SAFETY SERVICES

ALI AND LOCATION DATA MANAGEMENT SERVICES

Connecting a frightened caller with 9-1-1 assistance may seem simple. It is not. The coordination of intricate procedures, multiple technologies and countless trained individuals across many disciplines are involved in making sure callers get the help they need.

WHEN YOU CALL 9-1-1, YOU KNOW HELP IS ON THE WAY

At the center of this entire complex system is the 9-1-1 database. Creating, maintaining and effectively utilizing that database is fundamental to the success of any public safety answering point (PSAP) operation. West’s collective expertise and state-of-the-art emergency data management capabilities ensure highly-available data, anchored by public safety grade™ quality and security standards.

HELPS PSAPS NOW AND IN THE FUTURE

Advanced 9-1-1® Location Data Management Services offers complete project management including initial set-up and data preparation, data loading and coordination with TSPs. Redundant and highly available, our geographically diverse ALI-managed database systems support industry standard interfaces for off-board routing and dynamic location updates.

West Safety Services

- Trusted by PSAPs nationwide and the county’s largest wireless carriers to deliver lifesaving emergency communication
- Deliver industry standard equipment and services with proven hardware and software solutions

35 Over 35 years of 9-1-1 innovation and leadership

34 Carrier Customers

140M Over 140 million records under management

290M Support over 290M 9-1-1 bids annually
Features:
- Rich, highly configurable feature sets
- Rapid address error correction
- Cooperative integration testing
- Disaster recovery contingency planning
- Highly scalable and flexible architecture

Benefits:
- Improved emergency response through data accuracy
- Supports emergency response goals and obligations
- Delivers the highest accuracy rates for emergency information possible
- 99.999% system availability
- Over 36 years of innovation, proven technology and industry standards' leadership

Emergency Communications Technologies
West Safety Services is North America's leading provider of 9-1-1 technology solutions for traditional phone companies, wireless carriers, satellite and cable operators, VoIP providers, and public safety and government agencies. Backed by over 36 years of world-class network engineering focused on the needs of public safety, West manages the entire emergency response continuum through data management, reliable networks and a deep understanding of public and personal safety emergency response protocols. We continue to develop ground-breaking Next Generation 9-1-1 (NG9-1-1) solutions.

West connects people to first responders - firefighters, law enforcement, ambulance services, and to the “first” first responders - the telecommunicators answering calls in public safety answering points (PSAPs). Our seamless, reliable, redundant, end-to-end infrastructure enables responding agencies to locate, route, transport and deliver emergency communications to help save lives. Our systems and services touch millions of lives every day. We take that responsibility seriously.

For more information about West Advanced 9-1-1, contact us at 877.262.3775 or WSSinfo@west.com.