Monitor Your Critical Data Anytime, Anywhere.

FirstWatch Dashboard & Trigger Examples

- Real-time Situational Awareness Dashboards & Alert Notifications
- EMS, Fire and Law Operational & Performance Monitoring
- Public Safety, Public Health & Homeland Security Trends

FirstWatch interfaces with most: CAD, ProQA, ePCR, RMS public safety data systems, as well as Billing, Nurse Triage, Hospital ED, Poison Center and other data sources.

The following pages offer a few select examples of FirstWatch usage from customers across United States & Canada.
Real-Time Performance, Operational & Trending Dashboards

- Call Processing Time < 45
- Dispatch Assignment Time < 15
- Overall Dispatch Time < 60
- Barn Time (RAW EMS)
- Long Drop RAW (10 Min)
- LVFR - Trauma Facility
- All Calls
- Response Time - 1st Resource 5-
- Response Time - 1st Resource 3-
- Response Time - 1st ALS
- ALS/BLS CALLS
- LAPD - All Calls - 1Hr
- Burglary
- Police - All
- PD - Sector A
- PD - Sector B
- PD - Sector C
- Plano PD - Sector D

C1 Response Performance (10 Min)

<table>
<thead>
<tr>
<th>Date/Time</th>
<th>Pri</th>
<th>Problem</th>
<th>ProQA</th>
<th>Address/Location</th>
<th>Average</th>
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</thead>
<tbody>
<tr>
<td>2016-03-16 13:08:59</td>
<td>2</td>
<td>Breathing Difficulty C1</td>
<td>DE-IDENTIFIED</td>
<td>-00:05:23</td>
<td></td>
</tr>
<tr>
<td>2016-03-16 13:22:09</td>
<td>1</td>
<td>Breathing Difficulty C1C</td>
<td>DE-IDENTIFIED</td>
<td>-00:08:01</td>
<td></td>
</tr>
<tr>
<td>2016-03-16 13:35:02</td>
<td>1</td>
<td>Chest Pain - C1C</td>
<td>DE-IDENTIFIED</td>
<td>-00:05:25</td>
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</tr>
</tbody>
</table>
Detailed drill-downs into data displayed on Charts, Graphs, Maps

<table>
<thead>
<tr>
<th>Date/Time</th>
<th>Pri</th>
<th>Problem</th>
<th>ProQA</th>
<th>Address/Location</th>
</tr>
</thead>
<tbody>
<tr>
<td>2010-03-15 06:15:41</td>
<td>1</td>
<td>Breathing Difficulty C1C</td>
<td>DE-IDENTIFIED</td>
<td></td>
</tr>
<tr>
<td>2010-03-15 06:06:08</td>
<td>1</td>
<td>Chest Pain C1C</td>
<td>DE-IDENTIFIED</td>
<td></td>
</tr>
<tr>
<td>2010-03-15 05:05:17</td>
<td>2</td>
<td>Chest Pain C1C</td>
<td>DE-IDENTIFIED</td>
<td></td>
</tr>
<tr>
<td>2010-03-15 21:13:57</td>
<td>1</td>
<td>Unconscious - Syncope C1C</td>
<td>DE-IDENTIFIED</td>
<td></td>
</tr>
<tr>
<td>2010-03-15 20:06:33</td>
<td>1</td>
<td>Falls C1C</td>
<td>DE-IDENTIFIED</td>
<td></td>
</tr>
<tr>
<td>2010-03-15 19:11:38</td>
<td>2</td>
<td>Chest Pain C1C</td>
<td>DE-IDENTIFIED</td>
<td></td>
</tr>
<tr>
<td>2010-03-15 14:40:26</td>
<td>2</td>
<td>Sick ill Subject C1</td>
<td>DE-IDENTIFIED</td>
<td></td>
</tr>
</tbody>
</table>
Real-Time Dispatcher / Call-Taker Performance

When measured against pre-defined standards, dispatch related time intervals captured via CAD system operation may be used as Key Performance Indicators. In this instance, a CAD computed elapsed time of 4 minutes, 17 seconds, representing the dispatch interval between “clock start” and “clock stop” is noted to have exceeded the user-determined 60 second standard. Using FirstWatch, appropriate administrative personnel can be alerted in real time when current and/or month-to-date dispatch elements, calculated as a percentage of overall compliance goals, exceed user-set baselines.
Like many communities, Sedgwick County, KS staffs ambulances for exclusive use on emergency calls in the County. These units are efficiently dispatched directly by County EMS and have strict response time compliance standards. Using a FirstWatch Performance Trigger, the contracted provider is able to immediately identify any response time outside the acceptable standard, immediately investigate and (when appropriate) resolve issues as they occur. Previously, response issues were addressed on a monthly or quarterly basis, this made the investigation and follow-up much more time intensive and, in some cases, irresolvable.
**Out of Chute / Station Compliance**

