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Conveyant E-911 Solutions



PRODUCTS AND SERVICES TO MAXIMIZE 911 CALL MANAGEMENT

Secure, automated, cost effective solutions to help you maximize your 9-1-1 call management. From on-site notification, exact location information, VoIP phone discovery and database management—you can rely on Conveyant Systems' suite of E-911 solutions to assist your company in an emergency.

Millions of 9-1-1 calls are placed each year in the United States. Our products offer an affordable solution to help ensure you are ready in an emergency.



Conveyant E-911 Solutions Overview

Products and services to maximize 911 call management

When a 9-1-1 call has been placed—every minute counts. Your organization's ability to provide assistance to the first responders is crucial. Among some of the immediate responsibilities include identifying the caller's exact location and notifying on-site personnel that a 911 call has been made.

Sounds easy enough—but in many instances it's not. In many enterprises, healthcare facilities, hotels and higher education institutions the information supplied to the emergency dispatcher is inaccurate. Whether it is due to the caller's inability to provide their location, or due to inaccurate information being sent to the emergency dispatcher—the first step of locating the emergency can be delayed.

And, what about your on-site security personnel and others that may be able to provide assistance? In many cases they are not even aware that a 911 call has been placed. This can cause confusion and delay in responding to the emergency.

Our Enhanced 911 products can help. Conveyant Systems has partnered with the top developers of E-911 services and solutions to provide our customers with the tools required to protect themselves, and their customers. These solutions have been tightly integrated with the rest of the Conveyant product lines to provide you with a fully integrated solution, even to the enterprise level PSAP call taker positions with the industry leading TeleDirectory Console applications from Conveyant

IDENTIFY EXACT LOCATION OF CALLER

By providing accurate information to the Public Safety Answering Point (PSAP) you can be sure the first responders will go the right place. If you operate on a PBX, the location information sent to the PSAP may be incorrect –it may be the company's main location or even a billing address miles away from the emergency. And—what about your remote users and VoIP phones. Information for these users may not be available or accurate.

OUR SOLUTION—we help manage your database to ensure that the right information is available to the PSAP—and that the call is directed to the right place. By providing the capability to include detailed information, such as cubicle number or “third office from the stairwell,” you can be sure security and the first responders will get to your caller quickly.

TRACK VoIP PHONES

Tracking VoIP phones as they move from location to location on your network is a challenge—and critical when it comes to 911 calls. If the ALI database does not reflect VoIP phone movement, 911 calls placed from these phones could go to a public safety answering point other than the one serving the caller's physical location.





FCC legislation sets forth minimum E-911 compliance for enterprises. In addition, many states are mandating additional legislation which include more strict requirements. We help customers comply with both state and federal legislation for TDM and VoIP.

OUR SOLUTION—our products track the movement of your VoIP phones as they move throughout your organization. Automatic notification is provided when an IP phone registers on the network. In turn, the ALI database is updated to ensure the PSAP is sent the exact location for your VoIP phone.

DATABASE MANAGEMENT

The key to locating a 911 caller is having accurate database information in the public location database. This database, known as the automatic location identifier database or ALI, is what is presented to the emergency dispatcher when they receive a 911 call. Maintaining accurate ALI information is your organization's responsibility.

OUR SOLUTION—we take of this for you. We create your database to meet the required standards, and can maintain and manage your database on an on-going basis. We can perform on-site location/station audits to assist in defining location information which, in turn assists the first responders in getting to the emergency quickly. Detailed database reports are available, and may be customized for your enterprise.

NOTIFY ON-SITE PERSONNEL

If an employee, guest, patient or student places a 911 call from your facility—is anyone on-site notified? If not, when the first responders arrive there may be a delay in assisting the 911 caller.

OUR SOLUTION—provide a screen pop on key personnel's PCs when a 911 call has been made. The exact location of the 911 call will display, and can include building, room, floor, ERL and ELIN detail when required as well as key personal information about that caller's individual needs when required, i.e. wheelchair needs, oxygen in use, etc. Additionally, notifications may be sent via e-mail or text messages to mobile devices. In some instances, a url to an existing map of the facility may also be provided in the notifications delivered so first responders can have a clearer view of the facility they are entering.

PROFESSIONAL SERVICES AND CONSULTING

Our job is to make your job easier when it comes to providing safety and security in an emergency. We assist you creating and maintaining your location information, provide on-site notification when a 911 call is placed, and can provide on-going consultation services to ensure federal and state regulation compliance



Conveyant E-911 Solutions

KEY FEATURES AND BENEFITS

- Provides a secure, fully managed solution for your E-911 needs.
- Takes the difficult task of maintaining your E-911 database out of your hands.
- Provides precise location information for first responders.
- Notifies on-site personnel when an emergency call is placed.
- Increases security for personnel, guests, students, patients and others.
- Provides a permanent record of all 911 calls.
- Supports a wide range of PBXs including VoIP.
- Enables customers to utilize the on-site notification capability for non-911 numbers.
- Automated and cost-effective.



Contact us for more information on how our products can help you meet, and exceed E-911 legislation—and keep your enterprise safe.

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