

Benefits of 911inform LDS

1. Location is Updated in Near Real-time

In the E911 legacy environment, the location of each device must exist and be pre-provisioned before a 9-1-1 call can take place. Unique Direct Inward Dialing numbers must be assigned to each individual phone device registered to the PBX, as well as an associated 911 ALI record provisioned with the location information. Aside from the cost directly associated with DID numbers and ALI records, these records must be updated and kept current as the device moves. In the legacy E911 system, a 24–48-hour lag time occurs as these records are validated and updated. With the 911inform LDS solution, records are updated in near real-time as soon as a user has confirmed and saved their location information.

2. Work at Home Users Do Not Incur Uplift Cost

With 911inform LDS, remote users benefit from the dynamic location update architecture by significantly reducing the number of 911 ALI data base entries required. Mobility is key in the current enterprise landscape. Remote users are growing by the day, and with that comes the mobility of PBX devices. To 911inform, each device is tracked by their MAC address and not telephone number, allowing each device to be uniquely identified. Whether it is at the office, at home or on the road, 911inform LDS treats location reporting the same. There is no uplift charge for remote users.

3. Overall DID Reduction

The 911inform architecture can eliminate the need for hundreds or thousands of DID's being assigned for 9-1-1 reporting purposes. The location data that is updated and saved internally is delivered to the PSAP in near-real time when a 9-1-1 call is made. This is accomplished using a shell record that is created per building. This record is provisioned with the basic street address of the building, and then dynamically updated with the specific location information (line 2 data) that has been predetermined for the device. This accurate and up to date information gets provided to the PSAP immediately, instead of having to wait for a 24–48- hour data update cycle.

4. Specific Location Information

With the elimination of unique DID records, LDS provides the ability to pinpoint an accurate location of each device dialing any emergency number. Internally, if a user is calling from within a Client building, floorplans are sent to designated internal staff containing the exact location of the device. If that building has RapidSOS coverage, those floorplans can also be delivered to the PSAP at the time of the emergency call. For users working from home or outside of the building, location is determined by reverse geo-coding a latitude and longitude to the nearest Master Street Address Guide (MSAG) street address and used as the location information.

5. Data Collection is Fast and Automated

Previously, the ability to get granular location information was a strenuous, costly and time-consuming task. With 911inform LDS, in addition to information obtained by standard network forensics, location information is fine-tuned by end users, IT departments, or on-site administrators when they are prompted to update the location of a moved device. Who updates the location of each phone is fully customizable and can follow the moves, adds and changes policies and workflows that the Client currently has in place, or wishes to implement. Additionally, since location is tied to the device and not the user, updates only need to occur should the device physically move.