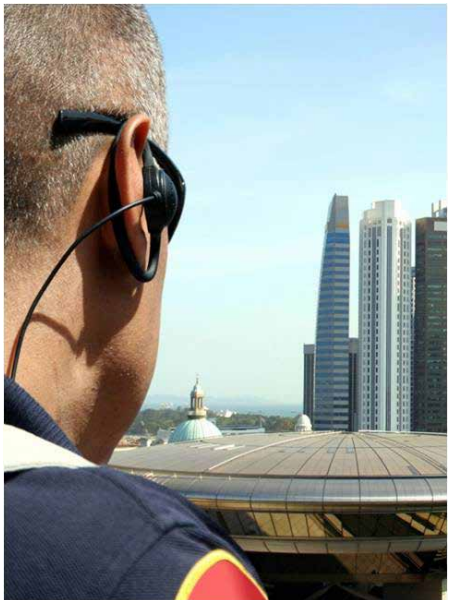
EMERGENCY NOTIFICATION SERVER 911 LIGHT PACK

INCREASE RESPONSIVENESS INSIDE THE ENTERPRISE TO ENHANCE EVERYDAY SAFETY

For enterprises, education, healthcare, hospitality organizations or public authorities, saving time means saving lives. Charged with protecting on-site and remote people daily and responding quickly and effectively to emergencies, campus safety personnel cannot allow any operational obstacles to interfere with their mission. The Public Safety Answering Points on the other hand, need caller information and location to reduce time consuming search or call-backs. With increased man-made and natural threats, constrained budgets and growing safety compliance regulations, ensuring the group safety is becoming increasingly challenging.



The Emergency Notification Server (ENS) 911 Light Pack answers these challenges in an essential package. By tracking emergency calls from all workspaces, localizing and routing them to the correct answering entities, it enables a quick and accurate involvement and response from all actors in case of emergency.

Key capabilities include: call identification, a large variety of emergency notification capabilities for on-site responders, call log report details with call record, automatic call back of the caller and integration with land radio.

FEATURES

Tracking of all calls and panic buttons

- Caller location identification corresponding to the zone he/she is associated to. It also provides the ELIN identification to the PSAP for phones without assigned DIDs (10-digit telephone numbers).
- Automatic call back in case the caller is prematurely disconnected. If the PSAP has been disconnected, they will call back the ELIN number of the zone where the caller is associated to.
- SIP Panic button integration offers silent listening and intrusion

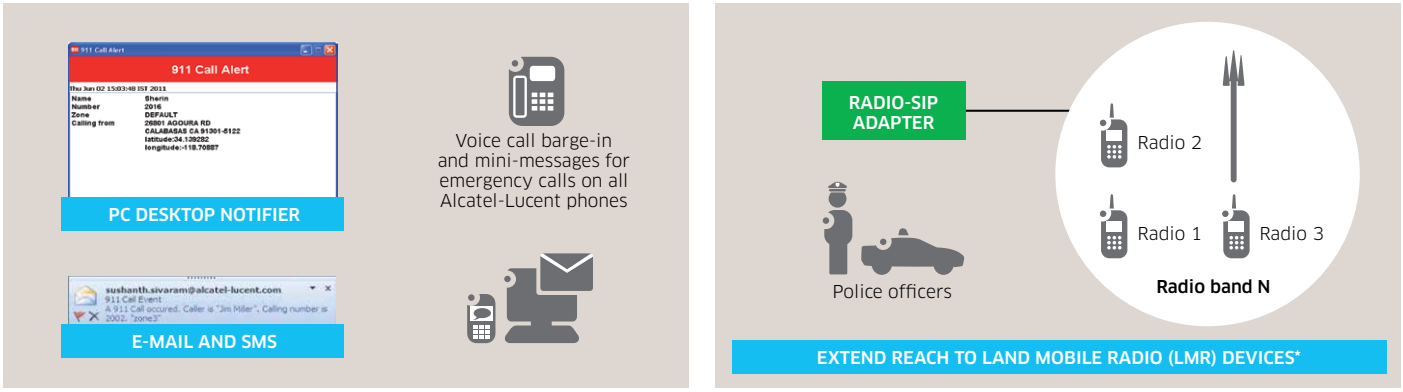
Intelligent routing to the right PSAP

- Emergency calls processing through unique call routing policies, configurable on a per-zone basis. Based on the zone associated with the phone, the Emergency Location Identification Number is provided to the PSAP and the zone details are delivered to the assigned local security teams.

