

911 Enable

911 Enable, a Division of Connexon Telecom, Inc., is one of the industry-leading providers of E911 solutions for Avaya Aura® Communication Manager, Avaya Aura® Session Manager, and Avaya IP Office. Its E911 management appliance, call routing service, and security desk notification system meet all E911 regulations and standards, and support more customers than any other E911 provider in the industry. 911 Enable also offers the only E911 solution capable of supporting Avaya SIP and H.323 phones.

Member presence in North America.

For more information, visit www.911enable.com or contact:

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Offers

Emergency Gateway

Compliant with: Avaya Aura Communication Manager and Avaya Aura Session Manager

Offer Solution Category: IP Telephony, Public Safety/E911, Unified Communications

Primary Industries Served: Education, Government – State & Local, Healthcare



The Emergency Gateway (EGW) is an on-site appliance that automates and simplifies E911 management for organizations using Avaya Aura Communication Manager and Session Manager. It is one of the only E911 solutions capable of supporting Avaya SIP endpoints. Key features of the EGW include:

- **Automatic IP Phone Tracking:** The EGW automatically tracks and assigns locations to SIP and H.323 phones as they move on the corporate network using layer 2, layer 3, or wireless LAN phone discovery. This feature helps reduce administrative efforts and maintain up-to-date phone location information at all times.
- **E911 Support for Avaya Teleworker Solution:** The EGW allows off-campus users and teleworkers to update their locations in real-time directly from their IP phones. This feature helps ensure continuous and accurate E911 services for remote employees in times of crisis.
- **On-Site Security Desk Routing and Notification:** In the event of an emergency, the EGW delivers 911 calls, email alerts, and screen pops to on-site security personnel. All notifications provide security personnel with the caller's precise location information and other pertinent details. This allows for improved coordination among emergency teams and can reduce response times when seconds count.

Additional features include:

- Available as a hardware or virtualized appliance
- Support for bridged call appearance and personal station access
- Support for IP phones, softphones, wireless phones, and analog/digital phones
- Call recording
- Advanced reporting and monitoring capabilities

The Emergency Routing Service

Compliant with: Avaya IP Office, Avaya Aura® Communication Manager and Avaya Aura® Session Manager

Offer Solution Category: IP Telephony, Public Safety/E911, Unified Communications

Primary Industries Served: Education, Government – State & Local, Manufacturing

The Emergency Routing Service (ERS) provides organizations with E911 connectivity to Public Safety Answering Points (PSAPs) across the U.S. and Canada, helping businesses meet E911 obligations. Using a SIP or PSTN connection, 911 calls are routed to the ERS, which then delivers the call and precise location information to the appropriate PSAP. Key features of the ERS include:

- **Extensive E911 Coverage in the US and Canada:** The ERS provides organizations with E911 access to over 6,000 PSAPs in the U.S. and Canada, helping all users maintain access to accurate E911 services regardless of their calling area. This feature removes the need to install local gateways and dedicated 911 trunks for each office location, which can result in significant cost savings and reduced administrative efforts.
- **National ALI Database:** The National ALI database is a central repository for Emergency Response Locations (ERLs) and phone records. It can be updated in real-time and supports records from across the U.S. and Canada, eliminating the need to purchase and manage regional PS-ALI accounts.
- **Compliance with E911 Legislation:** The ERS is established according to FCC, CRTC and NENA i2 standards to support VoIP deployments, and is fully compliant with all current E911 legislation. This helps organizations meet or exceed E911 regulations across the U.S. and Canada.

Additional features of the ERS include:

- Elimination of Emergency Location Identification Number (ELIN) requirements
- Real-time Master Street Address Guide (MSAG) validation
- 24/7/365 Emergency Call Response Center

Success Story

Invensys Wonderware

Member product/service: Emergency Gateway, Emergency Routing Service and Desk Alert

Associated Avaya products: Avaya Communication Manager

Challenge:

Wonderware is a leading supplier of industrial automation and information software. With employees and offices across the U.S., Wonderware uses Avaya Communication Manager to unify its communications network that supports 650+ employees.

