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FIREHOUSE Software®

The world depends on you.
You can depend on us.

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Today's emergency response personnel need a powerful records management system to manage critical information. Every second counts, and ACS FIREHOUSE Software can help you manage the information you need to provide important services to the public.

A firefighter wearing a white helmet with a black and red face shield displaying the number "500". He is wearing a tan jacket and a tan scarf, and is holding a yellow flashlight. He is smiling at the camera.

FIREHOUSESoftware®

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Built using feedback from first responders and ACS experts with fire department and EMS agency experience, ACS FIREHOUSE Software is the nation's most trusted fire and EMS records management system.

With full NFIRS 5.0 certification, FIREHOUSE Software was built with your needs in mind. Backed by the nation's leading provider of technology solutions and services for public safety and EMS organizations, FIREHOUSE Software has been selected by more than 13,000 customers, and 93 percent of our customers have said they would recommend our solutions to others. In fact, it's the most widely used fire department records management software in the nation, along with U.S. Department of Defense installations around the world.

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With an integrated database and easy-to-use features, FIREHOUSE Software encompasses a variety of capabilities, including:

- Incident reporting
- EMS/search and rescue reporting
- Staff activity and training
- Staff scheduling
- Apparatus, equipment, and inventory records management
- Occupancy preplans, inspections and permits
- Accounts receivable (cost recovery)

FIREHOUSE Software provides increased access to important information, simplified incident reporting, more efficient tracking of staff member certifications, inventory, hydrants, and better protection from legal liability.

Integrated. Flexible. Scalable.

All FIREHOUSE Software modules are seamlessly integrated for one complete solution, and the flexible, modular design means it can be used at fire departments and EMS agencies, regardless of size. Just select the module(s) and scalability level that best meet your needs and budget. FIREHOUSE Software can be licensed and deployed in one of three ways:

- Standard** – for stand-alone workstations and local area networks
- Enterprise** – for wide area networks and departments that require remote access to a central database
- Web** – for a central database and easy access from anywhere using a Web browser

NFIRS 5.0 Certification

FIREHOUSE Software was one of the few solutions granted full National Fire Incident Reporting System (NFIRS) 5.0 certification (not just ‘Conditional’ certification). To be fully certified, we met the vendor minimum of 5,000 incidents in the National Database and successfully corrected problems identified during the grace period in a timely fashion. USFA has now adopted a revised approach that lists active NFIRS 5.0 software vendors rather than a certification process. Since FIREHOUSE Software is the most widely used NFIRS 5.0 incident reporting software in the industry, you can be sure that we are accepted wherever NFIRS 5.0 incidents are accepted.

NHTSA v2.2 (NEMSIS) certification



FIREHOUSE Software was the first to earn Gold level Compliance certification for submission of EMS patient records using the NHTSA version 2.2.1 dataset. We are very proud to be the first information management software provider to attain this level of certification.

FIREHOUSE Software Modules

The FIREHOUSE Software solution allows you to select the modules you need. All modules offer global features and seamless integration.



NFIRS 5.0 Incident Reporting

The NFIRS 5.0 Incident Reporting module allows you to maintain incident reporting data in compliance with NFIRS requirements. You can also:

- Gather and export required and optional NFIRS 5.0 incident data to the state, as well as additional incident-related information like extrication details and NFPA 1710/1720 data
- Fine-tune the extensive NFIRS 5.0 codes using plus-one codes
- Quickly and easily find valid NFIRS 5.0 codes for a specific field via a single click or keyword search
- Automatically generate an incident narrative, saving valuable time



Incident Investigation Report

Included with the NFIRS 5.0 Incident Reporting module, Incident Investigation Report allows you to include information about people performing investigation activities, referrals, evidence collected, photos, leads, and other information required to document investigation efforts. You can also:

