



CASE STUDY

MultiCare Health Systems

↗ The Problem

MultiCare Health Systems is multi-site with 36 locations and over 13,000 DID records, based out of the city of Tacoma in Washington State. This hospital system is networked with sites across different area codes and serviced by different Central offices, making the necessity for an E911 solution critical.

↗ The Solution

911 ETC partnered with Verizon on this installation. 911 ETC built the database, formatted the data, coordinated with the Telcos, and oversaw the installation and testing of the emergency onsite notification equipment. LAN-Alert™ was installed to notify security personnel of 911 call events and locations of the originating call.

↗ The Results

911 ETC receives regular PS/ALI database updates from MultiCare Health Systems' Nortel OTM Telecom Management System. 911 ETC checks for flagged errors, corrects them, and sends the data to SBC in the standard NENA II format. When a 911 call takes place, emergency personnel now know the location of the emergency, and onsite security personnel are immediately notified of the location as well. All ongoing E911 database maintenance requirements from the 36 separate site locations are taken care of by 911 ETC.

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