



End-to-End 911 Solutions for VoIP and Unified Communications

At Intrado, our 911 solutions help enterprises and small and medium businesses (SMBs) to protect their most important resources: their employees, their students and their customers. We connect users to 911 emergency assistance – from the office, from remote branches, from the road, from any device. We deliver the E911 services and products that organizations need to meet E911 regulations while keeping costs in check.

Our Solutions

Intrado's enterprise 911 solutions automate and simplify 911 location management, provide critical situational awareness for your security team, and facilitate nationwide 911 call and caller location delivery for E911 compliance. With flexible configurations, we deliver E911 solutions that are certified and seamlessly integrate with a wide range of voice platforms including Avaya, Cisco, Microsoft, Mitel, and more.

Compliant with all major IP-PBX platforms for seamless E911 integration and interoperability

E911 connectivity to over 6,000 Public Safety Answering Points (PSAPs) across North America

Reliable support for complex environments such as multiple UC vendors deployed on-premises, hosted, or hybrid environments

1,000+

Trusted to safeguard over 1,000 organizations

60M

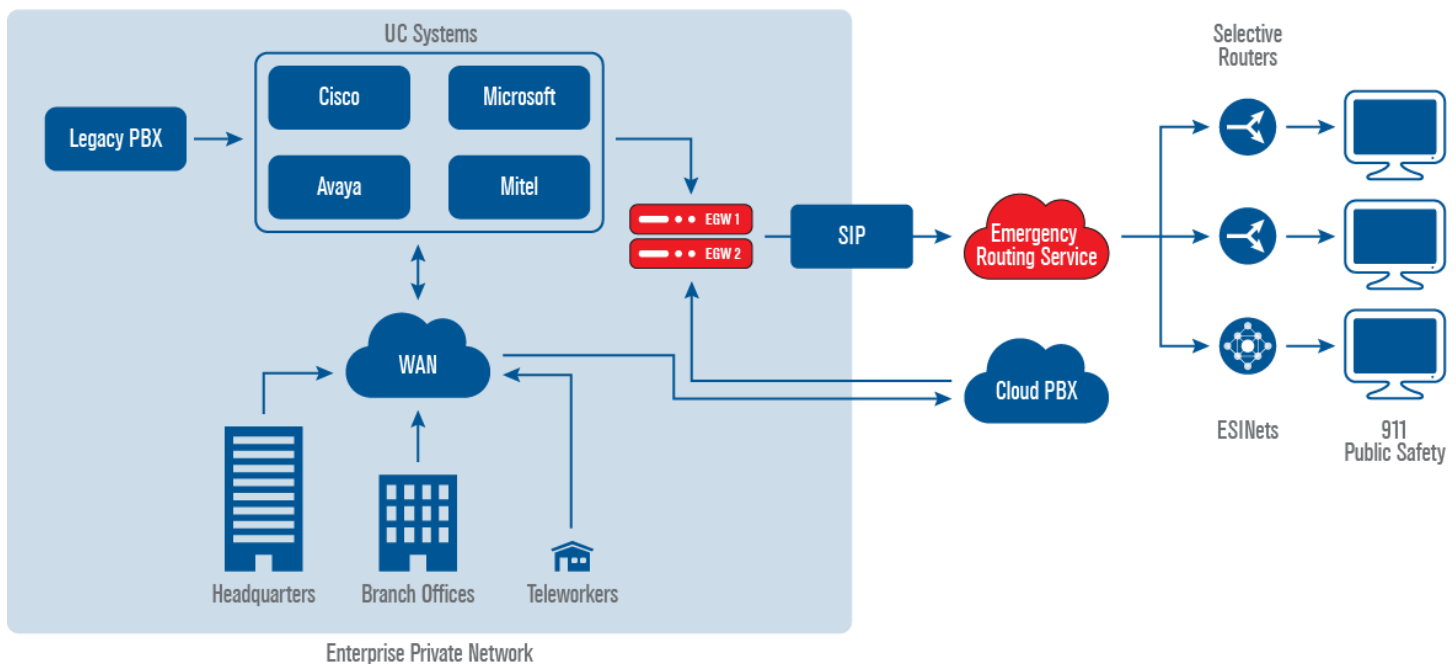
Over 60M VoIP records under management

Emergency Routing Service (ERS) is an Intrado owned and operated hosted E911 service that connects organizations to over 6,000 Public Safety Answering Points (PSAPs) across North America. A single, centralized E911 call routing solution, it allows organizations to deliver 911 emergency calls and detailed end-user 911 location information to the nearest PSAP. ERS also includes the Emergency Call Response Center (ECRC) as a tertiary routing service for failovers and unprovisioned 911 calls. Intrado's ECRC is the only service of its kind operated in the US by APCO-trained, experienced telecommunicators. With ERS, organizations can:

- Simplify compliance with federal, state and local E911 regulations
- Provide E911 support for its end-users including those at the main campus, at branch offices or working remotely
- Enable delivery of granular 911 location information down to the building, floor and room level
- Leverage real-time address provisioning and validation features

Emergency Gateway (EGW) is an on-site solution that simplifies E911 management. It helps to keep IP phone 911 locations current, notifies on-site security personnel when someone calls 911, and helps organizations meet E911 regulations. Available as either a hardware or virtualized appliance, EGW supports:

- Automatic discovery of 911 locations for IP phones, softphones and wireless phones
- Unified 911 management for complex, multi-vendor environments
- On-site security desk routing and notification via screen pop, email, pager and SMS
- Test mode feature to validate configurations and ensure accurate routing of 911 calls



About Intrado

Intrado, formerly West, is an innovative, cloud-based, global technology partner to clients around the world. Intrado Life & Safety connects people and organizations at the right time and in the right ways to the nearest emergency assistance, and provides thousands of public safety agencies and first responders with critical data points to coordinate the best emergency response. Our end-to-end 911 solutions help enterprises keep their users safe and meet 911 regulations.

For more information, please call [1-877-862-2835](tel:1-877-862-2835), email safety@intrado.com, or visit www.intrado.com/Life-Safety

