GTRI
GLOBAL TECHNOLOGY RESOURCES INC.

IN BUSINESS, YOU'RE KNOWN BY THE COMPANY YOU KEEP
GTRI (Global Technology Resources, Inc.) a leading network consulting firm, leverages 911 Enable solutions to meet continually evolving customer needs.

"911 Enable has been instrumental in helping us to meet E911 requirements for our clients, be they large or small. The entire 911 Enable team has been accessible, efficient and dependable – everything we're looking for in a partner. They have truly helped us deliver solutions that we can stand behind with confidence."

- Paul Beamer
Technical Consultant,
GTRI

AT A GLANCE

The Organization
- GTRI provides solutions for data centers, unified communications, wireless/mobility, and more
- Key strategic partners include Cisco, Citrix, and NetApp
- Works closely with clients to help them reach their business goals by employing leading-edge technology

The Challenge
Due to increasingly widespread legislation and a growing understanding of the limitations of IP telephony in emergency situations, GTRI's mandate was to find an E911 solution for their clients that:
- Can be administered with minimal management requirements
- Provides real-time E911 address validation and provisioning capabilities
- Ensures on-site security personnel are notified of emergency situations
- Is certified with Cisco

The Solution
GTRI partnered with 911 Enable to offer the Emergency Gateway and Emergency Routing Service, which:
- Automates administrative tasks to simplify E911 management
- Instantly notifies security personnel of emergency calls as soon as they are placed
- Delivers 911 calls to PSAPs across the US and Canada

Background
Founded by three partners as a general IT reseller in 1998, GTRI has evolved into a sophisticated network and datacenter consulting firm, serving a diverse and wide-ranging list of clients in the fields of healthcare, finance, e-commerce, education, federal contracts, and government. In just over twelve years, GTRI has developed a well-respected national footprint, growing to over $300 million in annual revenue, with 200 employees and counting.

The Challenge
GTRI is committed to addressing business-related technology needs by continually sourcing new and improved communications solutions. When clients began seeking E911 capabilities for their communications networks, GTRI needed to ensure that the solution they offered could solve four key challenges in a simple and cost-effective manner.

The first challenge was to find an E911 solution with minimal management and maintenance requirements. With many clients looking to streamline their operations, limited resources were available to dedicate to the administration of an E911 system. Solutions that required intensive manual maintenance were simply not in sync with reality.

The second key challenge for GTRI was to ensure that a 911 caller's location information was kept up to date in a 911 database. Any delay in records being updated by the client and provisioned in the 911 database would compromise the reliabilty of the E911 solution and create a significant window of risk that was unacceptable.

GTRI is a Cisco Gold Partner, winning numerous awards each year. It is this specialization in Cisco products that brought GTRI to look for the best E911 partner possible for Cisco IP systems: 911 Enable.

The third challenge was to find a solution that could promptly notify on-site security personnel when a 911 call occurs, and would provide them with the necessary information to improve emergency response times. With their training and knowledge of an organization's physical environment, security personnel are ideal first responders, and can be of great help to arriving emergency response teams.

GTRI's fourth and final challenge was to find a partner that was certified with Cisco. GTRI required a comprehensive, highly integrated E911 solution with a proven track record with Cisco IP communications platforms.

The Solution
When your reputation relies on a strong partnership
One of the greatest challenges facing today's system integrators is to provide clients with reliable, cost-effective and highly-adaptable solutions to meet their workplace-technology needs. And today, with numerous choices available for just about any application, it is more important than ever for system integrators to be able to rely upon, and stand behind, the solutions they sell.

GTRI has partnered with 911 Enable for precisely this reason: to offer their customers a resilient, reliable E911 solution that is at the forefront of the industry, providing the capabilities that today's organizations require.

As part of this partnership, GTRI is able to offer its customers 911 Enable's suite of products and services to help them meet E911 requirements. Key elements include:

The Emergency Gateway (EGW)
The EGW is an on-site appliance that automates and simplifies E911 management. It includes automatic IP phone discovery, on-site security notification features, and more. To learn more about the EGW and how it works, read the **EGW Data Sheet**.

