

Graduating to a Safer Solution

E911 Solution Helps Educational Organization Enhance the Safety of its Students and Staff

At-A-Glance

The Organization

Career Education Corporation (CEC)

- 77 campuses in the US spread across 25 states
- 43 campuses use Cisco Unified Communications Manager
- 34 campuses use a variety of legacy phone systems
- 95,000+ students
- 3,000+ faculty and staff

The Challenge

- Route calls to the appropriate PSAP for users remotely accessing the centralized CUCM
- Meet E911 regulations in all 25 states
- Implement an E911 solution that works with both IP-PBX and legacy phone systems

The Solution

Implemented the 911 Enable Emergency Routing Service for all CEC locations to:

- Provide all campuses with connectivity to PSAPs in their respective geographic regions
- Allow the organization to meet E911 regulations in all 25 states
- Accommodate both IP-PBX and legacy phone systems

The Organization

Career Education Corporation (CEC) is the world's largest on-campus provider of private, for-profit post-secondary education.



CEC schools offer career-oriented degrees, diplomas, and certificates to provide students with the knowledge and skills they need to compete in industries such as visual communication and design technologies, information technology, business studies, culinary arts and healthcare. The CEC family of schools includes well-known brands such as Le Cordon Bleu, Sanford-Brown, and the International Academy of Design and Technology, as well as the web-based virtual campuses of American InterContinental University Online and Colorado Technical University Online. Serving over 95,000 students on campus and online, CEC's 75-plus campuses are located across the US and around the world.

The Challenge

When CEC implemented Cisco Unified Communications Manager (CUCM) IP-PBX systems for 30 of its 77 US campuses, administrators needed a 911 solution that could accommodate the advanced features of the new phone system. They understood that without an adequate E911 solution, a 911 call placed from any campus remotely accessing the CUCM system would not be routed to the Public Safety Answering Point (PSAP) closest to the caller. Instead, the call would be routed to the PSAP serving the centralized IP-PBX. For the safety of its faculty, staff and students, it was absolutely critical that CEC find an E911 solution that would accurately identify the 911 caller's precise location and route the call to the appropriate regional PSAP.

In addition, state and local officials were requiring that organizations provide accurate location information and callback numbers for every 911 caller. As an increasing number of states began implementing E911 legislation, CEC recognized the need for a reliable 911 solution that protected users by offering complete regulatory compliance. With CEC campuses located in 25 states across the country, administrators were faced with an overwhelming task: to find a single solution that could ensure E911 regulatory compliance for each and every campus.

Finally, CEC's network ran both Cisco Unified Communications Manager and legacy equipment from other vendors. Since different CEC campuses operated on different telephony platforms, CEC administrators needed an E911 solution that was compatible with a variety of manufacturers as well as both IP-based and TDM (legacy) equipment.

The Solution

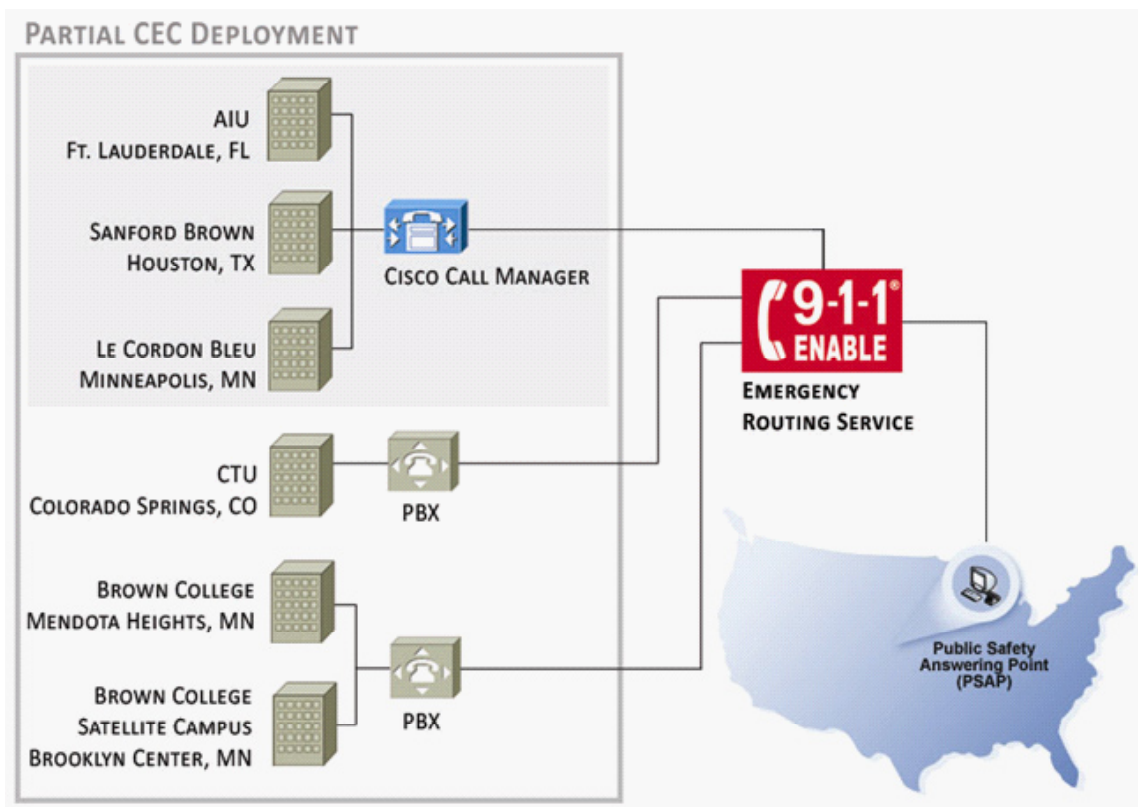
Offering the largest E911 coverage in the industry, 911 Enable's Emergency Routing Service (ERS) was selected as the solution best adapted for all CEC campuses. The service provided every CEC location with access to the nation's E911 network and allowed granular location provisioning to ensure state and local regulatory compliance. In addition, highly flexible integration meant that the ERS was able to serve CEC campuses with various types of equipment in place.