Performance and Operational Triggers provide real-time views and automated alerts to Command Staff accountable for response time related performance. In this example, FirstWatch monitors an “Out of Chute” time constructed of CAD generated time stamps between dispatch “time to queue” and squad “responding.” Supervisory personnel are automatically alerted when Out of Chute times exceed the user-defined baseline (2 minutes in this case).

### RAW Out-of-Chute (120s) Current Call Information

<table>
<thead>
<tr>
<th>Date/Time</th>
<th>Description</th>
<th>Start/End</th>
<th>Location</th>
<th>Chute Time</th>
<th>Outside Standard</th>
</tr>
</thead>
<tbody>
<tr>
<td>1/30/2012 8:33 AM</td>
<td>MTR/CR TRK</td>
<td>10:08-12:08</td>
<td>922</td>
<td>00:01:49</td>
<td>No</td>
</tr>
<tr>
<td>1/30/2012 11:16 AM</td>
<td>SHIFTS TK ALL</td>
<td>10:58-12:58</td>
<td>914</td>
<td>00:01:76</td>
<td>No</td>
</tr>
<tr>
<td>1/30/2012 12:16 PM</td>
<td>SHIFTS TK ALL</td>
<td>10:58-12:58</td>
<td>914</td>
<td>00:01:84</td>
<td>No</td>
</tr>
<tr>
<td>1/30/2012 5:16 AM</td>
<td>2200-2200 UNGERS</td>
<td>00:00-02:00</td>
<td>816</td>
<td>00:01:84</td>
<td>No</td>
</tr>
<tr>
<td>1/30/2012 5:56 AM</td>
<td>2200-2200 UNGERS</td>
<td>00:00-02:00</td>
<td>816</td>
<td>00:01:84</td>
<td>No</td>
</tr>
</tbody>
</table>

**De-Identified Information:**

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Free Text Analysis—Key Words, Phrases, Notes in Narrative

FirstWatch can also analyze user-defined free text analysis using keyword or phrase inclusion, exclusion, and regular expressions rules. Comprehensive trend analysis or sentinel event notifications can be generated using FirstWatch Free Text Triggers. In this case, the customer is using free text rules to mine and analyze fever related events during H1N1.
STEMI Alert and Incident Drill-down

When EMS Medical Directors requested notifications for all STEMI’s within their jurisdictional area—our savvy EMS customers turned to FirstWatch! Now real-time STEMI data views, incident drill downs, maps, charts are generated on the fly and automated alerts are sent out as soon as STEMI criteria is met, as defined within their system. Further evolution of the STEMI Trigger could include automated notifications of Hospital ED and Catheterization Lab teams.

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**STEMI Alert GraphIt Summary**

Graphs represent in queue, active or completed calls between the hours of 4/8/2008 4:47:26 AM and 4/8/2008 4:47:26 PM.
San Francisco City and County officials needed a way to be notified in real-time of any major Mass Casualty Incident (MCI) within the City.

San Francisco Fire and EMS responses vary greatly in a community like San Francisco, so the agency needed a First-Watch Trigger that could watch for a complex set of criterion. The FirstWatch MCI Trigger constantly scans for events where a certain number of units (and specific types of apparatus) are assigned and arrive on scene, while filtering out other types of calls.

Once the criterion indicates an MCI, alerts are sent to notify the specified authorized City and County officials.
Using FirstWatch, managers with AMR Riverside County created a Trigger to alert them when resources are being stretched too thin. The High / Low Volume Sentinel Trigger alerts designated AMR managers when certain dynamic call volume is over (or under) thresholds (based on their staffing model). FirstWatch enables AMR managers to quickly make assessments and decisions (based on real-time data) to add additional team members as needed to handle the increased call volume.
Every EMS agency understands the importance and necessity of maintaining adequate documentation of all patient encounters, but there are times when due to the normal busy nature of the job some reports are not completed/submitted right away. Using FirstWatch, EMS Managers & Medical Directors can ensure an electronic patient care report (ePCR) is completed for each response where a crew arrived on scene. FirstWatch integrates data from CAD & ePCR systems and provides a real-time quality assurance check that allows them to identify when a report is missing. This tool ensures that all reports are turned in for 100% compliance before the crew finishes their shift.

