



Integrate. Automate. Communicate.

Enterprise Alert

PREMIER SOLUTION FOR ENHANCED 911





Enabling Mission-Critical Communications

Providing a safe and secure environment for employees and visitors at your facility is one of your primary obligations and responsibilities. How will emergency services locate a 911 victim caller in a campus or multiple floor environment?

THE E911 CHALLENGE

This is an issue that is often overlooked. In a typical PBX environment without Enterprise Alert, the local PSAP (Public Safety Answering Point) identifies a 911 call by the trunk telephone number and the associated main billing address.

If a caller in a multi-building business calls 911 and is unable to tell the operator where he or she is located, the information passed with the call may not provide Emergency First Responders with an accurate location.

Your employees are your most valuable resource. You have the power and responsibility to give them the security of knowing that even if they are unable to relay their location, Emergency First Responders will have the correct information to find them.

“WHILE IN THE PROCESS OF SEARCHING FOR AN E911 SOLUTION, WE RECEIVED MANY GLOWING REFERENCES FOR ENTERPRISE ALERT FROM OTHER ORGANIZATIONS THAT HAD ALREADY IMPLEMENTED THE SYSTEM AND FOUND IT TO BE THE BEST IN THE MARKET.”

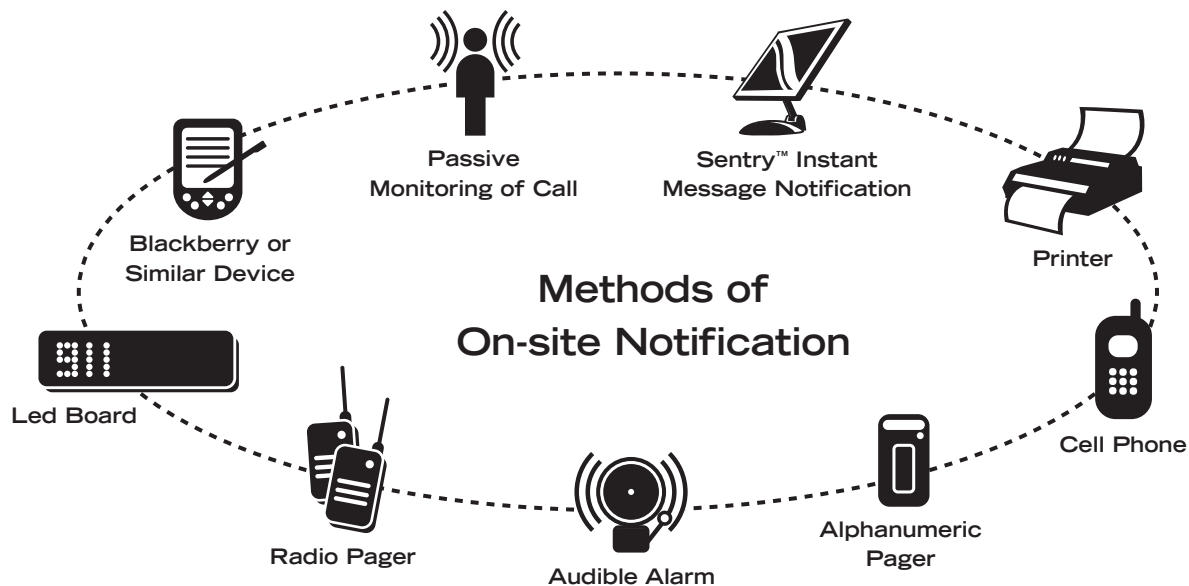
Texas Christian University

— MEETS AND EXCEEDS E911 COMPLIANCE LEGISLATION for TDM as well as VOIP static and dynamic end points, end point tracking and discovery, nomadic VoIP users and provides ANI and ALI.

— MAINTAINS ALI DATABASE by providing an automated solution to track and maintain your organization's moves, adds and changes. This database supports event notification and updates to the Telco.

— IMPROVES EMERGENCY RESPONSE TIME by directing emergency personnel more accurately to the victim caller. First Responders can be directed by on-site security with real time notification of 911 events.

— REASSURES EMPLOYEES, STAFF AND GUESTS that your organization is taking the necessary steps to satisfy legal and moral requirements to maintain a safe working environment.



Features and Benefits

Amcom Software has extensive experience in helping clients comply with both state regulations and mitigating liability by providing Enhanced 911 (E911). We are consultative subject matter experts who implement solutions to protect all employees and visitors to your facility by delivering exact information on the location of a 911 victim caller from behind your organization's PBX/IPBX.

> THE RIGHT SOLUTION

Enterprise Alert serves as the vehicle by which the **public ALI database is updated** with any moves, adds or changes (MAC's) to your telephone network. To accomplish this, Enterprise Alert provides the flexibility to personalize PBX station records with the accurate number, location and other details about the environment of the station line or person seated at that line. This information is stored in the Enterprise Alert server for maintenance and update. This easy-to-use database application provides a web-based portal to maintain local records as well as an interface to the Telco's ALI database gateway. This portal alleviates the need of developing and maintaining multiple databases for translation, on-site notification and Telco ALI updates.

In addition, our solution can serve to **notify security and staff officials in real time** while the 911 call is still in progress. This enables help to arrive to a victim caller as soon as possible, a feature that has been credited with saving lives by several Amcom clients. In larger campus environments, Enterprise Alert is able to focus the notification to a security group local to the call origin. For example, a large organization with multiple buildings might have a different security department responsible for these specific buildings.

