



ALCATEL-LUCENT EMERGENCY NOTIFICATION SERVER

INCREASE RESPONSIVENESS
INSIDE THE ENTERPRISE
TO ENHANCE EVERYDAY SAFETY

SAVE PRECIOUS
TIME WITH A QUICK,
COORDINATED
RESPONSE IN CASE
OF EMERGENCY,
AND IMPROVE
CUSTOMER AND
EMPLOYEE SAFETY
IN BOTH ON-SITE
AND REMOTE
LOCATIONS.



INCREASING EMERGENCY RESPONSIVENESS AND EVERYDAY SAFETY

For enterprises, education, healthcare and hospitality organizations or public authorities, saving time means saving lives. Charged with protecting people daily and responding quickly and effectively to emergencies, campus safety personnel and public safety responders cannot allow any operational obstacles to interfere with their mission. They need exact caller and location information to reduce time-consuming searches or callbacks and call records to improve their expertise. With increasing man-made and natural threats, budget constraints and growing safety compliance regulations, ensuring organizational safety is becoming more challenging.

The Alcatel-Lucent Emergency Notification Server (ENS) answers these challenges and more by tracking all emergency calls (outgoing 911/112 calls and panic buttons) from all workspaces and localizing and routing these calls to the correct answering entities. The Alcatel-Lucent ENS enables quick, accurate involvement and response from all actors in case of emergency, at both on-site and remote locations and at the Public Safety Answering Point (PSAP) level.

Key capabilities include call identification, localization, automatic phone location updates, visual location displays, multi-vector notifications for on-site responders, conferencing, silent listening, recording, automatic callback, and monitoring through a web interface. For enhanced reactivity, the Alcatel-Lucent ENS can be further enriched through integration with solutions such as video surveillance, radio or digital signage.

CUSTOMER BENEFITS

- + Enhances customer and employee safety in all workspaces, including main, secondary and remote sites
- + Enhances crisis management efficiency and helps save precious time by supporting a coordinated response
- + Enhances emergency awareness for remote or roaming workers
- + Supports connectivity to multiple emergency answering entities
- + Complies with 911 state legislation and emergency standards
- + Enhances understanding with the capability to replay and analyze past emergency scenarios
- + With solution integration openness, enables cost control and optimization of your installed-base investment

FEATURES

EMERGENCY CALL TRACKING

Emergency calls are detected from on-site IP, TDM and analog phones, wireless phones, and even remote softphones.

CAMPUS PANIC BUTTON INTEGRATION

This feature offers localization, silent listening and intrusion notification in case of danger notification. The panic button has two uses, to cover most emergency situations:

- One-way panic button: Allows the internal responder to silently listen to what is happening in a room, classroom or emergency location without being heard
- Two-way panic button: Allows anyone, such as employees or students, to launch an alarm and instantly communicate with security teams

INTELLIGENT CALL ROUTING

The Alcatel-Lucent ENS processes detected calls using unique call routing policies, configurable on a per-zone (specific location) basis. Based on the zone associated with the phone, the zone information is delivered to the appropriate destinations, such as the correct or closest PSAP and the local security team.

IDENTIFICATION OF THE EXACT CALLER LOCATION AT THE PSAP LEVEL

The correct caller identification, corresponding to the region or country, is provided. This feature greatly reduces the quantity of necessary callback numbers and completely eliminates time-consuming number identification tasks.

NORTH AMERICAN EXAMPLE: The Alcatel-Lucent ENS provides the Emergency Location Identification Number (ELIN) to the PSAP. The ENS also provides station-level identification for all phones, including those that do not have assigned 10-digit telephone numbers (DIDs).

MULTIPLE CALL ALERTING AND NOTIFICATION TOOLS AND CHANNELS FOR ON-SITE RESPONDENTS

The Alcatel-Lucent ENS offers extensive, multi-channel call alerting and notification capabilities:

- On- and off-campus voice call alerts
- Voice call alerts to walkie-talkies or pagers (using external radio gateways)
- Desktop alert pop-up notifications
- E-mails
- Text messages
- Alcatel-Lucent mini messages

EXAMPLE: Desktop Notification, an application installed on security desk workstations, allows pop-up notifications and audible alarms to be sent to on-site personnel when a caller dials 911. A campus map can be included with the notification (from the Campus Maps module).

