

Connecting People in New Ways, Anytime, Anywhere

Partner Solution Brief



A Division of Connexon

Partner: 911 Enable

Website: www.911enable.com

Country or Region: North America

Industry: Unified Communications

Partner Profile: 911 Enable, a division of Connexon Telecom, provides award-winning, IP-based E911 call routing and management solutions, including one of the industry's first E911 solutions for Microsoft Lync. Its solutions have been deployed in organizations of all types and sizes across the US and Canada, helping them meet state and local E911 legislation.

"911 Enable is committed to helping organizations using Microsoft Lync™ ensure the safety of all employees and meet their E911 obligations, in a simple and cost-effective manner."

Lev Deich, Director of 911 Enable

BUSINESS NEEDS

Microsoft Lync™ delivers complete presence, instant messaging, conferencing, and voice capabilities through a single, easy-to-use interface. Because E911 functionality is a critical component of an enterprise voice system, Lync provides users with E911 capabilities. However, to take advantage of these capabilities, organizations require an E911 call routing solution to deliver emergency calls and accurate location information to the appropriate Public Safety Answering Point (PSAP).

SOLUTION

911 Enable provides one of the industry's first E911 solutions for Microsoft Lync. Working together with Microsoft, 911 Enable adapted its award-winning Emergency Routing Service (ERS) to deliver reliable E911 capabilities for Microsoft Lync deployments. This solution helps organizations of all types and sizes meet their unique E911 requirements.

The Emergency Routing Service

The ERS is an E911 Session Initiation Protocol (SIP) trunking service that provides connectivity to Public Safety Answering Points (PSAPs) across the United States. When 911 is dialed, the ERS delivers the emergency call and the caller's accurate location information to the appropriate PSAP.

ERS Key Features

- Comprises the industry's largest E911 coverage area with connectivity to more than 5,500 PSAPs across the US.
- Compliance with all state and local E911 regulations, ensuring organizations meet their E911 obligations.
- Support for the entire workforce, including workers at headquarters, in remote offices, and working from home.
- Real-time Master Street Address Guide (MSAG) validation to ensure a caller's location is accurate and properly formatted to display at the PSAP.

SUPPLEMENTARY E911 CAPABILITIES

Some organizations may require supplementary E911 capabilities to automatically track soft phones using Layer 2 discovery. For organizations with this requirement, 911 Enable offers its Phone Discovery Manager (PDM) appliance.

The Phone Discovery Manager

The PDM is an **optional** on-site appliance that helps organizations track their soft phones using Layer 2 discovery. Organizations may elect to deploy the PDM as either a hardware appliance or as a virtualized appliance.

BENEFITS

The benefits of deploying 911 Enable's solutions alongside Microsoft Lync include the ability to:

- Deliver 911 calls to PSAPs across the country.
- Provide PSAPs with a 911 caller's detailed, most up-to-date location information.
- Meet all state and local E911 regulations.

Together, 911 Enable and Microsoft provide organizations with the key E911 capabilities necessary to keep employees safe and meet their E911 obligations.

To learn more about 911 Enable's solutions for Microsoft Lync, call 1-877-862-2835 or visit

www.911enable.com/microsoft