<table>
<thead>
<tr>
<th>ePCR</th>
<th>Time Assigned</th>
<th>Time Arrived At Scene</th>
<th>Pri</th>
<th>Problem</th>
<th>Call Disposition</th>
<th>Response #</th>
<th>Unit</th>
</tr>
</thead>
</table>
Hospital Drop Time Performance

FirstWatch Triggers and/or Reports provide the monitoring and alerting tools to assist with this critical pain point for transporting agencies, whether you are measuring:

- By a predefined time standard
- Notifications to supervisory staff of multiple units at the same hospital exceeding a set time standard
- Or generating reports by hospital with drop time measurements
Hurricane Irene — Saturday 27 August 2011
EMA—Emergency Preparedness

When disaster strikes, the dissemination of accurate and up-to-date information from the front lines becomes ever more crucial. When hurricane Katrina devastated the gulf coast in 2005, State and Federal authorities struggled to get accurate and timely information from the scene. FirstWatch is able to bridge that information gap by allowing agencies to share identified or de-identified 9-1-1 call information with regional and federal emergency management organizations in real-time. In 2006, when hurricane force winds pounded the San Francisco Bay area, FirstWatch worked in the background and was able to share a real-time perspective of the storm’s impact based on where the calls were coming from, nature of the call and number of calls taken. Whether a short lived storm or a major disaster like an Earthquake, Hurricane, or Wildfire, FirstWatch can provide officials with a front-line perspective of the impact with real-time information.

FirstWatch Chart (below) outlines Spike in Emergency Responder activity during the height of the storm.

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Rain, winds pound Northern California

Northeast, Great Lakes remain cold

Tuesday, February 20, 2000; Posted: 6:42 a.m. EST (19:42 GMT)

SAN FRANCISCO, California (AP) -
A storm bringing wind gusts of nearly 100 mph and heavy rains
topped trees, power lines and a 30-ton construction crane
Monday night.

More than 100,000 Pacific Gas and
Electric Co. customers were without
power as of 11 p.m. Monday night, PG&E
spokeswoman Jane Schuering said.

Most of the power outages were reported
in the northern and eastern sections of the
county.

The continental United States as seen
at 8:30 a.m. ET.
Bioterrorism (BT)

Using Public Safety 9-1-1 call data for bioterrorism (BT) and health surveillance has created a new awareness of the value of emergency pre-hospital data. FirstWatch, a pioneer in Public Safety 9-1-1 call data analysis, has been actively monitoring real-time 9-1-1 call data since 1999. Now processing more than 40,000 real-time Public Safety encounters daily from systems throughout North America, FirstWatch is the largest real-time network of its kind.

Public Health Officials recognize that information from multiple data sources is required to develop the best assessment of a community’s overall health. Public Safety 9-1-1 data brings a number of distinct benefits providing a very unique and timely perspective. Typically the geographic area covered by a 9-1-1 system is very large, many times comprised of a multi-city or county area. Other data sources, such as hospital emergency department data, represent a much smaller geographic footprint. Additionally, 9-1-1 data is processed in a very timely manner, typically within one or two minutes. Once processed, the 9-1-1 information includes not only specific chief complaint criteria, but also includes a geographically specific location which can be used to provide a precise location for the patient. The combination of a large service area, timeliness of information, and geographically validated location data (via FirstWatch) offers health officials a valuable situational awareness tool.

Patient information collected during a 9-1-1 call can vary from agency to agency. However, users of the Priority Dispatch ProQA, an automated expert algorithm system software, can gather a variety of health data including age, sex and acuity to categorize a patient into almost 300 condition determinants. ProQA provides additional value by ensuring consistency in the call screening process where each incident is processed the same way.

