



CASE STUDY

World Vision

~ The Problem

World Vision is a humanitarian organization dedicated to working with communities worldwide in tackling the causes of poverty and injustice. The company's headquarters are located in Washington State and consist of three buildings that are all multi-level. Any outgoing 911 call placed from within an office on World Vision's campus previously had only the main billing address attached to it. Emergency personnel had no way of knowing the exact location of the emergency. Additionally, on-site security was unaware of any 911 calls being placed. Realizing the risk this placed upon their staff and campus guests, World Vision determined to address the problem and implement a fully managed E911 solution.

~ The Solution

World Vision chose 911 ETC's hosted and fully managed service which included assistance with initial implementation and ongoing monthly maintenance. The organization was able to utilize zone location reporting for each floor of every building on their campus. To avoid additional programming work in the switch and to provide their on-site security with local notification of 911 calls, World Vision opted for LAN-Alert™. 911 ETC takes a data feed from World Vision's switch admin that includes each active station and its corresponding building code and floor number. 911 ETC then assigns the appropriate ELIN (Emergency Location Identification Number) which was previously loaded to the 911 ALI (Automatic Location Identification) database and uploads the station table to LAN-Alert™.

~ The Results

911 ETC continues to provide World Vision with fully managed E911 service, including on-site notification to security personnel with the installation of LAN-Alert™. Now when a 911 call is placed from World Vision's campus, not only do the emergency responders know exactly from where on campus the call was placed, but World Vision's own security team is immediately made aware of the call. On-site security receives a screen pop with the extension and location information for the caller. The appropriate ELIN corresponding to the building address and floor information is delivered to the Public Safety Answering Point in order to appropriately dispatch outside help.

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