The Emergency Routing Service (ERS)
The ERS is a monthly subscription service that delivers 911 calls and location information to Public Safety Answering Points (PSAPs) across the US and Canada. It provides organizations with real-time address validation and provisioning capabilities. To learn more about the ERS and how it works, read the **ERS Data Sheet**.

"We started looking around for E911 solutions - and 911 Enable was at the top of the list. Our clients have limited time to spend optimizing and maintaining an E911 solution. That is our job, and 911 Enable makes it easier for us to deliver - especially for Cisco deployments."

- Paul Beamer
Technical Consultant,
GTRI

Simplified E911 Management

The 911 Enable EGW significantly reduces management burden for administrators. It automatically discovers and tracks IP phone locations, eliminating the need to manually update location information whenever an endpoint moves within the network.

To enable the automatic tracking of IP phones, administrators can simply provision the EGW with layer 2, layer 3 and/or wireless LAN network maps and emergency response locations (ERLs) that may be defined to the building, floor, or room level. The EGW then discovers each phone's location by retrieving the correct ERL based on the phone's network location. To learn more about Automatic Phone Tracking, please read the **Feature Brief**.

Real-Time Address Validation and Provisioning

The 911 Enable ERS provides real-time address validation and provisioning capabilities. This helps customers ensure that critical E911 information is always up to date in case of emergency. The ERS interfaces with the EGW to automatically validate and provision updated location information in a single national ALI database. The national ALI database eliminates the need to manage multiple regional PS-ALI accounts. And unlike PS-ALI solutions – where address validation and provisioning can take up to 48 hours – the ERS updates records instantly.

On-site Security Routing and Notification

911 Enable delivers a robust suite of security notification tools to improve emergency response, alerting on-site security personnel to emergency situations in progress. Notifications always include the caller's name, call-back number and detailed location information. 911 Enable offers various security desk routing and notification options as part of its E911 solutions:

- Email Alerts
- Three-Way Call Monitoring with PSAPs
- Call Delivery
- Automatic Screen Pop

To learn more about On-Site Security Notification, please read the **Feature Brief**.

In Focus
Joint Customer: The Children's Hospital, Denver

In 2010, GTRI was tasked with replacing the existing communications infrastructure at The Children's Hospital in Denver, Colorado. Selected for the job because of their wide-ranging technical know-how and ability to elegantly streamline solutions, GTRI was brought in to ensure a scalable solution enabling efficient communications throughout the facility's 17 buildings and over 6,900 endpoints.

For the job GTRI designed a Cisco Unified Communications solution converging voice, data, video, imaging, and wireless onto a single IP foundation. When it came to implementing an E911 solution that works seamlessly with Cisco, GTRI implemented the 911 Enable EGW to help The Children's Hospital meet their security desk notification and routing requirements.

911 Enable is a trusted Cisco Partner

911 Enable delivers the industry's most comprehensive and reliable E911 solutions for Cisco IP communications. As a Cisco Solution Developer partner, 911 Enable has demonstrated a historical commitment and investment in working and collaborating with Cisco, and has a proven track record of gaining market traction and addressing customer business needs.

Looking Ahead
A continuing alliance in E911 management

With numerous solutions already successfully deployed, 911 Enable and GTRI continue to work together to deliver resilient and reliable E911 solutions to meet the ever-changing needs of their mutual clients.

For More Information

To learn more about 911 Enable's innovative and cost-effective E911 solutions, contact a 911 Enable sales representative:
Call   1-866-661-3218
Visit   www.911enable.com
Email   info@911enable.com

To learn more about GTRI's business-related communications solutions, contact a sales representative:
Call   1-877-603-1984
Visit   www.gtri.com
Email   sales@gtri.com

Additional Resources

Emergency Gateway Data Sheet
http://www.911enable.com/pdf/emergency_gateway_datasheet.pdf

Emergency Routing Service Data Sheet for the US
http://www.911enable.com/pdf/emergency_routing_service_datasheet.pdf

Desk Alert Data Sheet
http://www.911enable.com/pdf/deskalert_datasheet.pdf

Lynn University Success Story
http://www.911enable.com/pdf/LU_Success_Story.pdf

Invensys Wonderware Success Story
http://www.911enable.com/pdf/Wonderware_Success_Story.pdf

Hamilton/Clermont Cooperative Association Success Story
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