Multi-channel notifications to on-site security

- Extensive, multi-channel call alerting and notification capabilities:
  - ¬ Voice call alerts to up to 12 on-site responders (voice prompt, silent monitoring, in conference)
  - ¬ Integration with land radio (via external SIP radio gateways)
  - ¬ Desktop alert pop-up notifications
  - ¬ Emails
  - ¬ Text messages (SMS)

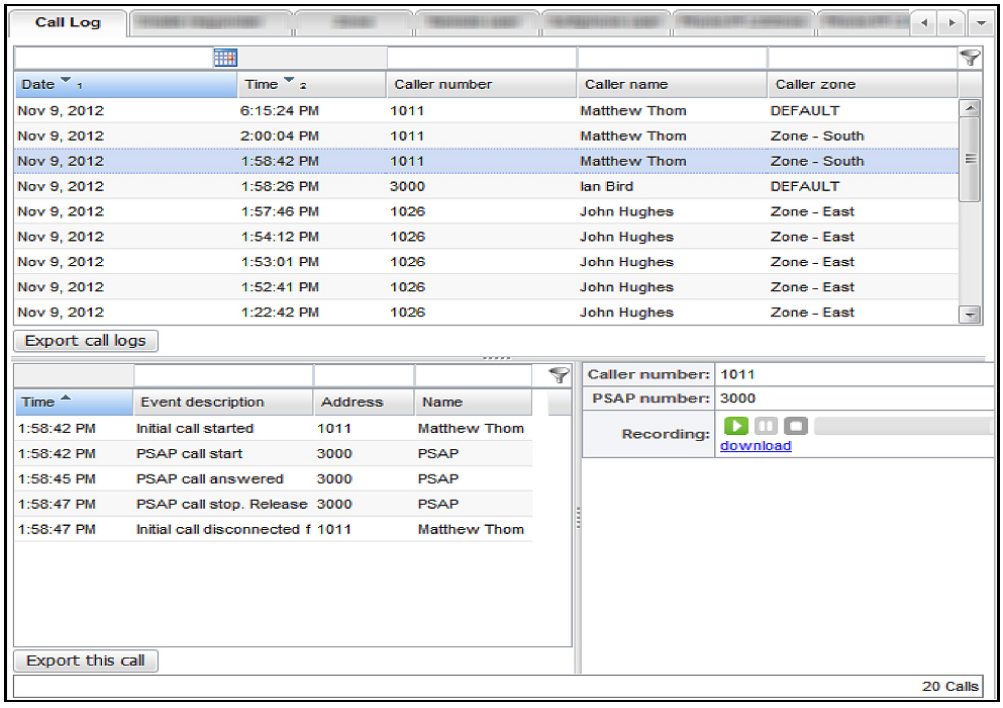
Figure 1. ENS notification types



Call recording and call log

- This allows customers to keep traces of conversations during emergency situations and analyze the situation and reactions after the calls. Customers can also listen to the recording of the emergency call.

