEPARTMENT

TRUSTED BY





ABOUT INTIME

inTime

InTime is the leading scheduling and workforce management software for public safety. With over 25 years in the public safety sector, InTime has the proven expertise in understanding the complex scheduling needs of law enforcement, corrections, dispatch, and fire agencies. InTime is comprised of a breadth of capabilities and modules, the core of which are Staff Scheduling, Timekeeping, and Overtime Management. InTime's fully integrated Wellness solution also enables agencies with proactive fatigue management using scheduling data and an on-demand resource library designed to support staff's...

71

TOTAL CUSTOMER REFERENCES

**VIEW ALL
REFERENCES**

FEATURED TESTIMONIALS

“But truly, when we attended InTime U, the stuff that we went through throughout the day wasn't just fluff. And even moments outside of class, we'd be constantly stealing tips and tricks from other police that were just so valuable.”

MIKE BEARD
MAJOR, BOONE COUNTY SHERIFF'S DEPARTMENT

“Now the Chief can walk into a city budget meeting and say, 'This parade cost us \$X in overtime — here's the detailed report.' The transparency has been game-changing.”

SUSANA AGUILERA
FINANCIAL ANALYST, FAIRFIELD POLICE DEPARTMENT, CT

“You didn't just say you could solve our problems — you showed us. That made the decision easy.”

IMELDA PRECIADO
ADMINISTRATIVE MANAGER, FAIRFIELD POLICE DEPARTMENT, CT

“InTime serves not only as a scheduling solution but also as an effective communication tool.”

FRED MICKEL
DEPUTY CHIEF, SAN LUIS OBISPO POLICE DEPARTMENT

TRUSTED BY



FAIRFIELD POLICE
TOWN OF FAIRFIELD, CONNECTICUT



**CALGARY
POLICE
SERVICE**





ABOUT ZETRON

ZETRON

Zetron is a critical communications technology company, providing integrated solutions with legendary reliability and support. Zetron's integrated communications systems combine IP-based dispatch, NG9-1-1 call-taking, voice logging, and IP fire station alerting systems, CAD, mapping, automatic vehicle location (AVL), and video surveillance and security solutions. Zetron has installed thousands of systems and over 25,000 console positions worldwide. Zetron is a wholly-owned subsidiary of JVC Kenwood Corporation.

112

TOTAL CUSTOMER REFERENCES

**VIEW ALL
REFERENCES**

FEATURED TESTIMONIALS

“There's no doubt that Zetron's emergency communications solutions have drastically improved our ability to service our community. It's really their customer service that sets them apart. When Zetron learned about our need for a second media server for the transition to the new ESINet, they stood by their promise to provide a complete next-gen compatible phone system within the original budget and proposal.”

LISA CALDWELL
COUNTY EMERGENCY MANAGER, COLUMBIA COUNTY

“Flying in the mountains, the weather can change pretty quickly. And we're doing backcountry skiing in potential avalanche terrain. So, there's a lot going on. That's why reliable radio communications are important. We operate in a way that provides our clients an incredible safe and secure experience like no other.”

JAY LEVINE
OWNER AND GENERAL MANAGER, SUN VALLEY HELI SKI

“We really like the new system's flexibility. Also, we're ready for the future. If we ever need to expand our services, the system has the capacity to support us in that as well.”

TOM BRADY
DIRECTOR, FALMOUTH PUBLIC SAFETY
COMMUNICATIONS CENTER

“The Zetron partnership offered a unique opportunity for us to have an end-to-end solution when it was time to update our VHF P25 system.”

JOHN SCHRADER
RADIO SYSTEM NETWORK ADMINISTRATOR, WISCONSIN
DEPARTMENT OF NATURAL RESOURCES FORESTRY

TRUSTED BY



Brookfield
Rail

Appalachian
STATE UNIVERSITY

