E911 for the Skype Enterprise

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Agenda

• Introduction
• What is E911 and How it Works
• E911 Anywhere® and E911 Manager®
• RedSky and Skype for Business
• Optional Offerings from RedSky
• Questions
Overview of RedSky Technologies

• 100% Focused on E911 solutions
• Providing E911 enterprise software solutions since 1999
• Hundreds of enterprise customers with over a million endpoints protected
• Integrated and certified with major call server platforms (Cisco, Avaya, Unify, Skype for Business)
• Holds a foundational patent in enterprise E911 systems
• Participates in NENA NG9-1-1 standards development
Core Capabilities

• Track the location of all phones inside and outside the enterprise, including wifi
• Supports analog, digital, IP & SIP endpoints/phones
• Supports nomadic/remote teleworkers inside and outside the enterprise
• Updates internal and external databases with location records
• Performs real-time updates to local ALI databases, on-site PSAP databases
• Provides on-site notification of 9-1-1 calls and the location of the caller to internal responders via E-mail, SMS text and optional “screen-pop”
What is E911?

• Enhanced 9-1-1 (E911), is a system which routes an emergency call to the appropriate 9-1-1 Public Safety Answering Point (PSAP) for the caller's location, AND automatically displays the caller's phone number, address and location within the address.

• Over 5,000 PSAP’s in the US
With or Without E911

• With E911
  – E9-1-1 delivers a detailed location to 9-1-1 dispatchers e.g.
  – “Bldg A RM 704”
  – Essential for multi-floor buildings and campuses
  – Enables location description down to the desktop if needed

• Without E911
  – Callers dialing 9-1-1 will send main billing telephone number and billing address; no specific location
  – No external alerts to security
  – No location determination when phone moves
ANI/ERL and ELIN/ERL + NENA II

• What is ALI/ERL?
  – Automatic Location Identification (ALI) = Emergency Response Location (ERL)
  – Provides the Public Safety Answering Point with the location information of the caller for emergency personnel

• What is ANI/ELIN?
  – Automatic Number Identification (ANI) = Emergency Location Identification Number (ELIN).
  – It is basically the ten-digit number of the 911 caller.
  – It could be the caller’s actual DID number or one that represents the floor or room location of the caller.

• What does the data include?
  – Information compiled into the required NENA II format file:
    
    | Phone Number | Street Directional |
    | Location (up to 19 characters) | Street Name |
    | Company Name/Building Name | City, State, Zip Code |
Location Definition

ERL 2
Office 1
ELIN
312-555-1068

ERL 5
Loading Dock
ELIN
312-555-1005

ERL 1
Office 2
ELIN
312-555-1006

ERL 7
Office 7
ELIN
312-555-1007

ERL 3
Conference Room
ELIN
312-555-1003

ERL 9
Break Room
ELIN
312-555-1006

ERL 4
Warehouse
ELIN
312-555-1004
Key Drivers for E911

• Government Legislation – 18 States require E911 for enterprises
• Companies want to protect their employees; Companies can be liable for damages if employees are injured or die
• Every Company has had an incident where someone has dialed 9-1-1 and:
  – Nobody knew that they called
  – Emergency responders showed up at the wrong building
• OSHA (Occupational Safety and Health Act)
E911 State Legislation

To date, 18 states * have adopted legislation to Regulate 911 service as it applies to Multi Line Telephone Systems (MLTS) or PBXs. Some states now require Enterprises and/or residential MLTS operators to ensure that when a user calls 911 on their system, ANI (Automatic Number Identification) and ALI (Automatic Location Identification) are provided to the PSAP (Public Safety Answering Point).

Solutions

E911 Manager® Version 6.5
• Enterprise software solution
• Can be deployed on premise or in the cloud
• Integrates with your IP voice platform to automatically track all hard phone, softphone and Wi-Fi phone movement
• Highly Scalable - Up to 100,000+ stations and 50 PBX/Call servers

E911 Anywhere®
• Cloud Service that accepts and routes a 9-1-1 call to any of over 5000 PSAPs in the USA and Canada
• Supports distributed enterprises, mobile softphone users and remote teleworkers
• Accepts 9-1-1 call via PSTN, SIP via MPLS cloud or IPsec over the Internet
The Limitations of Traditional E9-1-1

- Contact LEC (Local Exchange Carrier) to make location changes
- Takes 24 hours for a location to be updated (not “real-time”)
- Each LEC territory requires a separate PS-ALI Contract
- Requires local trunking/gateway at each location
- Location often based on main/billing phone number (BTN) and corporate address
- No onsite notification
Advantages of E911 Anywhere®

• Very Cost Effective
  – Priced on the number of ELINs/ERLs, not phones/devices
  – USA and Canadian coverage
  – Reduces the need for Local Trunks
  – Reduces the need for Multiple PS-ALI accounts

• Makes your network design simple
  – Send all 9-1-1 calls to the service
  – No local gateways and trunk groups to program
  – PBX Agnostic

• A “real-time” network
  – Updates locations in real time
  – Supports mobile softphone and UC users on laptops with MyE911® and softphone users on smartphones with MyE911 for Mobile®
Skype for Business with E911 Anywhere®

- Provides a certified E911 Routing Solution
- Web portal allows for self-administration of location data
- Supports remote workers
SIP Call Flow

- RS Gateway acts as a B2BUA
- SIP Signalling requires a “smart NATing” device
- RTP must pass through firewalls
Tracking Softphones with MyE911®

- MyE911® is a client application installed on the laptop with a softphone.
- MyE911® monitors the softphone and the network status of the laptop.
- When it detects changes, it requests location information.
- Locations can be selected from a favorites list.
- New locations can be entered and are validated for accuracy.
MyE911® Softphone Screenshot
MyE911 for Mobile® – Features and Functionality

- Provides coverage for users who dial 911 out of a softphone app (ie tablets or smartphones)
- Location granularity is controlled based on a radius defined by geocoordinates
- PSAP information is updated when a user remains in the same location for a configurable period of time
- Google Maps interface provides selectable buildings for ease of use
- Enhanced location information can be entered by the customer
Emergency On-Site Notification Options

Email

Screen Pop

SMS/Text
Resources

- **Website**  [www.redskye911.com](http://www.redskye911.com)
  - 3 Minute Risk Assessment
  - Platform Specific Collateral
  - Solution Recommendations
  - Legislation and Compliance

  - Product Demos
  - Why is E911 Important
  - Partner Webinar Series (please contact marketing for link)
Q&A