With offices throughout the U.S., 60 work-at-home/mobile employees, and over 1,100 IP phones on the network, Wonderware needed an E911 solution that would provide reliable and accurate E911 services for all of its employees. In addition, it needed to simplify the management of phone moves, adds, and changes for E911 purposes to function as efficiently and effectively as possible.

Without an E911 solution, a 911 call placed from a branch office or work-at-home employee remotely accessing the centralized Avaya Communication Manager would not necessarily be routed to the appropriate Public Safety Answering Point (PSAP) in the caller's area. Instead, the call would be routed to the PSAP serving the location of the Avaya Communication Manager. To counteract this problem at office locations, Wonderware installed local gateways and analog phone lines to connect to the appropriate PSAPs.

However, this solution required complicated and time-consuming integration with the local exchange carrier (LEC), and did not allow emergency response locations (ERLs) to be specified to the level of granularity required to quickly locate distressed callers. This was especially problematic at Wonderware's corporate headquarters, with more than 500 employees working in three different buildings.

Additionally, Wonderware couldn't provide E911 support for employees when they would work remotely or from a home office, and accessed the central Avaya Communication Manager via VPN. These employees had to be instructed not to call 911 from their phones in times of crisis.

Further complicating matters, on-site security were often only notified of an emergency situation with the arrival of first responders on-scene.

Solution:

To address their E911 challenges, Wonderware selected 911 Enable's enterprise E911 solution, consisting of the Emergency Gateway (EGW), the Emergency Routing Service (ERS), and Desk Alert. The solution provided several features designed to automate and simplify E911 management.

- Whenever an IP phone registers with Wonderware's Avaya Communication Manager (CM), its location is automatically discovered by the EGW, using either layer 3 or layer 2 tracking. Automatic IP phone tracking allows Wonderware's users to take their IP phones anywhere on the network and maintain accurate E911 service without needing to engage telephony administrators.
- With E911 connectivity to over 6,000 PSAPs across the U.S., the ERS provides accurate E911 call routing for the entire deployment using only a single SIP connection. When a user dials 911 from any Wonderware location, the Avaya Communication Manager forwards the call to the EGW. The EGW determines the accurate location of the caller based on the phone's IP or MAC address, and sends the call and location information to the ERS. The ERS then uses the call data to determine the correct PSAP and routes the call accordingly. The caller's correct location and callback number are automatically displayed on the PSAP dispatcher's screen.
- With headquarters and branch offices that include several multi-story buildings, Wonderware needed to provision ERLs to the floor level. This helps ensure that when 911 is dialed, the PSAP is provided with sufficiently detailed location information so emergency responders can quickly locate the distressed caller when they arrive on-scene.
- The EGW includes a Remote Location Manager (RLM) application that allows work-at-home employees to update their locations in real-time directly from their Avaya IP phones. This helps ensure that emergency calls from these employees will be routed to the appropriate PSAP with the correct location information.
- Whenever an employee dials 911 on the network, the Desk Alert Application causes a pop-up screen to appear on the security desk workstation monitor. The pop-up notification contains the caller's name, phone number, location information, and an optional URL link which can provide additional location-specific information. This information alerts Wonderware security personnel to the emergency situation and allows them to respond immediately and/or assist first responders when they arrive on scene.

Value:

With 911 Enable's enterprise solution in place, Wonderware has the flexibility to grow its business without worrying whether or not its employees can access E911 services in times of crisis.

"911 Enable's solution was simple and easy to set-up," said Dave Ochoa, Telecommunications Administrator at Wonderware. "Their knowledgeable and accessible professional services team went the extra mile to get our E911 solution operational in the shortest timeframe possible. We couldn't have asked for a smoother implementation process."

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