



# CrisisConnect™

**CrisisConnect™ is a fully managed and cost-effective E911 service for the enterprise. Launched in 1997, hundreds of clients nationwide are currently utilizing CrisisConnect™, including several Fortune 500 companies.**

*“Crisis Connect™ is a superb tool for enabling RGTS to meet our daily commitment to our customer base.” John Tarduno, President and CEO of Rockefeller Group Technology Solutions*

911 ETC's automated technology integrates with nearly any platform in existence and has achieved certification with leading manufacturers.

[www.911etc.com](http://www.911etc.com)

## What is included?

### Data Management

- The appropriate solution is assessed to minimize impact to the organization.
- Create the database to NENA standards.
- Perform onsite station/location audit (per request).
- Transmit data to the E-911 regional data repositories and/or adjunct equipment.
- Maintain and update database.
- Remote user/address implementation.
- Nomadic user management.
- Provide detailed/customized reports.
- Provide on-going consultation and support.

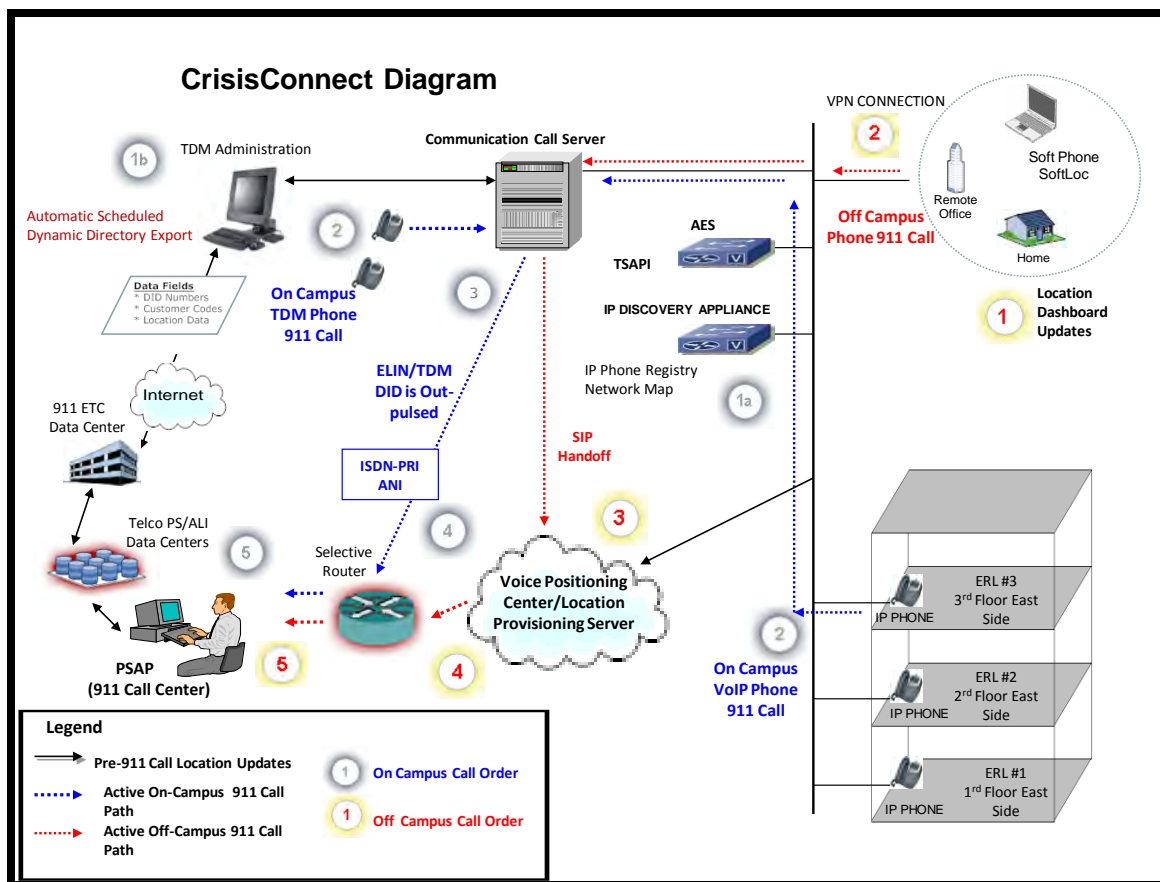
### Infrastructure Implementation

- Consult, recommend, and provide all switch adjunct/network interface equipment.
  - Emergency-Onsite-Notification
  - IP Discovery Appliance
- Recommend and implement Gateway Services as appropriate (ILEC).
- Provide and implement Gateway Services as appropriate. (CLEC).
- Recommend, coordinate, & order proper E-911 network connections (SIP/ISDN PRI).
- Voice Positioning Server set-up.
- Coordination of number ranges.
- Testing of implementation.
- Coordination and provision for VoIP.
- Provision for soft phones (when required).

### Data Interface Options

- 911 ETC provides a custom interface software loader (AUTO-MACTM) to accept data from customer's existing change management system.
- ETC maintains all stations, both DID and non-DID.
- Incremental or full switch data change downloads.
- IP Cloud Dashboard.
- SoftLoc for nomadic users.

## How does it work?



### On campus

1a: IP telephones are registered and are located by the IP discovery appliance. Extension movement is captured by discovery appliance and matched to appropriate ERL.

1b: TDM telephones are MAC'd via the administration platform and are automatically updated to ETC Data center which scrubs data and forwards to Telco ALI data centers.

2: The 911 call is placed from any TDM or IP campus extension.

3: The call server ARS selects the appropriate ISDN/PRI and pushes the ANI of the ELIN/DID to the Telco selective router.

4: The selective router, based on the ANI presented, routes the caller to the appropriate PSAP.

5: From the ANI pushed, the PSAP initiates a PS/ALI data look-up and the detailed campus location is presented.

### Off Campus

1: Location is inputted via the web-enabled location provisioning dashboard. With SoftLoc™ a softphone user will be prompted to easily input their current address with near-realtime validation to the PS/ALI database.

2: The 911 call is placed via any extension residing off-campus.

3: The call server ARS selects the appropriate SIP trunks and initiates a SIP handoff to the VoIP cloud voice positioning center while re-inserting the call into the correct PSTN selective router based on the ANI presented.

4: The selective router, based on the ANI presented, routes the caller to the appropriate PSAP.

5: From the ANI pushed, the PSAP initiates a PS/ALI data look-up and the correct off-campus address location is presented.

*Note: Emergency onsite notifications can be sent via screen pops to various devices utilizing an additional optional application.*