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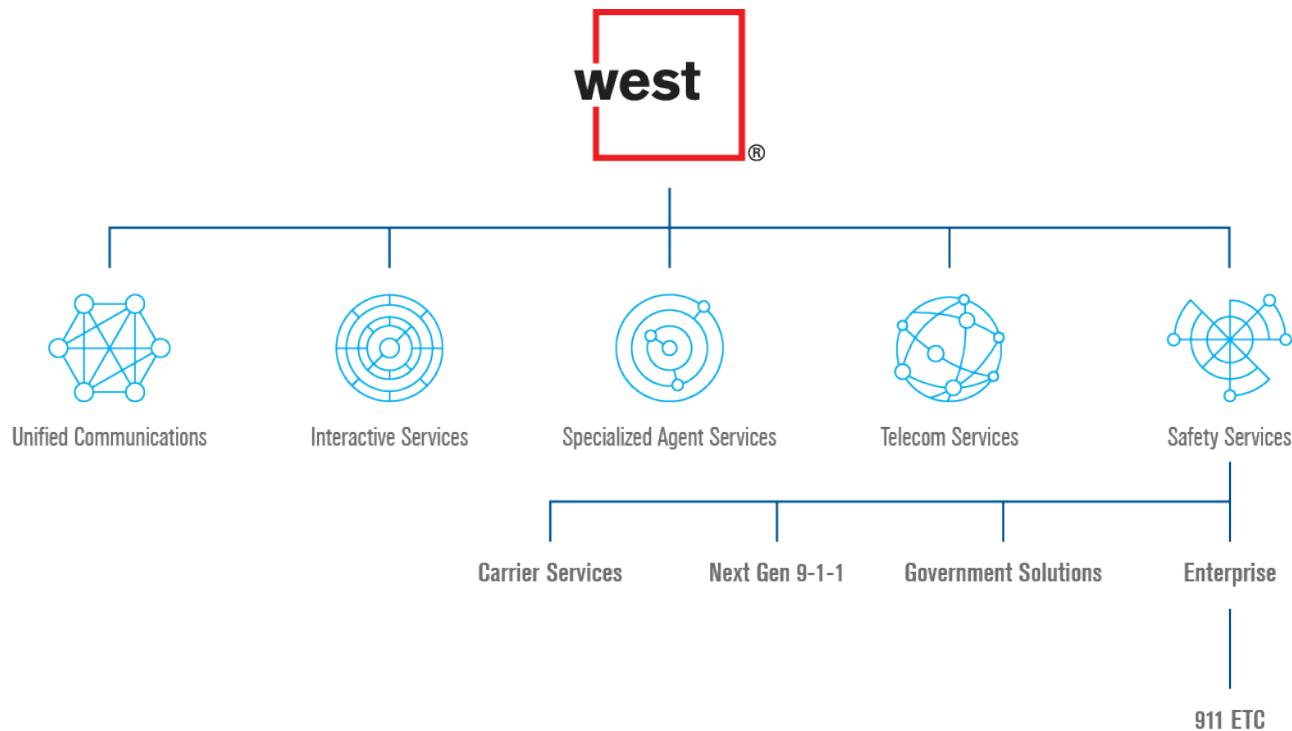
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# E9-1-1, Emergency Services and Emerging Technologies

March 27, 2017

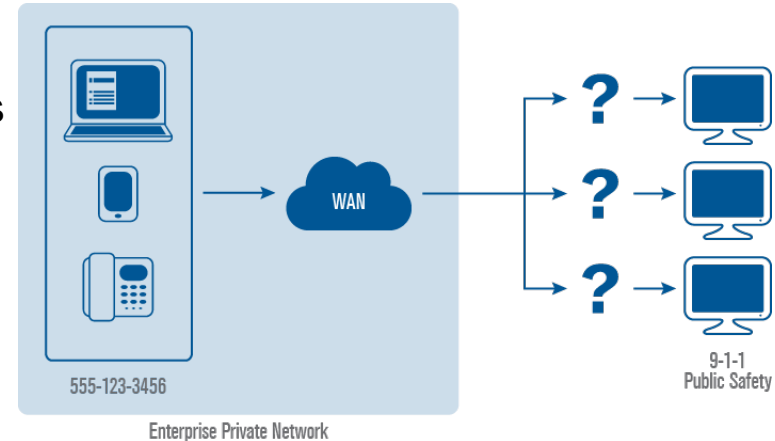
# About West



# Enterprise UC Trends that Challenge E9-1-1

The features that make UC voice so attractive can cause challenges when it comes to E9-1-1:

