



Rockefeller Group Technology Solutions

The Challenge

Rockefeller Group Technology Solution supplies dial tone to thousands of business customers in New York City. The company's emphasis is on delivering high quality support and service to its customers. In keeping with this emphasis, the company wanted to ensure that when a 911 call was dialed by a tenant from within an office building, emergency responders would know exactly from where that call was coming. Without an enhanced 911 solution in place RGTS realized that the safety of their clients was in jeopardy. In addition, many RGTS customers requested for them to provide dial tone to remote branch offices throughout the entire United States, presenting a unique challenge for E911 service.

The Solution

RGTS looked to 911 ETC to provide an enhanced 911 solution. RGTS has a mix of both Avaya and Nortel switches with over 45,000 total stations. Data location for their phones already existed within a billing database. 911 ETC was able to write a custom loader (Auto-MAC™) to accept the data in its existing format. RGTS performs hundreds of moves, adds and changes (MAC's) a day; they estimate that 911 ETC's Auto-MAC™ solution saves them hours of work daily. Additionally, 911 ETC was able to implement E911 for their mobile IP users. The mobile users simply log into a web portal and enter their location (home, hotel, etc). For the customers with remote branch offices, 911 ETC provided RGTS with an IP based routing solution which bypasses traditional PS/ALI and can route 911 calls to 99% of Public Safety Answering Points (PSAP) in the United States. This prevented RGTS from having to set up and purchase PS/ALI in every single state (which would have been extremely costly). It also meant that RGTS did not have to purchase local trunks in the areas where their customer branch offices were located while still being able to deliver the 911 call to the proper PSAP.

The Results

911 ETC's total Crisis Connect™ solution was implemented in 2005. Since then, Auto-MAC™ continues to daily accept data from RGTS. This enables RGTS to maintain an accurate database despite the hundreds of MAC's, which ensures that the correct location information will be sent out to emergency responders with any potential 911 call made. All 911 calls that originate from the branch offices are sent to 911 ETC's Voice positioning server where they are then routed to the appropriate 911 Center with location detail. John Tarduno, President and CEO stated: "The Rockefeller Group Technology Solutions, Inc. brand is associated with the highest quality of customer support and satisfaction. We continually strive to exceed client expectations. 911 ETC's Crisis Connect™ solution is a superb tool for enabling RGTS to meet our daily commitment to our customer base."