FirstWatch is the only organization integrating real-time Command and Dispatch (CAD) data with ProQA data in a seamless interface. The system also includes supplemental screening tools designed to screen for exposure to Chemical, Biological, Radiological or Nuclear exposure (CBRN) and symptoms associated with severe respiratory syndrome, including information relating to recent travel to high risk locations. Public Safety and 9-1-1 teams are on the front lines of health emergencies, and FirstWatch provides real-time analysis and alerting.
With the deployment of FirstWatch in Toronto, officials have a new tool providing real-time information relating to Canada’s largest EMS agency. Toronto’s configuration of FirstWatch includes monitors for gastrointestinal, respiratory problems, sudden illness/death, neurological, chest pain and non-emergent “palliative” care transports of the sick throughout the community’s elaborate health care system. These FirstWatch Triggers are designed to provide an early indicator for a community particularly sensitive after their experience with Severe Acute Respiratory Syndrome (SARS).
Regional Influenza Network (RIN) for H1N1 Flu
Like many Southern California communities, San Diego is subject to ferocious wildfires that often impinge on the expanding urban areas of the county. Using FirstWatch, San Diego Fire Officials can view real-time information on all active fires across the county. FirstWatch pulls data from 9-1-1 centers serving the cities of San Diego, Oceanside and two regional JPA multi-jurisdictional 9-1-1 centers, serving 20 different agencies across San Diego County.

The All Fires Trigger pulls data from all four 9-1-1 centers (in real-time) across San Diego County and provides a single view of all active fire calls, including alerts indicating when shared assets such as wildfire strike teams, are committed to other scenes. This Trigger also allows the centers to gather real-time information from fire incidents along jurisdictional borders that often result in calls from concerned citizens.

This map (right) shows all reported structure, vehicle, wild land or other types of fires, by pulling real-time data from multiple agencies across San Diego County.
Arson Task Force Alert — Las Vegas

Officials in Las Vegas use First-Watch to monitor for suspicious fire activity related to possible arsons & bomb calls.

FirstWatch can look for key words, phrases, volumetric increases (or geographic clusters) of suspicious fire activity such as: dumpster fires, grass fires, vehicle fires, as well as suspicious fires in abandoned homes or office buildings.

Fire officials are keenly aware that fire setters and potential bomb builders may escalate their dangerous behavior endangering citizens and first responders alike.

This FirstWatch Sentinel Trigger is designed to quickly alert officials (in real-time) to suspicious incidents many times before patterns and trends lead to an escalation of arson related activities.
High Profile Location / Geo-Fence Triggers—Los Angeles

The City of Los Angeles Fire Department used FirstWatch KML export (into Google Earth) to set-up views of Special Event Tactical (TAC Areas) for the Michael Jackson Memorial Events. This view helped the Fire Teams within their Departmental EOC, as well as providing a real-time tool for the teams located within the primary City of Los Angeles EOC and remote mobile command post.
The City of New Orleans uses FirstWatch KML export (into Google Earth) to set-up views of their Hospitality Zone. In addition to Mardi Gras, New Orleans plays host to several major sporting & cultural events such as the 2012 NCAA Final Four, 2013 Super Bowl and the annual Jazz Festival. This view enables a highly intuitive common operating picture, accessible in the PSAP, EOC, Mobile Command Vehicles and City Hall or from any web-enabled device.
The City of San Francisco includes a number of highly recognizable landmarks known throughout the world as well as other landmarks that are integral parts of the government and economy. The Golden Gate Bridge, Trans America Pyramid, United Nations Building, Federal Courthouse and the Financial District are a few of the monitored areas. Using FirstWatch Geo-spatial Analysis, officials are able to place a geo-fence (or perimeter) around specific landmarks with the intent of being notified of significant events or activities around any of the designated landmarks or districts. This Trigger provides a situational awareness perspective to rapidly notify officials of events occurring within any of their high profile zones.
The City of Honolulu hosted the 2011 Asian Pacific Economic Conference (APEC Summit). Declared a National Security Special Event (NSSE). Stakeholders involved in the APEC Summit required enhanced Situational Awareness. FirstWatch Geo Fences were established around critical infrastructure, Summit Hotels, Convention Center and other sites which were key to the event situational awareness. User-defined incidents occurring in the Geo-Fenced areas were automatically plotted and maps, charts and graphs were automatically updated as events unfolded. Public Safety stakeholder groups responsible for securing the Summit area were automatically notified of significant events or activities around any of the designated geo-fenced areas. FirstWatch provided a real-time perspective to authorized event officials & public safety stakeholder groups.
FirstWatch can automatically and in real time, identify emerging clusters of any type of events or activities. The user defines the parameters of the clusters in terms of the event types and the number of events as well as geographic spacing of the events. When clusters are identified, automated Alerts are sent to appropriate personnel.
# Target Crime — Oceanside PD

## Oceanside Target Crimes Current Call Information

Calls displayed represent active or performed calls between the hours of 2/25/2012 11:37:27 AM and 2/26/2012 11:37:27 AM.