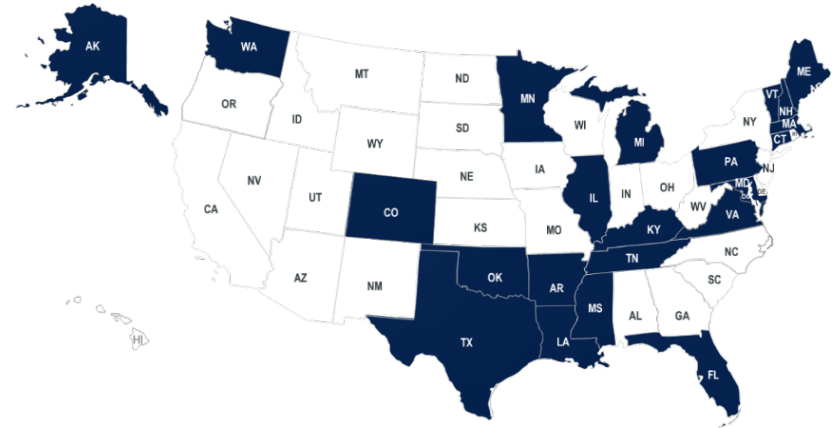
- Cloud/hybrid and multi-vendor environments
- Phone mobility: on- and off-site
- Soft clients
- Centralized SIP trunking
- Separation of phone number and location



# Enterprise/MLTS E9-1-1 Legislation



- 22 states have enacted E9-1-1 legislation;  
2 of these have additional legislation pending
- 4 states have new E9-1-1 legislation pending
- Regulations vary by state: location/square footage, dial patterns, notifications
- Federal Kari's Law passed Congress,  
awaiting Senate approval



# Key Products and Services

West's enterprise solutions are comprised of two key components:

- Emergency Routing Service (ERS) – cloud-based E9-1-1 termination service
- Emergency Gateway (EGW) – E9-1-1 management and notification appliance

They may be deployed together or separately based on an enterprise's specific requirements.

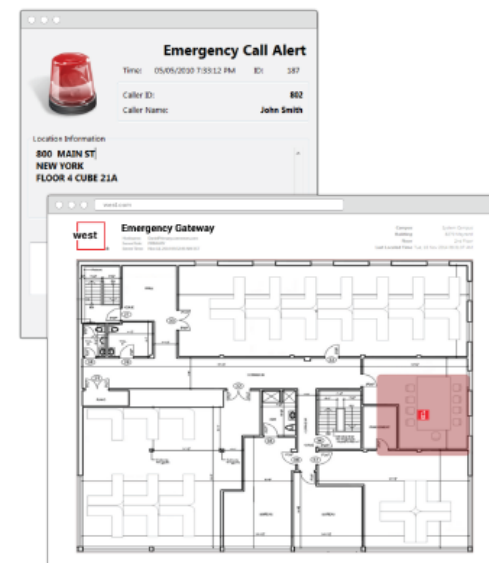
# Security Notification



- Enhanced security notification capabilities make security more effective during the emergency response
- Secure facilities:
  - Gates, elevators, facility access, first aid
- Security notifications: screen pops, email/SMS, three-way call monitoring



