



Product Brief: Location Manager

Softphones are becoming ever-more prevalent in enterprises and SMBs alike. Organization of all types and sizes are deploying these devices across their organizations to allow their users greater flexibility to communicate and collaborate from virtually anywhere. With this flexibility, however, comes a challenge: if users can work remotely, how do you know where they are during an emergency? If someone dials 911 from their softphone, does your organization have the necessary systems in place to know where they are located and get that call to the right Public Safety Answering Point (PSAP)?

Intrado's Location Manager, deployed as a module of Intrado's Emergency Routing Service (ERS), allows organizations to do precisely this: keep track of mobile softphone users, regardless of whether they are on-site or working remotely, and get the emergency calls to the right location for emergency assistance dispatching.

911 Location is Essential

It is in every organization's best interest to protect their employees and mobile end-users. Enterprises that neglect the safety of their users can face regulatory and liability risks. As directed by Section 506 of RAY BAUM'S Act, the Federal Communications Commission (FCC) considered rules to ensure that a dispatchable location is conveyed with a 911 call, regardless of the technological platform used, and on August 1, 2019, the FCC adopted its Report and Order. These new location requirements, which affect enterprises across America, will provide first responders with dispatchable location information that allows them to more quickly locate 911 callers, saving precious seconds and minutes in crisis situations. These new federal rules also mean that any 911 call dialed from a softphone on- or off-premises will need to be delivered to the appropriate PSAP with dispatchable location information.

Compliant with all major IP-PBX platforms for seamless E911 integration and interoperability

E911 connectivity to over 6,000 Public Safety Answering Points (PSAPs) across North America

Reliable support for complex environments such as multiple UC vendors deployed on-premises, hosted, or hybrid environments

1,000+

Trusted to safeguard over 1,000 organizations

60M

Over 60M VoIP records under management



The ability to provide dispatchable location information for softphone users is distinct from the functionality provided by standard static E911 solutions, which may only provide the company building's civic address for a 911 location. These solutions may not meet the regulatory requirements imposed upon many organizations, and do not accommodate softphone users who frequently move their devices from one location to another. Location Manager addresses both of these challenges – it allows for dispatchable location required by legislation and regulations to be implemented by enterprises, and keeps the locations of mobile softphones up-to-date.

How it Works: On-site Users

When users are on the enterprise network, they can move their softphone from location to location and remain connected to the voice network. To keep track of these on-site devices automatically, Location Manager leverages the location of your fixed network elements such as subnets and wireless access point BSSIDs.

The network elements are then configured and associated to a location in the ERS network maps. When a user dials 911 and is connected to any one of these network elements, ERS uses the location information from Location Manager to route to the appropriate PSAP and delivers the 911 call with the corresponding dispatchable address.

How it Works: Remote Users

Without the benefit of the corporate network infrastructure, off-site users pose a unique challenge. The organization's phone system has no way of knowing where that caller is, as there are no subnets, switches, or access points to reference. Location Manager solves for this challenge by allowing off-site users to self-provision their locations directly in ERS, so

if they dial 911 when off-site, their call can be connected to the right PSAP with the right location being sent along with the call.

When a user moves to a new location and starts up their softphone, a customizable disclaimer appears and informs the user that they need to update their location. Once the user has entered their address in the Location Manager interface, if they need to place a 911 call, their self-provisioned location will be used to determine the appropriate PSAP for call routing and will be provided to the PSAP call taker.

Organizations can elect to make it mandatory for their off-site users to provision their locations in Location Manager before they can use their softphone.



Flexibility to Work with Existing Systems

Some organizations may have already implemented on-site location management solutions like Cisco Emergency Responder or PBX-enabled Emergency Location Identification Number (ELIN) mapping. In scenarios where organizations have already accounted for on-site location management, Location Manager for off-site location management is an effective solution that reduces risk and liability by providing coverage for all mobile users. Location Manager enables organizations to leverage their existing infrastructure investments while simultaneously addressing any unmet needs.

High Availability

In instances where a caller's location is not available for any reason, Intrado operates a US-based 24/7/365 Emergency Call Relay Center (ECRC) to receive calls and connect the caller with the correct PSAP. Staffed

by highly experienced, APCO-trained professionals, this failover helps get 911 calls to the right place as quickly as possible even in the event that a caller's location is not automatically available.

Location Management Deployed in the Cloud

Location Manager is a hosted solution: there is no hardware to install on-site. This deployment methodology makes for an extremely cost-effective 911 location management solution, and delivers the added benefit of being compatible with softphones and voice systems from both leading and specialized vendors.

If you're currently struggling with manually managing softphone locations on your network, and if you're looking to comply with either existing or upcoming legal and regulatory requirements, contact an Intrado Account Executive to discuss your requirements and learn more about how 911 can complement your architecture.

About Intrado

Intrado, formerly West, is an innovative, cloud-based, global technology partner to clients around the world. Intrado Life & Safety connects people and organizations at the right time and in the right ways to the nearest emergency assistance, and provides thousands of public safety agencies and first responders with critical data points to coordinate the best emergency response. Our end-to-end 911 solutions help enterprises keep their users safe and meet 911 regulations.

For more information, please call 1-877-862-2835, email safety@intrado.com, or visit www.intrado.com/life-safety

