



CrisisConnect™

CrisisConnect™ is a fully managed and cost-effective E911 service for the enterprise. Launched in 1997, hundreds of clients nationwide are currently utilizing CrisisConnect™, including several Fortune 500 companies.

“Crisis Connect™ is a superb tool for enabling RGTS to meet our daily commitment to our customer base.” John Tarduno, President and CEO of Rockefeller Group Technology Solutions

911 ETC's automated technology integrates with nearly any platform in existence and has achieved certification with leading manufacturers.

www.911etc.com

What is included?

Data Management

- The appropriate solution is assessed to minimize impact to the organization.
- Create the database to NENA standards.
- Perform onsite station/location audit (per request).
- Transmit data to the E-911 regional data repositories and/or adjunct equipment.
- Maintain and update database.
- Remote user/address implementation.
- Nomadic user management.
- Provide detailed/customized reports.
- Provide on-going consultation and support.

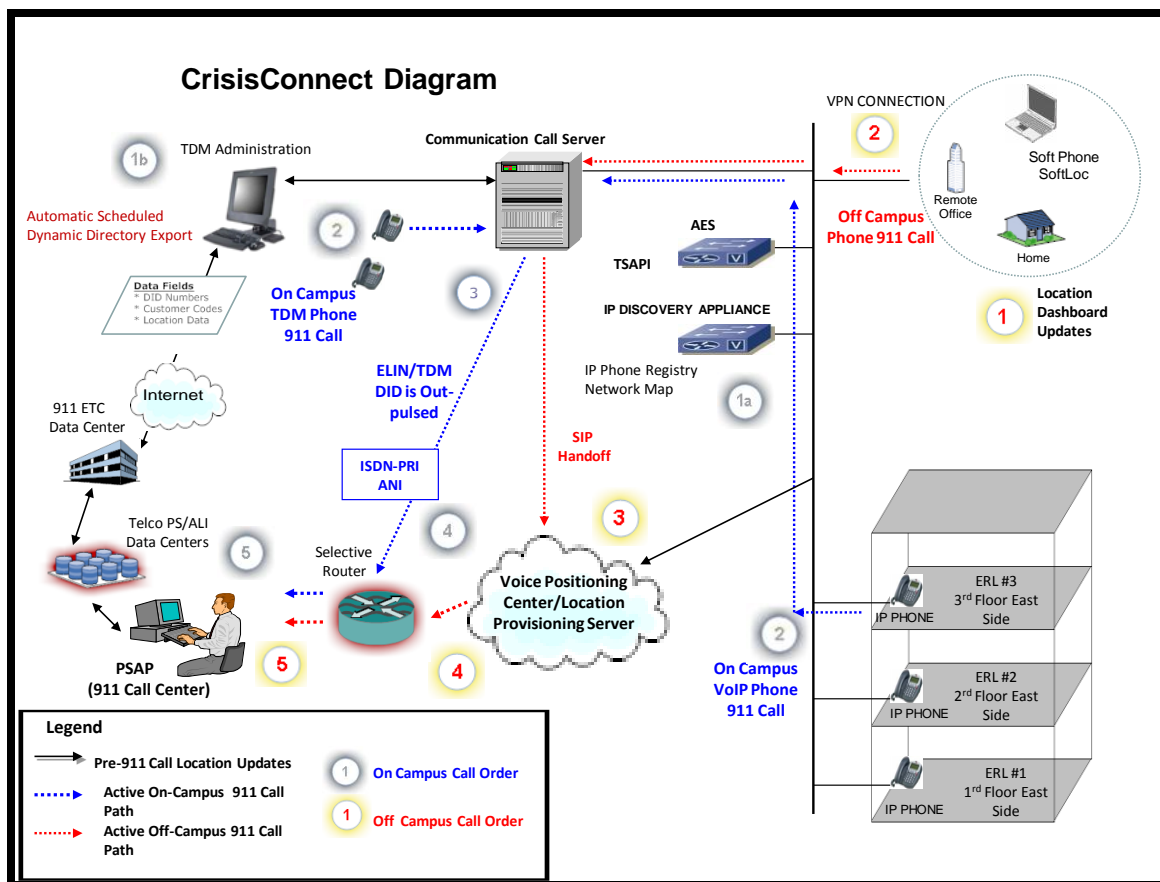
Infrastructure Implementation

- Consult, recommend, and provide all switch adjunct/network interface equipment.
 - Emergency-Onsite-Notification
 - IP Discovery Appliance
- Recommend and implement Gateway Services as appropriate (ILEC).
- Provide and implement Gateway Services as appropriate. (CLEC).
- Recommend, coordinate, & order proper E-911 network connections (SIP/ISDN PRI).
- Voice Positioning Server set-up.
- Coordination of number ranges.
- Testing of implementation.
- Coordination and provision for VoIP.
- Provision for soft phones (when required).

Data Interface Options

- 911 ETC provides a custom interface software loader (AUTO-MACTM) to accept data from customer's existing change management system.
- ETC maintains all stations, both DID and non-DID.
- Incremental or full switch data change downloads.
- IP Cloud Dashboard.
- SoftLoc for nomadic users.

How does it work?



On campus

1a: IP telephones are registered and are located by the IP discovery appliance. Extension movement is captured by discovery appliance and matched to appropriate ERL.

1b: TDM telephones are MAC'd via the administration platform and are automatically updated to ETC Data center which scrubs data and forwards to Telco ALI data centers.

2: The 911 call is placed from any TDM or IP campus extension.

3: The call server ARS selects the appropriate ISDN/PRI and pushes the ANI of the ELIN/DID to the Telco selective router.

4: The selective router, based on the ANI presented, routes the caller to the appropriate PSAP.

5: From the ANI pushed, the PSAP initiates a PS/ALI data look-up and the detailed campus location is presented.

Off Campus

1: Location is inputted via the web-enabled location provisioning dashboard. With SoftLoc™ a softphone user will be prompted to easily input their current address with near-realtime validation to the PS/ALI database.

2: The 911 call is placed via any extension residing off-campus.

3: The call server ARS selects the appropriate SIP trunks and initiates a SIP handoff to the VoIP cloud voice positioning center while re-inserting the call into the correct PSTN selective router based on the ANI presented.

4: The selective router, based on the ANI presented, routes the caller to the appropriate PSAP.

5: From the ANI pushed, the PSAP initiates a PS/ALI data look-up and the correct off-campus address location is presented.

Note: Emergency onsite notifications can be sent via screen pops to various devices utilizing an additional optional application.