Security  
Desk



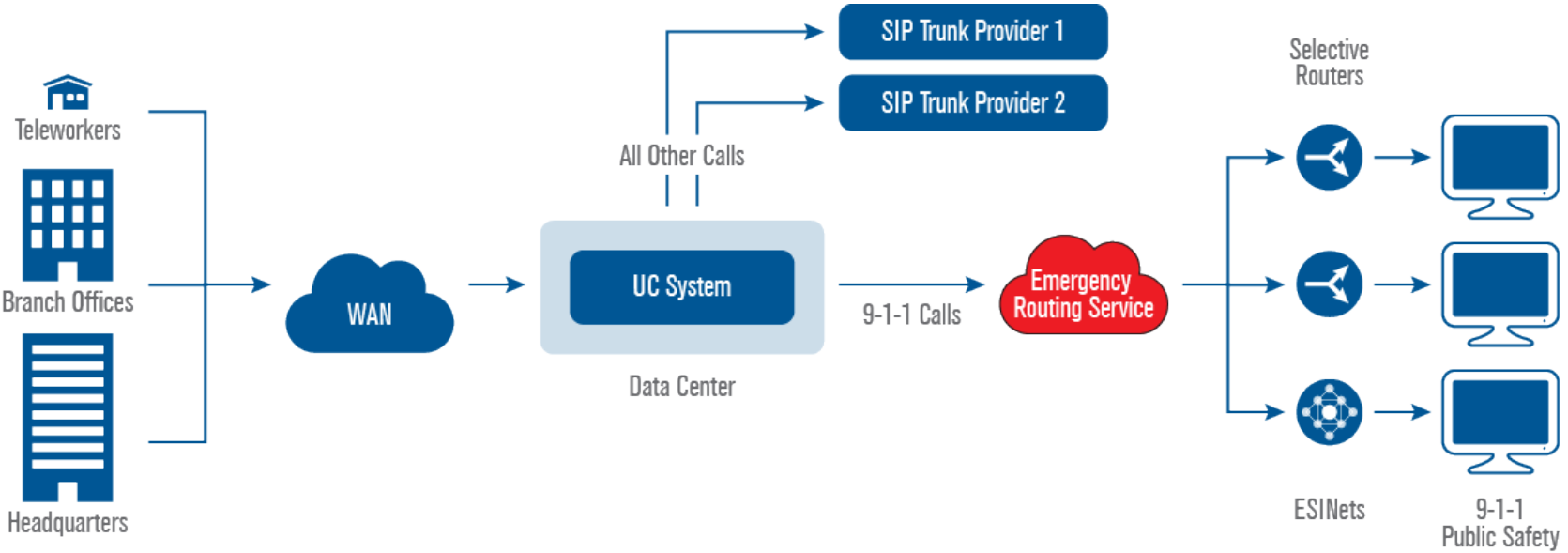
# Mass Notification

- Notify enterprise employees
- Notification and alerting (e.g. evacuation, lockdown, etc.)
- SchoolMessenger Communicate

