

DPS Airem Enhances Field Operations with Real-Time Dispatching and Instant Emergency Protocols

Next-generation security platform introduces live dispatcher management, automated idle alerts, and panic button integration to accelerate response times and protect guards on duty



Seattle, Washington Sep 10, 2026 ([Issuewire.com](https://www.issuewire.com)) - DPS Airem announced an upgrade to its cloud-based workforce management platform today, adding real-time dispatching and built-in emergency response tools for security teams working the field. The idea behind it is simple. When something happens on a post site, the person managing it should know right away, not five minutes later after a phone tree gets worked through. Live dispatching. Idle alerts. A panic button built into the guard app. Incident reporting with photos and timestamps. All four now sit inside the dashboard dispatchers and field managers already use.

Security firms and mobile patrol companies deal with unpredictable situations by nature, spread across job sites no dispatcher can physically watch at once. Most operations still run on radio checks and phone calls, which work fine until they don't. A guard goes quiet at 3 a.m., and nobody notices for twenty minutes. A call comes in, and the dispatcher has no fast way to tell which guard is actually closest. And when something genuinely dangerous happens on site, guards often don't have a quiet, immediate way to signal for help, not one that skips pulling out a phone and dialing under pressure.

DPS Airem built this update around one idea: automate the response the moment something happens, instead of after. The Dispatcher module lets back-office teams pull in calls from multiple channels and route them to the nearest available guard using live map data, cutting out the guesswork. Idle Alerts flag a guard the moment they stop moving during a patrol, so managers catch a problem before a shift report

does. The Panic Button sits inside the guard app itself, and one press sends exact GPS coordinates and an emergency flag straight to the dashboard. Guards can also file incident reports on the spot, photos and timestamps included, so nothing depends on someone's memory hours later.

Early users of the dispatch and safety features are already describing a shift in how incidents actually get handled.

"In emergency management, every second counts," said Colton Reeves, Operations Director at Virexon Security Group. "With DPS Airem's live dispatch and instant panic alerts, our back-office team knows the exact moment something goes wrong and can route the nearest guard right away. That alone has changed how we handle incidents."

Darius Holloway, Co-Founder at Stravik Patrol Services, pointed to something less obvious than speed: peace of mind. "Our field guards feel a lot safer knowing the platform tracks their activity and sends an alert if they stop moving during a night patrol," he said. "The response system is practical, fast, and genuinely easy to use."

Lennox Mercer, Managing Partner at Norvex Field Solutions, cared about a different problem entirely. Paperwork. "Instead of scrambling to write incident reports after a shift, our supervisors record details on the spot now," he said. "The accuracy and speed of our client updates has improved a lot."

What's Included in the Dispatch and Safety Modules

- Dispatcher module: Enhances pulls in calls from multiple channels and routes them to the nearest guard using live map data
- Panic Button, built into the guard app, sends GPS coordinates and an emergency flag the instant it's pressed
- Idle Alerts catch an inactive guard during a patrol before it turns into a bigger problem
- Incident reporting with photos, notes, and timestamps, filed from the field instead of reconstructed later
- Live map integration ties dispatch routes, guard positions, and post sites into a single view

Availability

The dispatch and safety features are live now for all DPS Airem subscribers. New organizations can try the full platform through a 30-day risk-free trial before paying anything. Standard pricing after that starts at \$5 per user per month, with a minimum of three users. Full details are at the links below.

- Website: [Dpsairem.com/](https://dpsairem.com/)
- Features: [Dpsairem.com/features](https://dpsairem.com/features)
- Pricing: [Dpsairem.com/pricing](https://dpsairem.com/pricing)
- FAQ: [Dpsairem.com/faq](https://dpsairem.com/faq)
- Contact: [Dpsairem.com/contact](https://dpsairem.com/contact)

About DPS Airem

DPS Airem is a cloud-based workforce management platform built for security firms, mobile patrol companies, and other organizations managing guards across distributed job sites. The platform combines GPS-verified attendance, shift scheduling, live tracking, geofencing, dispatching, incident reporting, and payroll integrations into one system, giving back-office teams, field guards, and clients a

shared, real-time view of what's happening on site. DPS Airem is based in Seattle, Washington.

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