

REBOOT YOUR COMMUNICATION CENTER



re**BOOT**camp
peak performance

**Priority
Dispatch**

PDS REBOOT CAMP!



So you're a licensed user of the Priority Dispatch System™—the most advanced, widely used, scientifically backed, tried and true, emergency call-processing system on the planet. That's true. Every word of it. But what does that mean for you? Are you getting the most out of this cutting-edge system? Are you able to quickly identify areas of strength

or weakness within your own center? Are you maximizing your system's emergency response resources? Are you giving your calltakers and dispatchers the support they need to excel at their craft? Can you easily show your high level of performance to your system administrators? If you answered **"no"** to any of these questions, ReBoot Camp is here for you.



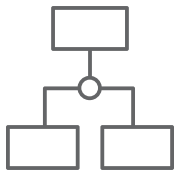
ReBoot Camp is an intensive on-site, **"get-in-shape"** program that will put your systems through a series of workouts that will turn your center into a lean, mean, call-processing machine! Start your center's journey toward peak performance today and claim your place among the champions!

For more information, please email us at info@prioritydispatch.net.





BASIC INFRASTRUCTURE



Priority Dispatch Corp.™ is constantly reviewing and analyzing everything about the PDS™, especially the way we implement the system. New users today would receive numerous

on-site implementation and support services that simply didn't exist or weren't provided in a structured format only a few years ago. Does your center management understand the

necessary components to ensure system success? Have you established a Dispatch Steering Committee and a Dispatch Review Committee that meet regularly, and does each committee understand its respective roles and responsibilities within the system? When these committees meet regularly with purpose and understanding, the end result is beautiful.

NOW DROP AND GIVE ME 20!



Wouldn't it be nice if you were your own IT guru?



TECHNICAL



How many times have you rebooted a software program, or any program, hoping that it would restore itself **exactly** as it was before, only to be disappointed when you realized all settings had been reset? Wouldn't it be nice if you were your own IT guru? Truth be told, ProQA® and AQUA®, while expert systems for

the end user, are not difficult to manage. What if you or your IT pro could spend a few hours with a PDC™ software specialist? Not over the phone or internet but right there in your own center installing, updating, and configuring your system the way you want it. Put two hands on the wheel, and one of our experts will guide you the whole way. Next stop—ask me anything!

Now let's knock out some one-handed pull-ups!

REPORTS



Data-mining, data-science, data-driven. If data's not the buzz word of today's communication center environment, we don't know what is. No leader has ever wished for less information to make important decisions. ProQA and AQUA offer a dozen indus-

try-standard reports that track every keystroke, highlight strengths, and expose soft spots within the system. Or you can create your own set of KPIs to measure whatever is important to you and your center. Let a PDC software specialist show you how to data-mine like a pro.

QA/QI



Ever heard of "quality management"? Of course you have. That phrase gets thrown around like everyone knows how it works. If

only it were that easy. Our total quality management experts understand where you are and where you want to go. Let them assist you in your quest for constant improvement.



Let one of our industry experts walk you through the ACE Online tool ...



ACE



“Best practices.” We know you’ve heard of those, right? How about **“accreditation?”** Another nod.

The emergency communications industry offers all sorts of recognitions and validations, but for an emergency call-processing center using the Priority Dispatch System, none are as coveted as the IAED™

Accredited Center of Excellence. More than just another framed and matted certification hanging on the wall, the path to becoming an Accredited Center of Excellence is a **best practice** for call processing. Let one of our industry experts walk you through the ACE Online tool and catapult your center toward industry excellence and international recognition.

ReBoot Camp is an intensive on-site, “get-in-shape” program that will put your systems through a series of workouts that will turn your center into an efficient call-processing machine! Start your center’s journey toward peak performance today and claim your place among the champions!

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OPTIMIZE YOUR COMM. CENTER WITH THESE REBOOT CAMP PACKAGES

Active ReBoot Camp: STARTING AT \$6,500 (LIST PRICE IS \$8,000)

Evaluation Conference Call	30 Minutes
Modified Leader Seminar, DRC and Steering Committee Setup, Combined DRC/Steering Committee Meeting	1 Day
System Administration Training and Full System Upgrade.....	1 Day
ProQA Refresher Training	2 Days

Competitive ReBoot Camp: STARTING AT \$10,500 (LIST PRICE IS \$12,000)

Evaluation Conference Call	30 Minutes
Modified Leader Seminar, DRC and Steering Committee Setup, Combined DRC/Steering Committee Meeting	1 Day
System Administration Training and Full System Upgrade.....	1 Day
ProQA Refresher Training	2 Days
ProQA and AQUA Reports Training	1 Day
ED-Q™ and AQUA Refresher Training.....	1 Day
<i>Follow-up ACE assistance visits available for \$2,000 per day</i>	

Champion’s ReBoot Camp: STARTING AT \$19,500 (LIST PRICE IS \$23,100)

Evaluation Conference Call	30 Minutes
Modified Leader Seminar, DRC and Steering Committee Setup, Combined DRC/Steering Committee Meeting	1 Day
System Administration Training and Full System Upgrade.....	1 Day
ProQA Refresher Training	2 Days
ProQA and AQUA Reports Training	1 Day
ED-Q and AQUA Refresher Training.....	1 Day
National Q Primer Training	1 Day
National Q.....	90/90
<i>Follow-up ACE assistance visits available for \$2,000 per day</i>	



110 SOUTH REGENT STREET, SUITE 500 • SALT LAKE CITY, UTAH 84111 USA • 800.363.9127 • INTL 801.363.9127 • FAX 801.363.9144
WEB www.prioritydispatch.net • EMAIL info@prioritydispatch.net



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