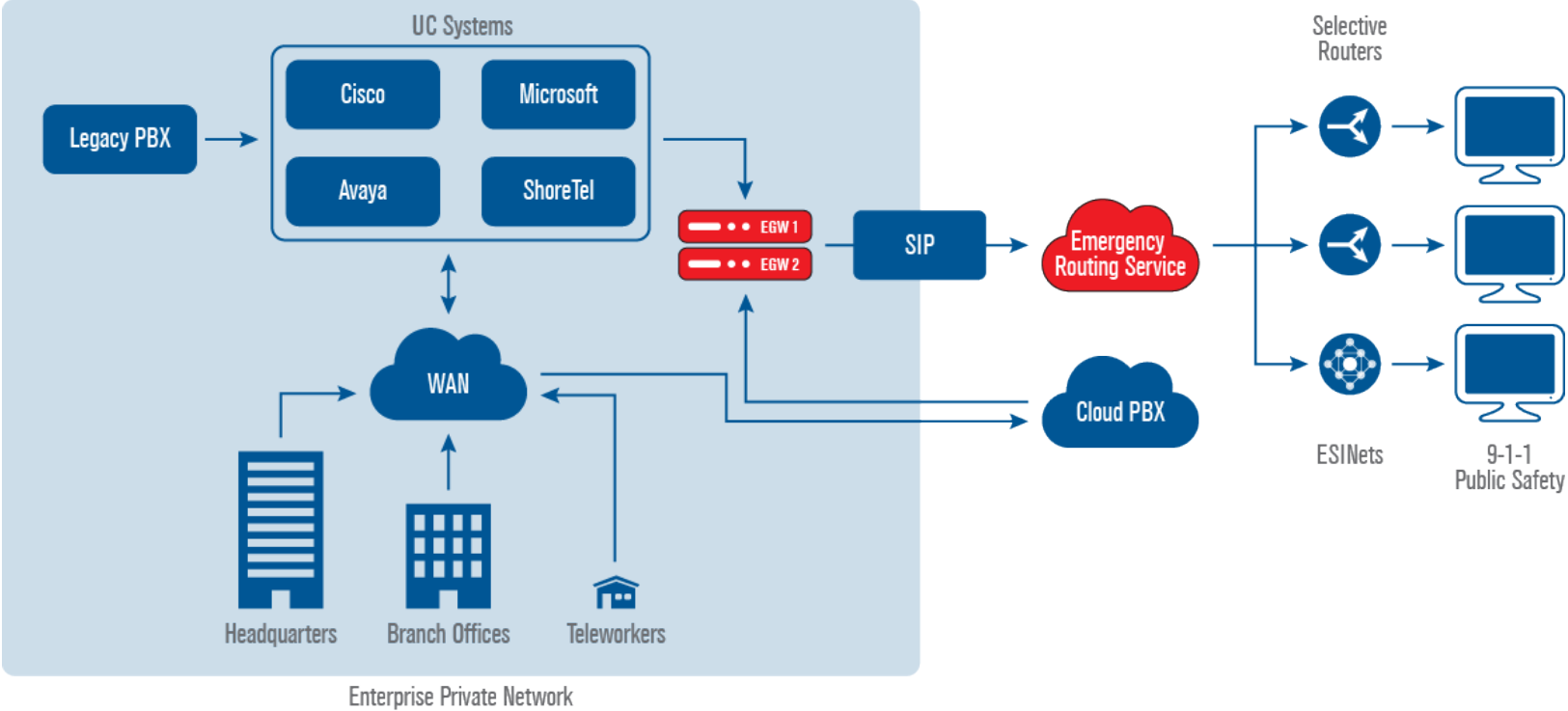




# ERS Architecture/Call Flow



# EGW + ERS Architecture/Call Flow



# Looking Forward: NG9-1-1 and the Enterprise

- NG9-1-1 is the transition to IP-based networks and equipment from TDM-based legacy 9-1-1
  - Defined by NENA i3 Standards
  - Location-based routing using caller's location and GIS data
  - Interoperability of IP-based networks (ESInets) and functional elements
  - Looking forward: Sharing of enhanced data between callers, enterprises and public safety for a faster, better-coordinated emergency response

# West and NG9-1-1

- West takes a holistic approach to NG9-1-1: Enterprise, Carriers, Public Safety
- Involved in definition, testing and evolution of standards
- Processed millions of NG 9-1-1 calls

# Looking Forward: IoT and Smart Cities



- Emergencies can now be triggered by media beyond traditional voice calls
- IoT sensors can provide valuable data for first responders to improve situational awareness and incident outcomes
- Enterprise smart buildings feed into Smart Cities
- Enables a coordinated response between all stakeholders

