A Division of Connexon

Higher Education:
E911 Solution Enhances Safety on Large University Campus

Success Story

At-A-Glance

The Organization
Lynn University

- 18 buildings on campus, plus one remote location
- 2,224 students
- Centralized Cisco Unified Communications Manager (CUCM) version 7.0 and Siemens legacy PBX
- 650 IP phones and 550 legacy phones

The Challenge

- Ensure emergency responders are provided with enough location information to find distressed callers
- Provide E911 support for both the IP and legacy PBXs
- Ensure on-site security personnel are aware of all emergency situations as they occur

The Solution

Implemented the 911 Enable Emergency Gateway and Emergency Routing Service to:

- Provide more granular location information to the Public Safety Answering Point (PSAP)
- Support E911 for both the IP and legacy PBXs
- Instantaneously notify on-campus security staff of emergency calls as they are placed

The Organization

Lynn University (LU), founded in 1962, is an independent, nonprofit university located in Boca Raton, Fla. LU is home to five academic colleges (business, liberal education, international communication, hospitality and education), a Conservatory of Music, School of Aeronautics and the Institute for Achievement and Learning, and is dedicated to individualized learning, innovative approaches and an international focus. LU enrolls 2,224 students representing 46 states and 81 nations.

The Challenge

With the safety of its students, faculty, and staff a top priority, Lynn University (LU) needed to implement an E911 solution that would provide distressed callers with access to emergency assistance as quickly as possible. However, LU faced three key challenges in regard to E911.

The first challenge was ensuring that emergency responders knew precisely where to locate 911 callers. LU's main campus includes 18 buildings across 123 acres, and the School of Aeronautics which is located four miles away, at the Boca Raton Airport. However, when 911 was dialed from a phone anywhere on the central campus or at the School of Aeronautics, the location information displayed at the Public Safety Answering Point (PSAP) was always LU's main address. When

emergency responders arrived on-scene, they would have to search the entire campus to locate the 911 caller, wasting valuable time when seconds count. To remedy this, LU needed the ability to deliver granular location information to the PSAP, allowing emergency responders to quickly locate distressed callers.

The second challenge LU faced was providing E911 support for its hybrid, multi-vendor deployment. Though LU is in the midst of migrating many of its phones to a Cisco Unified Communications Manager (CUCM) system, it plans to maintain its legacy Siemens PBX for its on-campus dormitory, which contains over 500 dorm rooms across five buildings. Therefore, it was essential for LU to implement an E911 solution that could support both its IP and legacy phone systems.

The third challenge LU faced was ensuring on-site security personnel were promptly notified of all 911 calls. Often, LU security personnel were alerted to crisis situations only when emergency responders arrived on-scene. With their training and knowledge of the campus, security personnel are ideal first responders, and can be of great help to the arriving emergency response team. LU required an E911 solution that could notify on-site security personnel of emergency situations, and provide them with the necessary information to help improve the emergency response.

The Solution

LU selected 911 Enable's enterprise E911 solution, comprised of the Emergency Routing Service (ERS) and the Emergency Gateway (EGW), to address their E911 challenges.

- **The Emergency Routing Service (ERS)**
  The ERS is a monthly subscription service that delivers 911 calls and location information to PSAPs across the US.
- **The Emergency Gateway (EGW)**
  The EGW is an on-site appliance that automates and simplifies E911 management. It includes automatic IP phone discovery, support for extension mobility/shared line appearance, and on-site security notification and call routing features.

"Implementing 911 Enable's solution was a smooth process, from start to finish. The entire team was highly knowledgeable and responsive to our needs, helping us deploy the right E911 features and functions for our network."

Aaron Stanger
Telecom Department, Lynn University

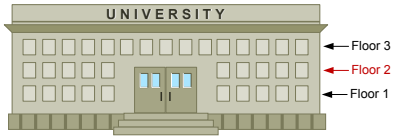
Granular Location Provisioning

911 Enable's ERS allows LU to provision their locations to the level of granularity they require. Some locations only needed to be defined to the building level, whereas others needed to be defined to the floor or room level. The ability to provision locations to the level of granularity best-suited to the building ensures emergency responders have the precise information they need to quickly find distressed callers, regardless of their location on campus.