Data and Report from the FirstWatch™ Internet Server

<table>
<thead>
<tr>
<th>GC</th>
<th>Geo Valid</th>
<th>Time Sent To Queue</th>
<th>Pri</th>
<th>Problem</th>
<th>Call Disposition</th>
<th>Incident #</th>
<th>Address/Location</th>
</tr>
</thead>
<tbody>
<tr>
<td>✔️</td>
<td></td>
<td>2/25/2012 10:36:17 PM</td>
<td>3</td>
<td>RSV Recovered Stolen Veh</td>
<td>Report To Follow</td>
<td>1200021132</td>
<td>From Oceanside</td>
</tr>
<tr>
<td>✔️</td>
<td></td>
<td>2/25/2012 11:31:45 PM</td>
<td>3</td>
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<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>✔️</td>
<td></td>
<td>2/26/2012 11:41:15 AM</td>
<td>3</td>
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<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>✔️</td>
<td></td>
<td>2/26/2012 12:42:47 PM</td>
<td>3</td>
<td>602 Trespassing</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
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<td></td>
<td>2/26/2012 1:40:36 PM</td>
<td>3</td>
<td>602 Trespassing</td>
<td></td>
<td></td>
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<td>✔️</td>
<td></td>
<td>2/26/2012 3:05:24 PM</td>
<td>3</td>
<td>602 Trespassing</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

While almost all Law Enforcement agencies share similar concerns, each community has its own unique combination of offenses that make up the biggest threat to public safety whether they are crimes against persons, property or public order. Triggers can be used to track and trend those “Target Crimes”. As with all FirstWatch Triggers; they can be modified as needs and focus change.
FirstWatch provides Oceanside crime analysts with a free-text sentinel tool to help them quickly receive alerts on key words or phrases contained in notes/comments received during the call-taking process. The text tool provides investigators with a dynamic way to target specific events and situations (on-the-fly) that are not normally classified during the initial report. Searching through notes/comments from an incident, the trigger can automatically look for information relating to gang activity, partial license plates, information on wanted vehicles, amber alerts, pursuits and more. One of the key real-time benefits of FirstWatch Free Text Trigger is that investigators can deploy or update new analysis/surveillance criteria in a matter of minutes.
Briefing Reports, by Sector — Law Enforcement

Sector Triggers for Law Enforcement teams are presented at daily briefings by command staff or authorized users may log into First-Watch and check the status of the previous 8, 12,16 or 24 hours prior to their shift starting.

This enables oncoming shifts to see the activity that has occurred as well as what is in progress.
Law enforcement agencies throughout the United States deal with gang activity and have special units assigned to monitor events. Task forces at Oceanside requested a trigger specific to the monitoring of such events. This Trigger was designed to search call comments for key words and call types associated with local gangs. As is depicted in the map view, officers can visually identify areas with strong gang activity.
Auto Theft Trigger — MapShot, Oceanside PD

The map plotting feature of First-Watch Triggers enables users to have a visual correlation of what and where calls are occurring.

Using the Auto Theft Trigger, tracking not only stolen vehicles but also locations of the recovered stolen vehicles has helped officers to pinpoint high risk areas.

This particular Trigger includes LOJACK and Vehicle Tampering in addition to Stolen Vehicle Information.
School Situational Awareness Trigger

Early Warning is vital for School Notification whether it’s an active shooter in the area or simply a house fire nearby. The FirstWatch School Situational Awareness Trigger incorporates Geo-Fences surrounding schools with a user defined radius. The user determines what event types are included or excluded. When a qualifying event is entered into CAD and falls within the Geo-Fence, automated Alerts are sent to Command Staff and School Officials. Once notified, school staff can follow their protocols based on the nature of event. Whether it’s a situation requiring a lockdown or simply sending a staff member around the block to keep students walking home, away from a downed utility wire, this Trigger is a great collaborative tool for Law Enforcement, Schools and other public safety teams.
Licensed Sites
FirstWatch offers our automated FTP Data Mover Tool for agencies that would like to have the raw (or processed) Data sent back to them so they can do additional Data Analysis using systems already in place with Public Health. FTP processes are prescheduled to occur once a day, or as frequently as every few minutes—depending on how mission critical the additional data analysis is to a Public Safety, Public Health or Homeland Security team.
The FirstWatch Performance PLUS module allows for drill-down into performance criteria specific to units, people, shifts, stations, or other predefined variables. Performance Plus uses a combination of user-defined Primary and Sub-Triggers for measuring, monitoring and automating notifications of performance compliance at the overall system wide and now at the various individual levels.
Many communities are constantly challenged with hospital surge issues that tie up emergency units dropping off patients at local hospitals.