CONFERENCING

Automatic conference bridges can be created between the different emergency actors to ensure that key respondents, employees and public respondents are all equally aware and involved in the situation.

AUTOMATIC CALLBACK

The Alcatel-Lucent ENS launches an automatic callback if the caller hangs up or cannot maintain the call for various reasons before the PSAP was contacted or before they can communicate any information. This feature reduces time-consuming, manual number searches and redialing tasks.

CAMPUS MAPS MODULE

On-site responders can view the emergency endpoints using the customer's own maps (see Figure 1). The module enables the visualization of safe evacuation paths and instantly communicates critical data to targeted groups in real time. It includes building maps, displays of floor plans, and schematics with support for video surveillance integration. The customer must provide map layouts during the data collection phase.

Figure 1. Alcatel-Lucent ENS Control Board: Campus Maps floor plan and access paths example



VIDEO FEEDS AND SURVEILLANCE CAMERA INTEGRATION

Responders can visualize the situation and/or safe evacuation paths and instantly communicate critical data to targeted groups in real time as the situation unfolds (integration necessary).

AUTO-LOCATOR AUTOMATIC ON-SITE IP PHONE TRACKING

The Alcatel-Lucent ENS automatically discovers the locations of on-site IP, TDM and analog phones, softphones, and wireless phones including the Alcatel-Lucent Mobile IP Touch (MIPT), even as the phones move around the corporate network, thanks to Layer 2 or Layer 3 discovery.

- Layer 2 discovery: Uses Simple Network Management Protocol (SNMP) to scan network switches to identify the locations of IP phones. Layer 2 discovery provides a high level of location granularity. This is the preferred discovery method for enterprises that want to provision zones down to the switch or switch-port level. These zones are also called Emergency Response Locations (ERLs). Any change in the IP phone-to-port association can optionally be made known to the administrator using e-mail.
- Layer 3 discovery: Works by associating IP subnets to zones. For enterprises with geographically assigned subnets, Layer 3 discovery is an accurate way of providing location discovery to the floor level.

SUPPORT FOR EMPLOYEE MOBILITY

The Alcatel-Lucent ENS provides accurate location-based call delivery to the PSAP and supports off-campus/remote employees and softphones.

- Self Provisioning Portal: With this off-site provisioning tool, off-campus users can self-provision valid locations in the emergency network. On-site, location tracking is completely transparent to users.



- E911 Softphone Locator: This feature provides automatic tracking of Microsoft® Windows® based IP softphones. The E911 Softphone Locator works in the background to continuously update the Alcatel-Lucent ENS with the required provisioning data.

The Alcatel-Lucent ENS can also be integrated with radio systems to allow on-site mobile workers (walkie-talkie users) to listen to and participate in emergency conversations and react as rapidly as phone users.

WEB-BASED ADMINISTRATION CONTROL BOARD

The ENS Control Board allows administrators to provision the Alcatel-Lucent ENS with endpoints, zones, Layer 2 switches, subnets, maps and other parameters. The ENS Control Board also provides in-depth system status information, such as logs, reports, call recording and call detail records (see Figure 2). This capability allows customers to keep traces of conversations during emergency situations and to analyze the situation and reactions after the calls are completed.

Figure 2. Alcatel-Lucent ENS Control Board initial screen and Call Log tab



HIGH AVAILABILITY

The Alcatel-Lucent ENS is available as a single hardware appliance or deployed in redundant pairs. Appliances can be deployed in geographically distinct data centers for greater redundancy.