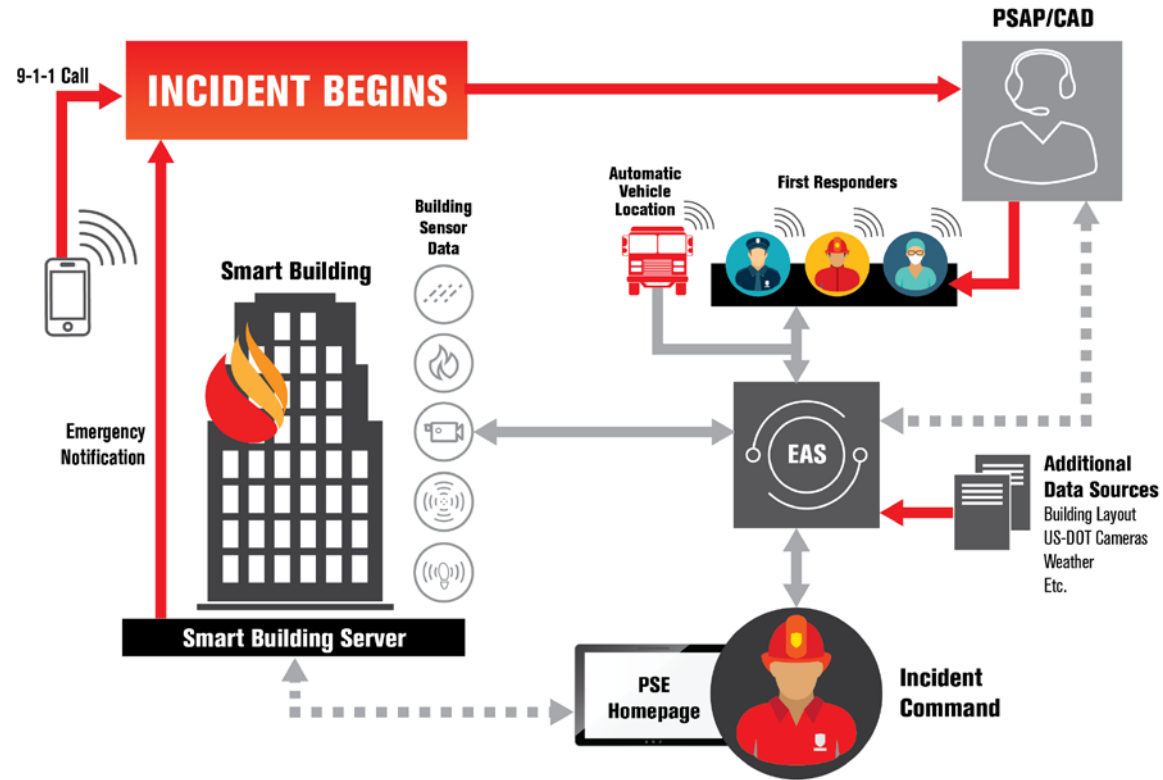
# IoT Sensor Devices



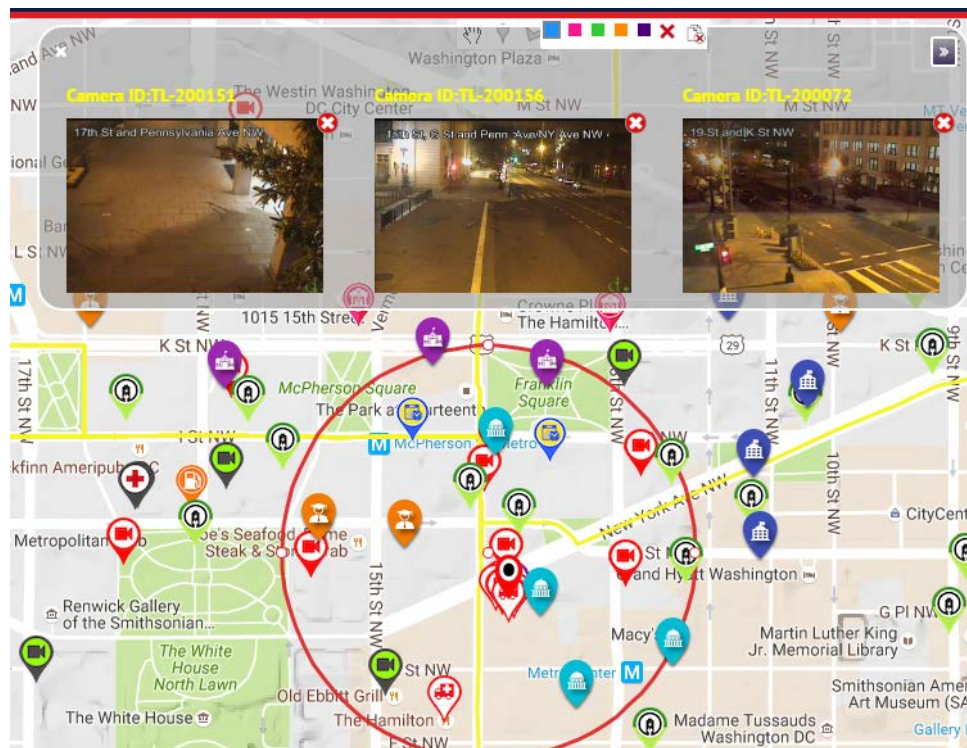
- Location beacons
- Temperature
- Sound detection
- Occupancy information
- Video feeds