Scenario 1: Provisioning Locations per Building

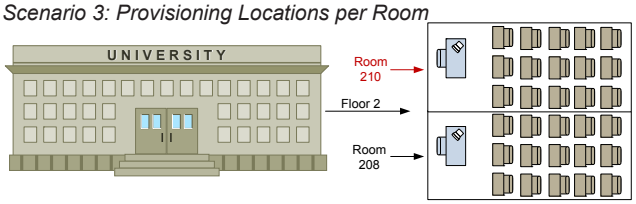
3601 N. Military Trail, Boca Raton, FL 33431, Building 1

Scenario 2: Provisioning Locations per Floor



3601 N. Military Trail, Boca Raton, FL 33431, Building 1, Floor 2

Scenario 3: Provisioning Locations per Room

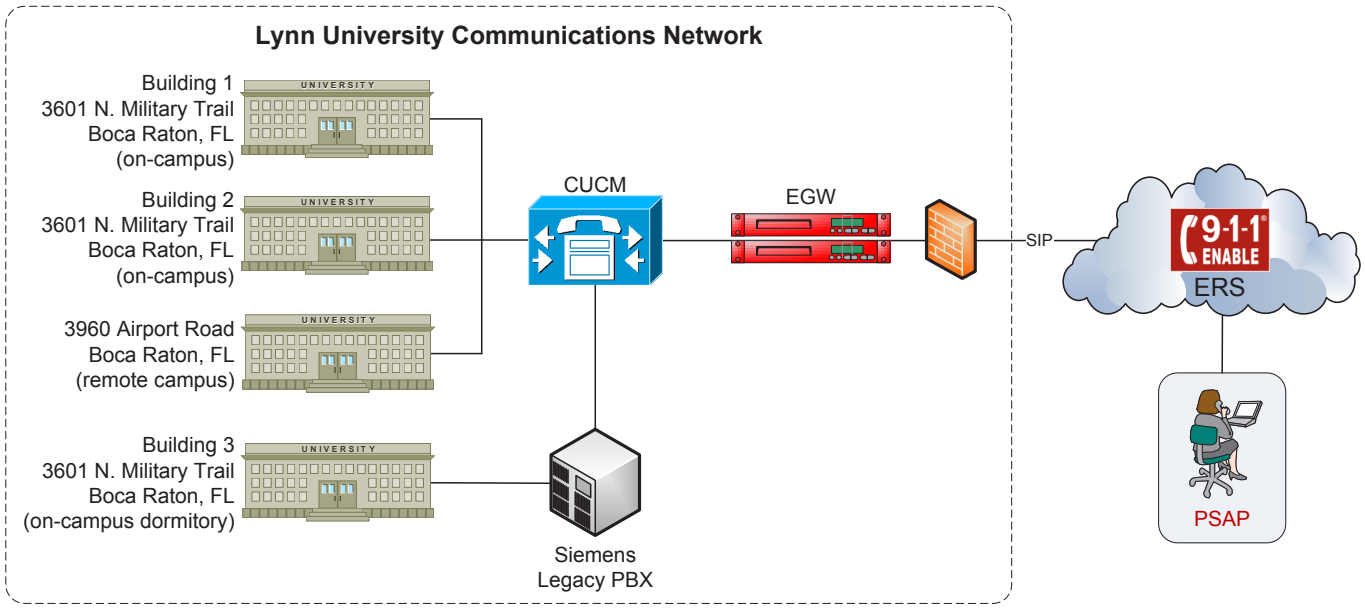


3601 N. Military Trail, Boca Raton, FL 33431, Building 1, Floor 2, Room 210

Support for IP and Legacy Phone Systems

911 Enable's EGW is vendor-agnostic, and can simultaneously support legacy and IP phone systems. This flexibility allowed LU to seamlessly integrate 911 Enable's solution with their hybrid, multi-vendor deployment, which includes a CUCM VoIP phone system and a Siemens legacy PBX.

The diagram below illustrates a partial deployment of Lynn University's communications network, which includes both legacy and IP phone systems.

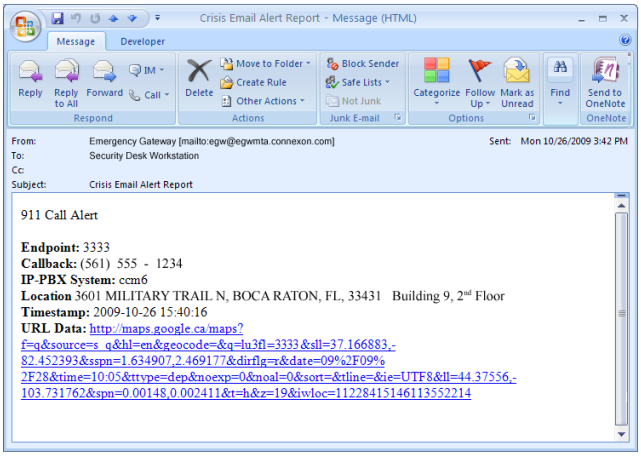


On-site Security Notification

The EGW includes a suite of security desk notification functions, which notify LU security personnel of emergency situations as soon as 911 is dialed.