Figure 2. Call log display

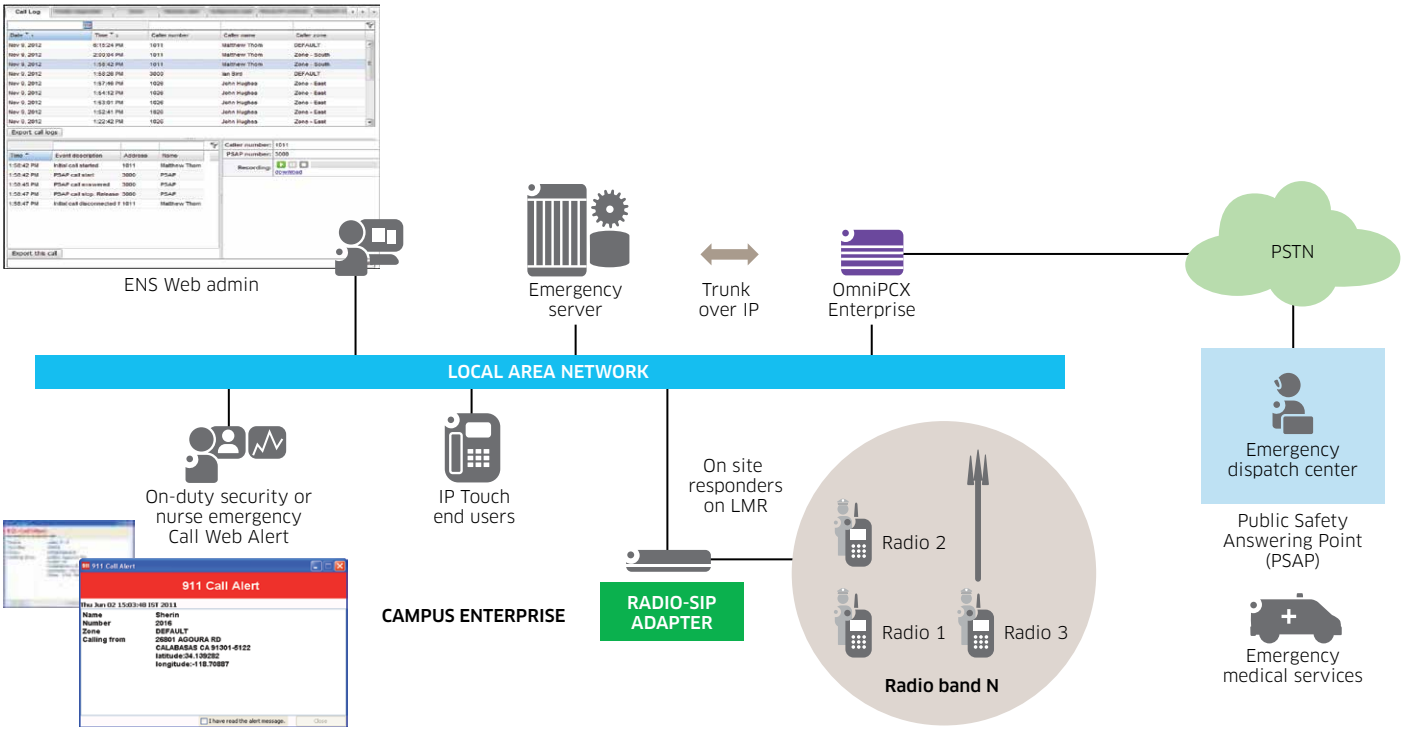


Web-based administration Control Board

- The Control Board allows administrators to provision the ENS with endpoints, zones and system parameters.
- It also provides in-depth system status information like: logs, reports, SNMP traps

ARCHITECTURE

Figure 3. Conceptual architecture



HARDWARE REQUIREMENTS

The Emergency Notification Server can be installed on a dedicated server or can be virtualized. For virtualization, the Emergency Notification Server (light pack) will support the VMware ESX/ESXi 4.x and above with the following requirements.

Server requirements: RAM 2 GB; Athlon 1.6 Ghz; HDD 320 GB; DVD-R Optical Drive (integrated or external (USB)

The server must support Linux Redhat Enterprise 6.2 operating system (Alcatel-Lucent Enterprise will provide the Redhat OS but the customer needs to purchase a license key directly from Redhat. The OS and ENS application will operate without the license but the customer will need a valid license in order to receive support on the OS, should the situation require it).

SUPPORT

The Emergency Notification Server Light Pack is covered by the Alcatel-Lucent Solution Specific Application Support (SAS).

HOW TO ORDER

The application is available on demand from the Professional Services. To receive a quotation, please send an e-mail to professional.services@alcatel-lucent.com.

MORE INFORMATION

For further information on this solution, please contact your Alcatel-Lucent Enterprise sales representative. For more emergency features, please see our Emergency Notification Server solution.

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