As hospital turn-around times grow longer, emergency units are unavailable to respond to other emergencies, creating a serious problem.

Working with FirstWatch, Clark County developed a dashboard showing all active patient transports in the County. This EMS Transport Status Dashboard pulls data from 4 different EMS Dispatch Centers. The dashboard lists each primary hospital, showing how many units are currently en-route to, or at each facility.

Additionally, the Dashboard provides: count of units transporting to and arrived at each hospital; average elapsed time and maximum time at hospital; visual warnings; by hospital / pre-defined counts and time thresholds; summary and detailed view of each hospital; custom sorting by hospital, allowing each hospital to see transports & times.

**Result:** improved care to patients, and faster turn-around times for emergency units.
Patient Transfer of Care (TOC) Tool *

- Capture Transfer of Care times at each facility
- Can be configured to capture delay reasons over defined threshold
- Report on Transfer of Care Compliance Reporting overall and individually
- Primary TOC Trigger monitors the overall performance for all facilities
- Sub TOC Triggers for each facility – They can each access to their own individual performance monitoring trigger
- Integrated MS Excel export for further analysis at both overall and individual levels.

* This web-enabled system enhancement tool also requires the EMS Transport / Hospital Status Dashboard tool to be deployed too.
Having the ability to allow authorized users to set additional user-defined parameters against their data from within the First-Watch system. Basic Report tool will be included for customers, but Custom / Enhanced SQL Reporting Services Tools and assistance can be provided (for additional cost—based on project) by FirstWatch. New features and tools will be made available as they are developed, based on contracted customer report development projects.
Online Compliance Utility (OCU) Tool & Reports

OCU is a web-enabled collaboration tool for use by Providers and Authorities to simplify and manage contract compliance for exceptions and exemption reporting. The web-based FirstWatch tool provides interactive queues with a consistent look and feel for both the provider and the authority, which allows for an on-line review of late runs based on business rules. Capable of capturing late response analysis, supporting documentation and attachments, and flexibility for staff input.

Once the provider records have been updated with supporting information the provider can submit their requests for approval/denial to the authority. The authority will then have the ability to approve, deny or request additional information back to the provider. The online compliance utility allows for near real time reviews of information so users don’t have to wait until the end of month to do compliance reporting; late responses can be analyzed as events take place in the system.
The Trigger Assessment tool is included with the base FirstWatch System – a logical extension of the FirstWatch system; this tool will provide authorized users the ability to associate narrative information with Triggers or Trigger alerts. User can benefit by entering and tracking information related to specific Trigger data points, alert assessments, alert acknowledgments or general information, which will become a part of the FirstWatch records. The information is easily retrieved for viewing and can be printed or emailed for distribution.

An enhanced version of the Trigger Assessment Tool can be provided at cost. The enhanced version will provide custom forms to allow for user defined questions and responses.
One of the many challenges faced by agencies is making the most effective use of the resources they have available. A common way to forecast needs for staffing, scheduling, and resource deployment is to analyze historical patterns of demand for service, both by day of week and hour of day and geographically. This time proven approach is referred to as "Demand Analysis." Variations of this approach have been used for more than 20 years all around the world. In the past, the process of compiling and creating a complete temporal and geographic Demand Analysis was tedious, time-consuming, and too often, very manual.

FirstWatch has created a real time, dynamically updated and calculated Demand Analysis Module which offers views of select customer data. The Demand Analysis calculations in the data can be downloaded into an Excel spreadsheet, with all formulas intact. We're working to enhance the Demand Analysis module by adding a Demand Consumption-based approach, as well as addressing geographical demands by creating up-to-the minute problem/solution maps for each hour of the day and each day of the week and/or other user-defined intervals.
To schedule a demo of the FirstWatch system for your team, please contact us.

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For additional information on FirstWatch Dashboards, Triggers, Enhancement Modules, Case Studies, Press Coverage, Research Articles and Funding via Grants, please visit us online at: FirstWatch.net