

E911 Anywhere™ Network Services

NATIONAL LOCATION TRACKING AND 9-1-1 CALL ROUTING



FEATURES

Manages E911 service centrally across the enterprise

9-1-1 calls delivered to over 7,000 PSAPs in North America

“Real-time” location tracking of all endpoints

24x7 emergency call center with live 9-1-1 operators as back-up

9-1-1 call recording and call routing options



BENEFITS

Simplified E911 Architecture

All 9-1-1 calls from the enterprise are sent to a single point

Significant Cost Savings

Local 9-1-1 trunks can be eliminated and LEC ALL gateway accounts are no longer required

Comprehensive Solution

The location of all softphones, WiFi phones, and IP phones are tracked in real-time

Integrated Solution

Integrated with leading IPT call server platforms for automated operation

Many enterprises are deploying IP telephony in datacenters to support their entire network and it is now cost effective to consider E911 as a service. E911 Anywhere™ Network Services is a hosted service “in the cloud” that can track the location of all endpoints in the enterprise and route all 9-1-1 calls to any PSAP in the USA and Canada. With E911 Anywhere™ Network Services, E911 can be managed centrally, eliminating the requirement for local 9-1-1 trunks and delivering significant cost savings.

DESCRIPTION

Many large enterprises have deployed IP telephony across robust wide area networks. Remote locations and remote and mobile teleworkers are connected to the enterprise network over a WAN. In this situation, it makes financial and technical sense to centrally manage endpoint location tracking as well as the delivery of 9-1-1 calls. E911 Anywhere™ Network Services is a RedSky hosted service that, when used in conjunction with RedSky’s E911 Manager™, provides national 9-1-1 call routing and location delivery to the correct PSAP anywhere in the United States and Canada. Whether the caller is a softphone user in a Los Angeles hotel or an employee on the 25th floor of a headquarters building in Toronto, the 9-1-1 call and the location of the caller will be delivered instantly to the local PSAP so emergency response can be quickly dispatched.

E911 MANAGER™ – REAL-TIME LOCATION TRACKING AND UPDATING

RedSky’s E911 Manager™ is the leading enterprise application for tracking endpoints inside and outside the enterprise. As part of E911 Anywhere™ Network Services, E911 Manager™ is installed on a server inside the enterprise network where it tracks the location of every IP, digital and analog endpoint in your enterprise and provides on-site screen pop notifications when a 9-1-1 call is made. IP endpoints inside the enterprise are tracked to the subnet or port using network discovery through certified interfaces to the leading call server platforms from Avaya, Nortel and Cisco. Softphone users can be tracked inside and outside the enterprise using RedSky’s Softphone Location Determination Application (SLDA). E911 Manager™ creates and forwards NENA 2 location records to the E911 Anywhere™ Network Services datacenter which validates the address against the Master Street Address Guide (MSAG) and places them into the E911 Anywhere™ Network Services database.

E911 ANYWHERE™ NETWORK SERVICES – 9-1-1 CALL ROUTING

The nation’s 911 infrastructure was initially designed to route 9-1-1 calls to a local Public Safety Answering Point (PSAP) using local CAMA or ISDN trunks. However, today’s IP networks and IP call server platforms are capable of providing voice connectivity to all users with a broadband connection, regardless of where they are located. This enhanced capability creates challenges for E911 calling. Here’s an example: a sales rep working from home can be “voice connected” through a broadband IP network to her company’s call server platform located hundreds of miles away. If she placed a 9-1-1 call, the call server can no longer route her call through traditional local trunks because it would be incorrectly sent to the PSAP that served the corporate datacenter — not to emergency dispatchers located near the caller.

RedSky has developed E911 Anywhere™ Network Services to support 9-1-1 calling for all users connected to the corporate network. This includes remote branch offices, teleworkers, nomadic users, and all major and remote enterprise locations. 9-1-1 calls from the enterprise are sent to the E911 Anywhere™ Network Services datacenter using a secure connection over the Internet or a PSTN connection. Once at the datacenter, the 9-1-1 call and the location of the caller are sent to the correct PSAP based on the caller’s location.

