



# CASE STUDY

## Swedish Hospitals

### **↗ The Problem**

Swedish Hospitals, a Seattle-based healthcare facility, wanted to put an enhanced 911 solution in place in order to protect the safety of its patients, employees and guests. Swedish had no existing database detailing the location of its telephones, and nearly half of the phones were non-DID's. Swedish was utilizing Nortel Second Nature for their TDM phones and Cisco Call Manager for their VoIP stations. They needed to find a way to automatically export information for daily updates to the Regional Data Services Center (RDSC) in order to maintain the accuracy of their enhanced 911 database. Swedish also wanted the ability for onsite security personnel to be immediately made aware of a 911 call taking place and to be able to view the location information associated with the phone call.

### **↗ The Solution**

Swedish Hospitals looked to 911 ETC to provide a solution. In 1998 ETC performed an on-site audit and built and loaded their 911 database into the RDSC. With nearly half of the telephones being non-DID's, ETC's software was able to associate the non-DID's to the closest DID. Soon after the database was established, ETC's Auto-MAC™ solution was employed to automatically accept daily updates from the switch administration platforms associated with their Nortel switches. When Swedish needed an E911 solution for the VoIP stations they added in 2006, ETC was able to provide the necessary hybrid solution.

### **↗ The Results**

Today 911 ETC remains the prime contractor for enhanced 911 services at Swedish Hospitals. In 2006 Swedish hired an outside consultant in an attempt to find services that could be cut. ETC's enhanced 911 services were left in place, with Swedish determining that it would be more costly to maintain their own database than to have 911 ETC maintain it for them. Today ETC continues to automatically accept files from Swedish and updates the appropriate 911 databases. ETC also updates the customer's adjunct equipment which provides their translations and local notification at each site (LAN-Alert™).

*For more information regarding an enhanced 911 solution, please visit [www.911etc.com](http://www.911etc.com).*