



Norcomm Public Safety Communications, Inc. Dispatches Over Seventeen Agencies In Illinois With Computer Information Systems, Inc.'s (CIS) Public Safety CAD Software



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“Five Police Departments, ten Fire Departments, a MABAS Division and two local Homeland Security Departments rely upon the CIS CAD System to perform quickly and continuously 24/7/365,” according to Executive Director Donald J. Nielsen, RPL. These agencies serve a population of 165,000 residents.

The NORCOMM Center is staffed with forty employees, including its Executive Director, Deputy Director, Operations Manager, Training/QA Manager, EMD Coordinator, and Support Services Manager.

Executive Director Nielsen explains, “We went through an evaluation process of the CAD vendors that are out there in the market. Then, one of our member agencies, Franklin Park Police Department, received a grant. We were able to partner with them to deploy CIS CAD, Records Management System and Mobile System across our consolidated dispatch center.”

“The best feature of the CIS CAD System is the speed that it allows dispatchers to get calls dispatched, to send police and fire to the scene of an incident,” commented Executive Director Nielsen. He further praised the Mobile Computing System (MCS). “The mobile units are a nice benefit in allowing

wireless communications to our police and fire agencies. We are able to send floor plans, photos and other media to responders that provide valuable information.”

Another favorite feature is ‘Quick Entry’, a function in the CAD System, which further allows us to speed up the rate we can enter the large volume of calls that we receive.” Executive Director Nielsen says that the Center receives around 125,000 Calls for Service per year, which is well over 300 calls every 24 hours.

According to Executive Director Nielsen, “Command staff especially like the Reporting Capabilities, which can give us everything we need to know about the services that we deliver.”

CIS’ technical service has been extremely helpful, as well. “CIS’ Technical Service is 24 hours a day, which is a real benefit to our center. The ability to remote into our system is a great capability to answer questions for dispatch and field personnel,” Executive Director Nielsen says. “Most importantly, CIS is willing to discuss our ideas for enhancements and bring these to production. For example, every time a dispatcher does an Inquiry into the State LEADS System (NCIC),

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the CIS System also automatically checks on Firearms Registration. This is a great enhancement, since the new Conceal/Carry laws have taken effect in Illinois. Another example is that the CAD System will automatically create a Police response when a Fire or EMS Call has been created," summarized Executive Director Nielsen.

NORCOMM has been "live" with CIS since May 22nd, 2013. "CIS has been a good partner. We received excellent training, and I cannot say enough about the dedication of the staff at CIS. CIS provides an excellent value for ownership," concluded Executive Director Nielsen. ■

About Computer Information Systems Inc.

Computer Information Systems, headquartered in Skokie, Illinois, develops, markets, maintains and supports its seamless Windows® Systems: Computer Assisted Dispatch (CAD) System, Records Management System (RMS), Civil Process System (CPS), Jail Management System (JMS) and Mobile Computer System (MCS). Since 1985, Computer Information Systems has had a single market focus of Public Safety Software Solutions, which are being used by hundreds of agencies who rank CIS as the most trusted and reliable provider nationwide. For more information, visit www.cis.com.

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Contact Information:
Computer Information Systems Inc., Linda Berk
Toll-Free 877-673-7800
sales@cis.com