- Link investigation records to specific incidents or add stand-alone investigation reports
- Link multiple investigations
- Track confidential juvenile fire-setter data and additional suspect, juvenile, evidence collection, and chain-of-custody details, as well as optional NFIRS 5.0 arson data
- Add photos to the investigation record or link to a directory of photos

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EMS/Search & Rescue Report

Gathering EMS-related data and additional data elements is easy with the EMS/Search & Rescue Report module. Adaptable to your department, the EMS module lets you select from NHTSA, NFIRS 5.0, or other code sets. Record validation rules are based on your selected code set. You can add multiple types of rescue details, including extrication, water rescue, confined space rescue, and high angle rescue details. In addition to time-saving features such as automatic generation of incident and patient narratives, the EMS/Search & Rescue Report module includes comprehensive patient reporting features that allow you to:

- Add multiple patients to an EMS incident
- Track patient insurance information and privacy notification
- Associate measure/unit/route and instructions with specific medication codes
- Replicate assessments, medications, and treatment details and automatically increment times
- Update consumable inventory while adding medications and procedures



Staff Activity & Training

Record and manage staff records, staff activities, training classes, and training programs for your department personnel using the Staff Activity & Training module. This module's extensive tracking of personnel data includes additional security features to protect confidential information such as insurance records, compensation, casualty reports, and EMS exposures. Manage all aspects of your department's training records and programs with comprehensive features that let you:

- Track training hours, CEU credits, and class attendance
- Track certifications and set automatic daily reminders at start-up for expiring certifications
- Renew certifications in batch
- Add as many instructors to a training record as needed

FH Staff Scheduling

This flexible scheduling tool lets you define shifts, assign personnel, track vacation days, overtime, and other information. FH Staff Scheduling lets you plan as far ahead as needed, and it supports exchanges when one staff member covers for another

in a different shift. You can set defaults for each staff member and create a complete activity for all shift staff with a single mouse-click. Color-coding tools let you see department journal activities according to shift, and rescheduling is a snap with drag-and-drop reassignments in the Staff Scheduling Console.



Apparatus, Equipment & Inventory

Manage your department's assets with comprehensive records management features contained in FIREHOUSE Software's Apparatus, Equipment, & Inventory module. From out-of-service equipment to consumables, and maintenance and testing details, this module also has additional fields for tracking specialized equipment and equipment maintenance, including testing fields for hose, SCBA, pumps, and other items.



Hydrant Management

This module provides complete hydrant maintenance, inspection, and repair records. Features include the ability to track time spent maintaining, testing, and repairing hydrants; automatic flow test calculations based on pressure readings; and the ability to add flow tests and activities for multiple hydrants.



Occupancy & Inspections

The Occupancy module stores and tracks all occupancy information, including inspections and violation data using industry-standard violation code sets. The Occupancy module allows you to:

- Associate multiple occupancies with a single property and view detail records for associated properties
- Maintain extensive preplan information, including hydrant proximity and needed fire flow calculations based on ISO
- Maintain a complete list of chemicals stored at an occupancy and read CAMEO® data
- Link to preplan drawings, maps, and other external files
- Receive automatic notifications to add history records when name or building information changes
- Issue, maintain, and batch renew permits
- Issue multiple permits under one permit number and link chemical inventory to a specific permit

FH Accounts Receivable

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With FH Accounts Receivable, you can easily generate invoices and maintain a record of money owed to your department or agency. Designed to use billable activity information as it is entered into the FIREHOUSE Software system, FH Accounts Receivable lets you track account records, invoices, payments, or credits and generate invoices with convenient batch processing capabilities. System rules and relationships speed the invoicing process through lookup codes that record billable events as you add occupancy inspection records, permits, hydrant activities, incidents and other information to the system.

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Global Features

Whether you choose one or all of FIREHOUSE Software's modules, you'll benefit from global features that provide superior control, security, and ease of use. These features include:

Security – Track modifications and control each user's ability to access key functions and edit sensitive records with powerful security features.