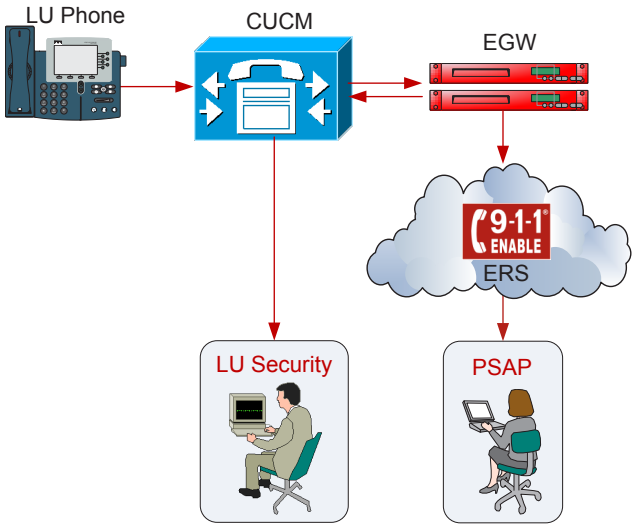
Crisis Alerts

Crisis alert notifications provide security personnel with the 911 caller's name, precise location, and an optional URL link to additional location-specific information. When 911 is dialed, these notifications are instantaneously delivered via email, SMS, or pager to distribution lists specified by LU. For example, if 911 is dialed by a user in building 9, email alerts are sent to a distribution list that could include the main campus security office, as well as any dedicated security personnel for building 9.



Example: Crisis Alert Email

Security Desk Call Routing and Monitoring
The EGW is capable of delivering E911 calls to both the PSAP and/or the LU Security Desk using three-way conferencing. This allows LU security personnel to gather critical information about the nature of the crisis situation, so that an appropriate emergency response may immediately be implemented. Security desk call routing may also be configured with one-way mute, to provide monitoring-only capabilities.

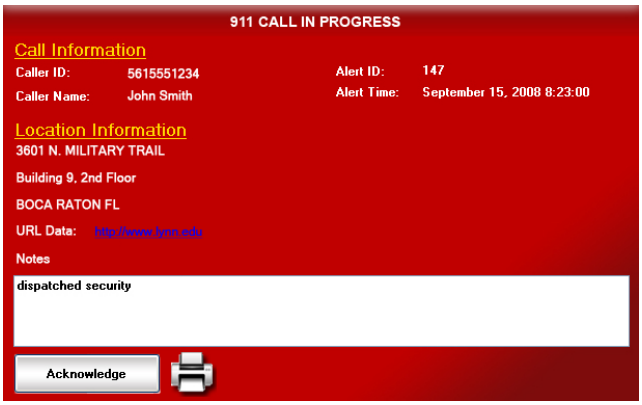


911 call routing delivers 911 calls to both the PSAP and/or the Security Desk

Looking Forward

Desk Alert

In response to LU's on-site security notification requirements, 911 Enable developed Desk Alert, an application that causes a pop-up screen to appear on the security desk workstation monitor. The pop-up notification contains the caller's name, phone number, location information, and a URL link to additional location-specific information, such as a map or emergency contact list. It also contains a field for security personnel to log notes, along with several alert-printing options. In order to close the pop-up, the acknowledge button must be clicked, ensuring personnel are accountable for received alerts.



Example: Desk Alert Pop-Up Screen

LU plans to implement Desk Alert in Q3/10. This will further enhance the notification capabilities LU currently has in place, and will help ensure distressed callers get the help they need, as quickly as possible.

For More Information

To learn more about 911 Enable's innovative and cost-effective E911 solutions, contact a 911 Enable sales representative:

Call 1-877-862-2835
Visit www.911enable.com
Email info@911enable.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

Enterprise Solution Brochure
http://www.911enable.com/pdf/enterprise_solution_brochure.pdf

E911 Solution for Cisco UCM
http://www.911enable.com/resource_center/document_registration.php?id=2

HCCA Success Story
http://www.911enable.com/pdf/HCCA_Success_Story.pdf

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