DragonForce and City of Salem, OR evolve crowd control operations mid-protest and deploy within the same day for added protection.

Drakontas, the maker of the industry-leading command and control platform, DragonForce, and City of Salem, OR, have upgraded their emergency response operations. The City of Salem asked for support with a trial during the recent State of Oregon Capitol Protection detail and crowd control needs during the inauguration of President Joe Biden. DragonForce was able to provision and deploy users within less than an hour and train the City of Salem users to augment their systems in their new Emergency Operations Center to monitor, adapt, and react to any situation that could arise during that time.



DragonForce provides critical personnel location data and voice communications interoperability enabling multiple agencies to collaborate effectively using the smartphones, tablets, and laptops they already use. DragonForce delivers a powerful set of team collaboration tools, including personnel tracking, secure messaging and file sharing, situation reports, tactical whiteboarding, and an integrated Push-to-Talk (PTT) feature providing voice communications.



"Before DragonForce, we were using a simple setup to track our field personnel in the field while requesting continuous radio updates on their status and positions relayed through our dispatchers," said Sgt. Matt Riddle, City of Salem. "After switching over to DragonForce, we have freed up our dispatchers, and we are now visualizing real-time locations, updates, and receiving pictures and video from our field teams, as well as interoperating and coordinating with other agencies without as much reliance on our radios as our primary interface to get information from the field. It truly had revolutionized and simplified our operations when we needed it most. The fact that the DragonForce team had us up and running in less than an hour was amazing as well. By utilizing DragonForce, we are no longer limited to just a dots-on-the-map solution. We've upgraded the city's entire operations and are bringing on additional city departments like Fire, and Emergency Management, so we have an entire overwatch continuously at our fingertips." added Sgt. Riddle.



"Our customers must respond to complex, highly dynamic situations that require split-second decisions based on the best possible tactical information possible available," said James Sim, Drakontas' CEO. "Since its inception, Drakontas was built to simplify complex operations for any city, county, state, or enterprise that requires continuous collaboration and interoperability