Desk Alert
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 Intrado Life & Safety is a simple solution to a serious problem that many organizations overlook. Desk Alert brings your security team into an emergency situation as its 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 Intrado’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 your enterprise. Your security team instantly knows the caller’s name, location and additional details to help them assess and triage the situation.

Improve your On-Site Emergency Response with Desk Alert

Intrado’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

Emergency 9-1-1 Notification
Security Call Notification
EGW Integration with Cisco MSE

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 9-1-1 solutions help enterprises keep their users safe and meet 9-1-1 regulations.

For more information, please call 1-877-862-2835, email safetyservices@west.com, or visit www.intrado.com/Life-Safety