Valcour Cloud™ CAD/RMS Fact Sheet

Overview

• First fully cloud-native CAD/RMS in the U.S. (launched 2011)
• First complete statewide real-time multi-jurisdictional deployment of a cloud-native Public Safety solution in the nation. (Vermont, 2022)
• Standards-based architecture provides the ability to easily integrate with applications and infrastructure to efficiently replace legacy systems
• Designed with law enforcement input to support dispatch, records management, incident reporting and case management in one tightly integrated platform

Core Features

• Crisis-ready continuity: Failover in seconds across agencies
• Real-time data sharing and pooled resource capacity (e.g., officer sharing, dispatching services, etc.)
• Any-device operations: access from tablets, laptops, workstations
• Cloud-native security: CJIS-compliant solution, primary host is NLETS
• Scalable architecture and functionality: From small departments to statewide agencies
• Affordable model: Subscription-based, no server requirements or maintenance contracts

Agency Control

• Agencies retain control over workflows and resource sharing
• Agency assists can be pre-approved assists or determined case-by-case by responding agency
• Community-appointed Valcour super-users can set up emergency switching on agency behalf
• Supports annual reporting of agency assists and mutual aid provided by responding agency

Vermont State-wide Adoption

• In 2011, installed Valcour Cloud™ SaaS CAD/RMS, the nation's first cloud-native Computer-Aided Dispatch and Records Management System (CAD/RMS).
• In 2012, deployed the nation's first real-time, multi-jurisdictional Valcour Cloud™ deployment to three agencies.
• Organic growth: Expanded by word of mouth to encompass over 50% of the state's agencies.
• In 2022, Valcour Cloud Public Safety replaced the state's incumbent CAD/RMS system delivering the first fully deployed statewide implementation of a real-time, multi-jurisdictional cloud-native SaaS CAD/RMS in the nation.
• Today, Valcour serves more than 2,400 public safety professionals across 105 law enforcement agencies, 180 fire departments, 103 EMS agencies, and 14 State's Attorneys offices.

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