



CASE STUDY

Charles Wright Academy

↗ The Challenge

Charles Wright Academy is a private K-12 school located in the state of Washington. The school is made up of several buildings, with each of the buildings sharing the same physical address. This left emergency responders unsure of the exact location of a 911 call placed from somewhere on the school's campus. As a part of a new PBX upgrade, Charles Wright recognized the need to protect its faculty and students in the event of emergency, and determined to ensure that any outgoing 911 call would have detailed location information automatically associated with it.

↗ The Solution

911 ETC was able to provide Charles Wright Academy with its RedConnect™ solution allowing for automatic location information to be attached to each outgoing 911 call. A 911 ETC implementation manager facilitated each aspect of the E911 implementation, with Charles Wright needing only to provide its DID number range, address and a list of their active phones with corresponding locations. 911 ETC provided CLEC PS/ALI access, formatting, data processing and data upload to the 911 database. RedConnect™ not only allowed for an affordable full service implementation, but integrated with the academy's new Avaya PBX Site Administration. Ongoing monthly maintenance is provided by 911 ETC to ensure accuracy of the E911 data.

↗ The Results

"Ours was a legacy phone system which had been managed by several people over the years, so our data was a complete mess. 911 ETC made the process of going from nothing to a full E911 implementation about as easy as it could be." *Lauren McMason, Charles Wright Academy*

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