Nationwide E911 Coverage:

With E911 connectivity to over 5,500 PSAPs across the US, the 911 Enable ERS provides all CEC locations with accurate 911 call routing in times of crisis. When 911 is dialed from any CEC location, the PBX (legacy) or IP-PBX system simply forwards the call to the 911 Enable ERS. The ERS then determines the precise location of the caller based on their 10 digit phone number and routes the call to the appropriate PSAP, where the caller's correct location and callback number are automatically displayed on the dispatcher's screen.

State and Local E911 Regulatory Compliance:

The 911 Enable ERS allowed CEC administrators to provision phones with a callback number and accurate location according to individual states' E911 regulations. However, with campuses located across 25 states, the degree of precision required for each location varied



significantly. Some states required that locations simply be defined per building, with the building's main address appearing on the PSAP dispatcher's screen. Others required that each floor within a building be defined as a separate location. Others still required that a location be defined based on specific areas (i.e. room, suite or wing). 911 Enable helped CEC determine what their E911 regulatory obligations were and assisted them in provisioning each and every location according to state and/or local legislation.

The following illustrations provide an example of the three provisioning scenarios.

Scenario 1: Provisioning Locations per Building



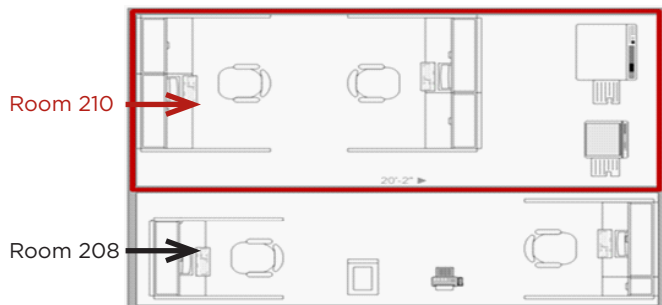
123 Main Street, New York, NY 10044, **Building 1**

Scenario 2: Provisioning Locations per Floor



123 Main Street, New York, NY 10044, **Building 1, Floor 2**

Scenario 3: Provisioning Locations per Room



123 Main Street, New York, NY 10044, **Building 1, Floor 2, Room 210**

“Our campuses are spread across 77 locations in 25 states and use a mixture of IP and legacy phone systems. By working with 911 Enable, we were able to implement a flexible, cost-effective, and reliable E9-1-1 solution in each location while reducing administrative costs, improving location management efficiency, and meeting E911 regulations.”

Charlie Givilancz
Associate Vice President
Career Education Corporation

Flexible, Vendor Agnostic Solution:

911 Enable's vendor agnostic ERS is capable of supporting both legacy and IP-PBX telephone systems, which allowed it to integrate seamlessly with CEC's existing infrastructure. The ERS can grow with CEC's deployment as network elements are added or changed, guaranteeing scalability as well as compatibility with both centralized and de-centralized telephony architecture models. Even campuses using VoIP to service remote or nomadic users can count on 911 Enable to provide accurate, reliable 911 call routing.

Looking Forward

CEC is currently looking into implementing the 911 Enable Emergency Gateway appliance to enhance its E911 service at locations equipped with Cisco Unified Communications Managers. The Emergency Gateway provides automatic phone tracking for IP phone moves and manages location data. It also offers Security Desk Routing and Crisis Alert email notification, enhancing campus security capabilities. The Emergency Gateway will allow CEC to further simplify the administration of its 911 service while providing even more accurate, reliable emergency support to its campus communities.

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