SAFETY SERVICES

Why E9-1-1?
Enhanced Safety for the Education Environment

Providing a safe learning environment is top priority for educational institutions, from K-12 school districts to post-secondary campuses. West helps you maintain focus on your core mission, with easy-to-implement and administer solutions that take 9-1-1 challenges off your plate.

West's products and services allow your organization to handle emergency situations effectively, with tools that inform your personnel immediately when 9-1-1 is dialed anywhere on the premises. In an emergency situation, seconds can save lives. Our solutions provide your team with the critical data and situational awareness they need to implement an effective on-site response, and public safety officials with the information necessary to arrive at the right location as quickly as possible. By leveraging our products and services, educational institutions can keep their premises safer, comply with any applicable E9-1-1 calling regulations, and enhance their own internal processes.

West's Safety Services

- Compliant with all major IP-PBX platforms for seamless E9-1-1 integration and interoperability
- Emergency call delivery 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

31M
Over 31M VoIP records under management

24/7/365
Call routing service delivered over a geo-redundant network with no single point of failure

We're here to help. Connect with us today to learn how our solutions can enhance safety on your campus.
E9-1-1 FUNCTIONALITY FOR EDUCATION:
Our full-featured solution set delivers the capabilities required for a comprehensive E9-1-1 strategy. Some of the key features we offer include:

- **Security notification** – A complete suite of security notification tools advise on-site teams of emergency situations in progress. Many of these tools allow for the incorporation of rich data for situational awareness (i.e. three-way call-monitoring, IP camera feeds, contact lists, etc.). On-site responders know that an emergency is in progress on campus and receive the key data points necessary to immediately effect an appropriate emergency response.

- **Emergency caller location identification** – Identifies where a 9-1-1 caller is located, even down to the classroom within a specific building. This functionality is enabled across all sorts of devices – IP desk phones, soft clients running on laptops and tablets, and wireless IP handsets. By providing clear location information for 9-1-1 callers, responders can go directly to the emergency and not waste valuable time searching for the source of the call.

- **Support for user mobility** – Seamless location tracking for mobile users keeps critical location information current. Users can move across floors and even to different buildings and locations in the course of their day. By tracking their movements in real-time, their correct location details can be sent along with the call if they dial 9-1-1. If someone logs in to your phone system from an off-site location, we also have intelligent and intuitive tools to make sure they can still access the emergency support they require.

- **Public Safety Answering Point (PSAP) connectivity** – Connects any user on your network directly to the right emergency call center, with PSAP connectivity across the US and Canada. If your institution has locations spread across multiple counties or states, you can rest assured that regardless of where the caller is located, they can be connected to the assistance they need.

ASK YOURSELF:
- If a student or instructor dials 9-1-1, do we know exactly where they are?
- Do outgoing 9-1-1 calls route to the PSAP local to the emergency?
- In an emergency situation, are the right people on your team notified? And are they provided with the information they need to respond to the situation?
- How do we keep track of users who move frequently, both on- and off-campus? Are we managing this appropriately? How much time does it take to manage these location changes?
- Is our organization subject to any E9-1-1 legislation? Are we meeting our regulatory obligations?
WHY CHOOSE WEST

West's 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:
west.com/safety-services, 877.862.2835 or safetyservices@west.com