



CASE STUDY

Social Security Administration

↻ The Problem

The Social Security Administration is multi-site, with locations spread out over a large geographical region and consisting of varied PBX systems with over 27,000 DID's. SSA needed E-911 information for these multiple sites to be gathered into one database. SSA also required regular ongoing maintenance of the database to ensure accuracy of the location information and desired for its own security personnel to be immediately notified in the event of an emergency.

↻ The Solution

911 ETC addressed Social Security Administration's E-911 needs at multiple locations, supplying PBX adjunct equipment to provide the ability for emergency onsite notification via varied and multiple formats. 911 ETC is able to receive PS/ALI database updates from the multiple sites in a variety of export formats.

↻ The Results

911 ETC receives the PS/ALI database updates from SSA's multiple sites, corrects flagged errors and sees to all updates of the information. The data is then sent to Verizon in the required NENA II format. This ongoing process ensures that an emergency call placed from one of the multiple Social Security Administration sites has the correct automatic location information attached to it. Both onsite security personnel and emergency responders at the Public Safety Answering Point are immediately supplied with data showing from where exactly at an SSA site the emergency call is placed.

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