

Computer Aided Dispatch Market by Component (Solutions and Services), Application Area (Call Management, Dispatch Unit Management, Reporting and Analysis), Deployment Type, Organization Size, Vertical, and Region - Global forecast to 2022

<https://marketpublishers.com/r/CBEA95D2A1EEN.html>

Date: August 2017

Pages: 127

Price: US\$ 5,650.00 (Single User License)

ID: CBEA95D2A1EEN

Abstracts

Rise in criminal activities and natural disasters, national public safety initiatives and updated policies and regulations, and advent of connected devices are driving the Computer Aided Dispatch (CAD) market.

The CAD market size is expected to grow from USD 1.12 billion in 2017 to USD 1.95 billion by 2022, at an estimated Compound Annual Growth Rate (CAGR) of 11.8% during the forecast period. This market is driven by factors, such as rise in criminal activities and natural disasters, and advent of connected devices. On the other hand, lack of knowledge about implementation of CAD solutions is one of the restraints for the CAD market.

Call management application area is expected to hold the major market size during the forecast period.

Dispatch center callers are usually citizens or agencies requesting dispatch services or notifying activities. Alarm systems, E911 systems, direct calls, CAD-to-CAD interfaces, and web-based systems are the different means of call origination for dispatch centers. The calls received in dispatch centers fetch sufficient and accurate information about the callers, and they are updated in the CAD system. The respondent to the calls can then schedule activities for dispatch. The calls are managed and the callers' details are updated by the officials on the site. Thereafter, the resources are updated with the proper course of action for the units to be dispatched. All voice and text communications

between agencies and dispatch centers are managed by the call management software. The sequence of calls and the information flow are managed by the call management software, which helps dispatchers communicate with various on-field units.

Healthcare and life sciences vertical is expected to grow at the highest CAGR during the forecast period.

The healthcare and life sciences vertical requires CAD systems to manage the operations of emergency medical services. This vertical has to deal with life-saving issues that have minimum scope for error. CAD systems help in monitoring the resources and vehicles. They also help manage the availability of units to be dispatched and alert dispatch teams for rescue operations. Timely routing of vehicles to hospitals is very crucial for public safety departments.

Asia Pacific (APAC) is expected to witness a high growth potential during the forecast period.

The APAC region is expected to gain a major traction in the CAD market during the forecast period, due to an increase in the demand for enhanced command and control centers. The involvement of government is crucial for investments in the market. The CAD market is experiencing technical advancements with Geographic Information System (GIS) and Closed-Circuit Television (CCTV) integration. The focus on smart cities and better transportation systems has increased the usage of CAD systems, which assist in public safety and ensure timely dispatch of units to various sectors. Among the APAC countries, India, Hong Kong, Malaysia, Singapore, China, Vietnam, and Australia are good prospects for the CAD market.

In the process of determining and verifying the market size for several segments and subsegments gathered through secondary research, extensive primary interviews were conducted with the key people. The break-up of profiles of primary participants is given below as:

By company type: Tier 1 – 35%, Tier 2 – 45%, and Tier 3 – 20%

By designation: C-level – 35%, Director level – 25%, and Others – 40%

By region: North America – 45%, Europe – 20%, APAC – 29%, Latin America – 3%, and MEA – 3%

The CAD ecosystem comprises major vendors, such as IMPACT (US), Avtec Inc. (US), Caliber Public Safety (US), Zetron, Inc. (US), TriTech Software Systems (US), Superior (US), Hexagon Safety & Infrastructure (US), Spillman Technologies, Inc. (US), Priority Dispatch Corp. (US), Tyler Technologies, Inc. (US), Southern Software, Inc. (US), CODY Systems (US), Traumasoft (US), DoubleMap (US), NowForce (Israel), and FDM Software (Aptean) (Canada).

Research Coverage

The report includes in-depth competitive analysis of these key players in the CAD market, with their company profiles, recent developments, and key market strategies. The research report segments the CAD market by component (solutions and services), application area, deployment type, organization size, vertical, and region.

Reasons to Buy the Report

The CAD market has been segmented on the basis of components (solutions and services), application areas, deployment types, organization sizes, verticals, and regions. The report will help the market leaders/new entrants in this market in the following ways:

1. The report segments the CAD market comprehensively and provides the closest approximations of the revenue numbers for the overall market and the subsegments. The market numbers are further split across various industries and regions.
2. The report helps the stakeholders understand the pulse of the market and provides them information on key market drivers, restraints, challenges, and opportunities.
3. This report will help stakeholders in better understanding the competitors and gaining more insights to better position their businesses. There is a separate section on competitive landscape, including competitor ecosystem, and mergers and acquisitions. Besides, there are company profiles of 12 players offering services in this market. In this section, market internals have been provided that can put them ahead of the competitors.

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