



CASE STUDY

HSBC Bank

⚡ The Challenge

After purchasing an expensive E911 solution from one of 911 ETC's competitors, HSBC found that within one year of the purchase their ALI database was full of errors, rendering it useless. HSBC had understood that the solution would be completely automated and there would be no ongoing maintenance requirements from them once the server was installed. Every time the solution would send updates with errors, the data was returned "flagged for errors." No one at any of the fourteen sites using the solution had been assigned the task to watch for errors, fix them, and resend.

⚡ The Solution

HSBC looked to 911 ETC to provide a solution. 911 ETC was able to take an automatic feed from both HSBC's Avaya and Nortel switches at the affected sites. With over 40,000 DID's involved, 911 ETC's automated solution now handles all of the day-to-day administration details. Flagged errors are corrected, and the database is kept accurate and up-to-date.

⚡ The Results

911 ETC is now the prime E911 contractor for HSBC. Once 911 ETC received the initial files from HSBC, each database was loaded and fully operational within a month. Any need for ongoing maintenance on HSBC's part has been eliminated, with 911 ETC's Auto-MAC™ solution monitoring and correcting all flagged errors.

For more information regarding an enhanced 911 solution, please visit www.911etc.com.