Record Entry – Save time and avoid having to enter the same data repeatedly. Data entry is quick and intuitive with FIREHOUSE Software. As information is entered, the system simplifies remaining data entry options by making only relevant fields active. And, you can configure the system to populate certain fields automatically in instances where the same information would have to be entered each time.

Administration & Control – Control and audit the integrity of your records by logging the changes made by users, preventing users without proper authority from being able to delete information, and timing out sessions whenever the system is left unattended so one user cannot make changes on another user's account.

Department Journal – View all department records and print daily logs to stay informed about department or agency activities. You can also view, add, or edit records from all modules.

Output Reports, Graphs & Maps – Quickly view and analyze records with over 300 preset reports, graphs, and maps. Report Designer features let you create new reports or modify existing reports easily, and provide direct access to powerful data management functions using Query Designer.

Incident Transaction Export Wizard – Create NFIRS 5.0 compatible files or generate standardized EMS incident report files to comply with state requirements and transmit them via e-mail or FTP.

Internal Messaging – Send messages to all FH users or specific staff members within FH. FH messaging creates multiple notes on save so they can be deleted individually. Messages can be sent via name, station assignment, rank, and status.

FH CAD Monitor

FH CAD Monitor is a stand-alone executable that creates records in your FIREHOUSE Software system based on information entered in a computer-aided dispatch (CAD) system. Database changes are logged to a file that can be reviewed later. Access to the CAD data is available through various methods, depending on the CAD system type used. FH CAD Monitor polls (queries) the CAD system for new information at intervals you define. FH CAD Monitor works with a variety of CAD systems, including American TriTech VisiCAD, Genesis 9-1-1 CAD, NexGen CAD, Northrop Grumman, Positron powerCAD, Printrak Premier CAD, Spillman Technologies Incorporated, VisionAIR VisionCAD, and more.

Ongoing Product Support

Protect your technology investment with ongoing toll-free telephone product support from ACS. Our product support team is staffed by experienced fire and EMS experts who are well acquainted with ACS FIREHOUSE solutions and understand the unique needs of FIRE and EMS teams. They'll help you troubleshoot and resolve issues quickly so you can focus on providing critical services to the public.

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FH Mobile takes fire department records management off the desktop and into the field. FH Mobile is a suite of applications developed to complement the FIREHOUSE Software® system, providing access to your department's critical records in the field. Built on the state-of-the-art Microsoft™ .NET platform, FH Mobile allows departments to capture incident, patient and inspection data at the source. FH Mobile uses a new interface specially designed to take advantage of the touch-screen capabilities of mobile computers. Features include large, easy to press buttons and flexible display settings. A single click will synchronize the FH Mobile database with your central FH database. When wirelessly enabled, the system allows you to take your records management operations real-time wherever your data is. Reference materials from different formats needed in the field can be included and accessed directly from FH Mobile. FH Mobile is optimized for computers running Windows® XP Tablet PC Edition, or can be run on Windows 2000, Windows XP Pro, and Windows Vista Business equipped laptop or mobile computers. 📶



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For more information about ACS **FIREHOUSE Software®** and **FH Mobile** visit www.acs-inc.com/firehousesoftware, e-mail us FHSales@acs-inc.com or contact us by phone at (800) 921-5300.

About ACS

A Fortune 500 company with more than 58,000 employees serving clients in nearly 100 countries, ACS is the leading provider of technology solutions and services for state and local government organizations.

With our large base of active public safety clients and a team of subject matter experts with direct, extensive fire and EMS agency experience, we offer the best records management software in the industry, backed by people with direct fire or EMS experience, and who understand the challenges you face.

A trusted technology partner, ACS is committed to monitoring and implementing industry standards that matter to our clients. We're an active member of organizations such as the National Fire Information Council, participating in the software vendor meetings and staying in close communication with NFIC.

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You can count on ACS for your software, support, and IT services needs. We'll work hard to make sure your FIREHOUSE Software solution continues to meet your needs, now and in the future.

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