On-Site Security Personnel are Your First Responders

A 9-1-1 call is placed within your organization, but your security team isn’t aware until they hear sirens and see flashing lights from a fire truck and ambulance pulling up to the building. As first responders rush through the front door, security team members scramble to discover the location of the woman who called for help.

After a 9-1-1 call, seconds are precious. Desk Alert from West Safety Services is a simple solution to a serious problem that many organizations overlook. Desk Alert brings your security team into an emergency situation as it’s occurring, arming them with key information to react quickly and assist first responders—and, ultimately, improve emergency outcomes for your employees, students and end users.

A complimentary solution to West’s Emergency Gateway (EGW) appliance, Desk Alert displays an on-screen alert on your security desk’s computer whenever 9-1-1 is dialed from within enterprise. Your security team instantly knows the caller’s name, location and additional details to help them assess and triage the situation.

West Safety Services

- Compliant with all major IP-PBX platforms for seamless E9-1-1 integration and interoperability
- E9-1-1 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 premise, hosted or hybrid environments

1K Trusted by over 1,000 organizations to safeguard their organization
31M Over 31M VoIP records under management
95% Touch more than 95% of all 9-1-1 calls placed in the United States
24/7/365 Call routing service delivered over a geo-redundant network with no single point of failure
IMPROVE YOUR ON-SITE EMERGENCY RESPONSE WITH DESK ALERT

West’s Desk Alert solution works in conjunction with Emergency Gateway (EGW), eliminating the need for integration with other third-party databases. Desk Alert can also be used to notify security personnel of non-emergency calls placed to the security desk, test calls and potential 9-1-1 misdials. Your security team can implement any pre-established procedures to ensure that your organization’s emergency response is effective and efficient.

DESK ALERT’S INTUITIVE INTERFACE:

- Displays automatic alerts whenever an end-user dials 9-1-1
- Provides situational awareness to help improve response times and outcomes
- Delivers caller information including name, callback number and precise location
- Links to enhanced data such as detailed floor plans, emergency contacts and more
- Supplies misdial and testing indicators, as well as advanced reporting features
- Integrates with Cisco Mobility Services Engine (MSE) and Aruba Airwave and Analytics and Location Engine (ALE) to display wireless 9-1-1 caller location

WHY CHOOSE WEST

West Safety Services is in the business of 9-1-1, but it’s also personal. After all, we’re all potential consumers of the most essential service anyone requires. We help carriers, alarm companies and organizations of all sizes connect millions of subscribers, employees, students and end users to the nearest emergency assistance, and we arm thousands of public safety agencies and first responders with critical data points to locate those individuals and coordinate the best response. As innovations emerge to make our lives more connected and convenient, we focus on the ones that make us all safer.

Ready to learn more? Connect with us:
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