Another of the key features of Enterprise Alert is **Passive Monitoring** of the real time 911 call. This feature allows a security office to listen in on a 911 call in progress and monitor the interaction between the victim caller and the 911 call taker in real time. This enables security to react to a situation in progress to handle crowd control or direct Emergency First responders as needed.

The Enterprise Alert system will also maintain an audio recording of each 911 call made through your PBX.

Enterprise Alert utilizes the powerful Microsoft SQL database, as well as commercially available PC hardware. The system is set up to utilize either CAMA or PRI trunks. Today more and more telephone service providers are supporting PRI to the 911 network from private switches. Enterprise Alert offers the flexibility of integration via CAMA or PRI trunks.

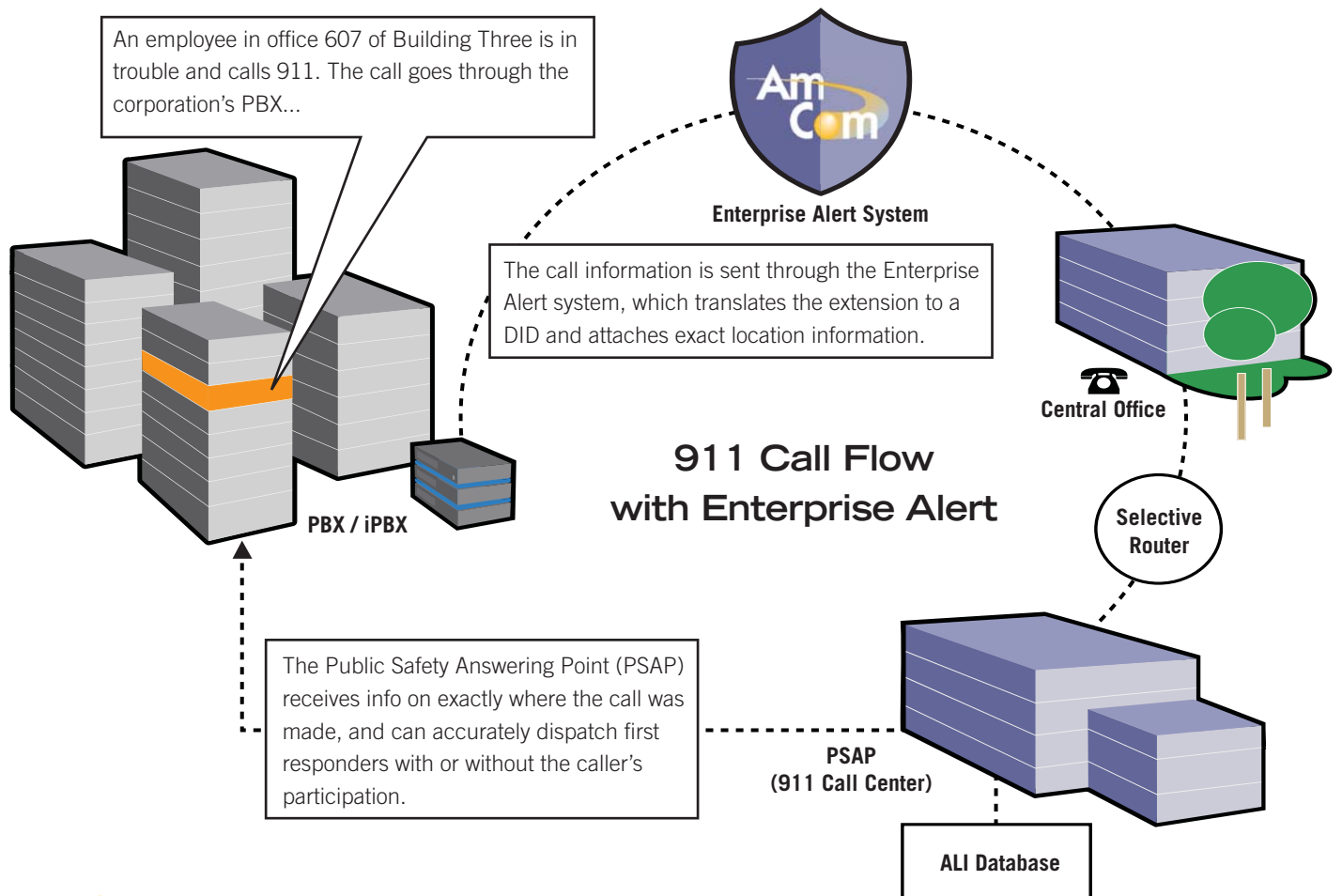


VoIP Discovery and Tracking

With the rise of VoIP telephony services, the worldwide telecommunications infrastructure is going through a major transformation. One of the critical issues is the ability to track 911 calls throughout the ever increasing Enterprise VoIP telephone networks.

In a VoIP environment where the IP end points are mobile within your network, new challenges are presented. A complete solution must not only track dynamic IP end points, but also provide local notification and update that information to the public ALI database to present the PSAP with the most current information.

Enterprise Alert's VoIP phone tracking gateway keeps track of the current "address" for authorized IP end points and any other telephony devices. Enterprise Alert and the VoIP phone tracking gateway are the components that provide the complete end point tracking, as well as the ALI database process for local and public updates.



Contact Us

For more information, call (800) 852-8935 or go to www.amcomsoftware.com.