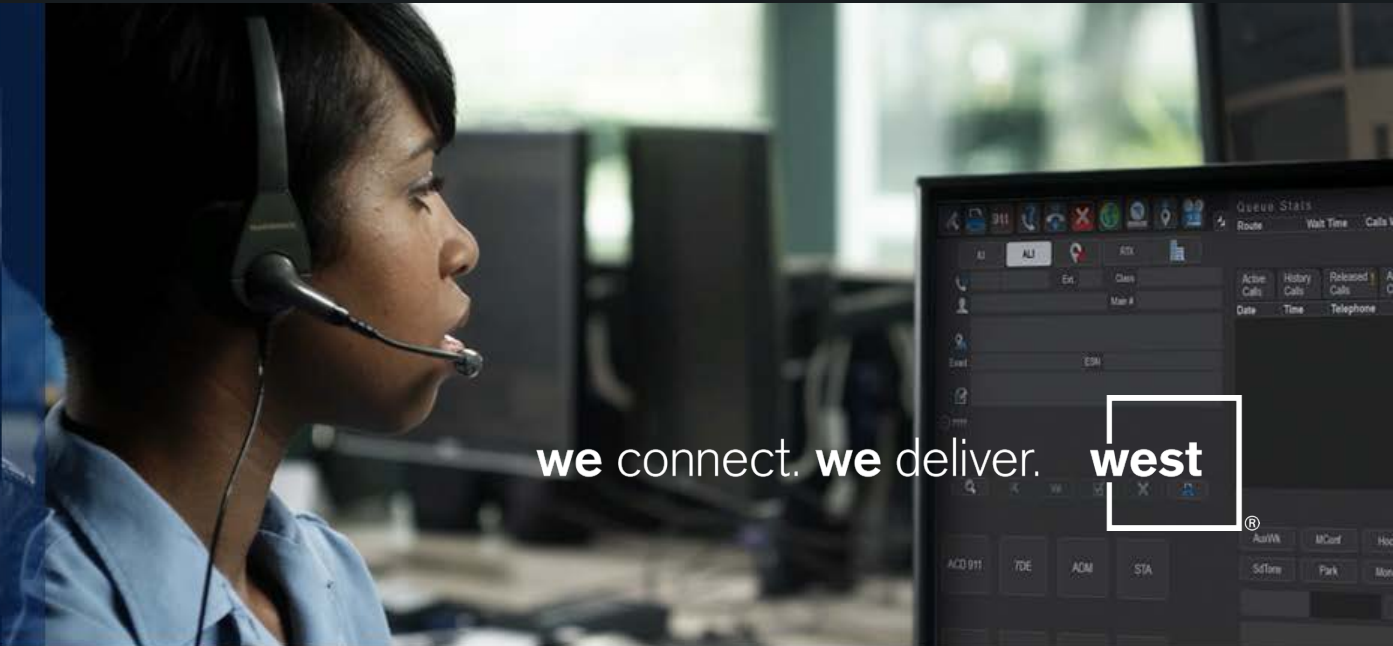
# Smart Building Use Case



# Smart Buildings lead to Smart Cities







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# Questions