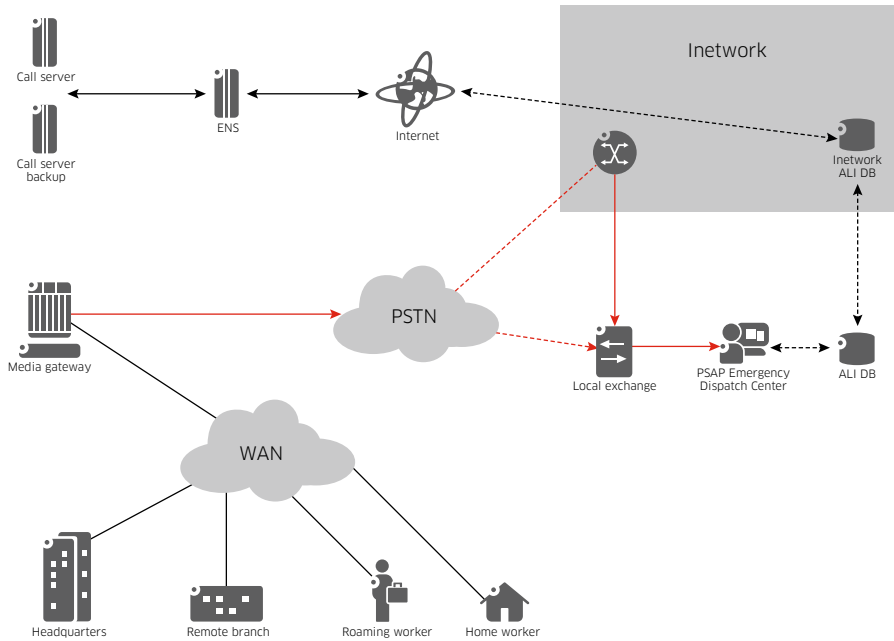
VIRTUALIZATION

The Alcatel-Lucent ENS is supported in a Virtual Machine (VM) environment.

ARCHITECTURES

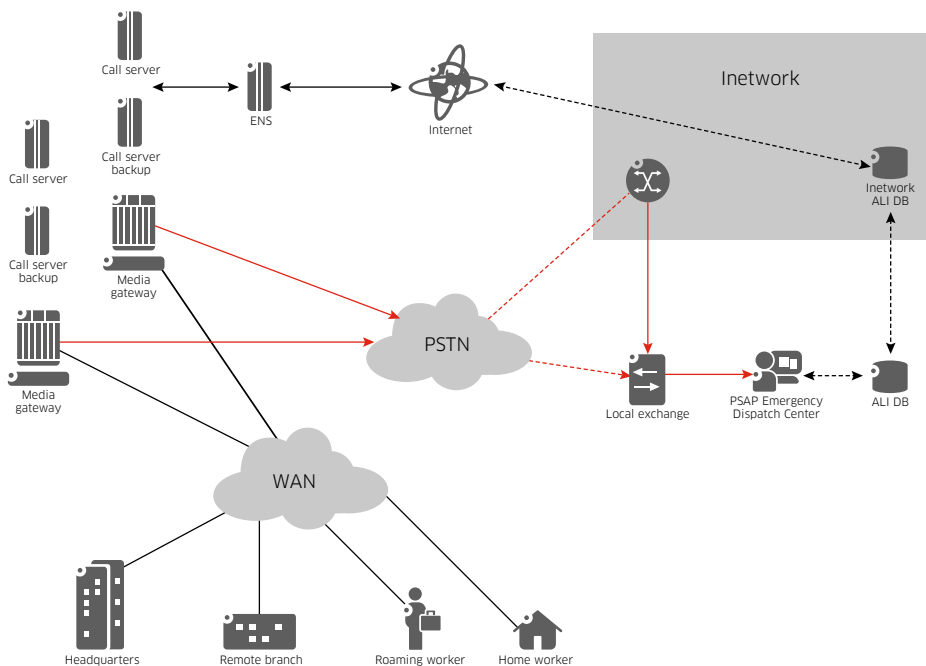
The Alcatel-Lucent ENS can be deployed as a standalone appliance and with a duplicated PBX (see Figure 3).

Figure 3. Duplicated PBX and single Alcatel-Lucent ENS



For greater redundancy, the Alcatel-Lucent ENS can be deployed in a duplicate configuration (see Figure 4).

Figure 4. PBX network and duplicated Alcatel-Lucent ENS



SUPPORT AND FURTHER OPTIONS

The Alcatel-Lucent ENS is covered by an Alcatel-Lucent Specific Application Support (SAS). Please request an SAS quotation from the Alcatel-Lucent Professional Services team at professional.services@alcatel-lucent.com.

The Alcatel-Lucent ENS is supported on the Alcatel-Lucent OmniPCX™ Enterprise Communication Server and the Alcatel-Lucent OpenTouch™ Business Edition system.

The Alcatel-Lucent ENS must be installed on a dedicated server. A VM environment is also supported.

HOW TO ORDER

For more information about this product, please contact your local Business Partner or our team at professional.services@alcatel-lucent.com

Alcatel-Lucent Enterprise Business Portal:
<https://businessportal.alcatel-lucent.com>