

Alcatel-Lucent Emergency Notification Server

Increase responsiveness inside the enterprise to enhance everyday safety

For enterprises, education, healthcare, hospitality organizations or public authorities, saving time means saving lives.

Charged with protecting on-site and remote people daily and responding quickly and effectively to emergencies, campus safety personnel cannot allow any operational obstacles

to interfere with their mission. The Public Safety Answering Points (PSAP) on the other hand, needs caller information and location to reduce time consuming search or call-backs.

With increasing man-made and natural threats, constrained budgets and growing safety compliance regulations, ensuring group safety is becoming increasingly challenging.

The Emergency Notification Server (ENS) answers these challenges in a package of essential capabilities. By tracking emergency calls from all workspaces, localizing and routing them to the correct answering entities, it enables a quick and accurate involvement and response from all emergency response workers.

Key features include: Call identification, a large variety of emergency notification capabilities for on-site responders, call log report details with call record, automatic call back of the caller and integration with land radio.

Date	Time	Caller number	Emergency number	Caller name	Caller zone path
Dec 12, 2016	3:05:45 PM	18003	15005	Fedor	Zone 4
Dec 12, 2016	3:04:40 PM	18003	15005	Fedor	Zone 4
Dec 6, 2016	3:44:17 PM	15006	15007	NOE 15006	DEFAULT
Dec 6, 2016	3:42:58 PM	15006	15007	NOE 15006	DEFAULT

Time	Event description	Address	Name
3:05:45 PM	Initial call started	18003	Fedor
3:05:45 PM	Starts to broadcast the voice guide to the caller	18003	Fedor
3:05:49 PM	Mini Message sent	18003	Fedor
3:05:50 PM	ER Phone #1 Emergency Responder canceled. Resp	18003	Fedor
3:05:50 PM	ER Phone #1 Emergency Responder call started (after)	15006	Carla
3:05:50 PM	ER Phone #1 Emergency Responder phone starts in	15003	John
3:05:50 PM	ER Phone #1 Emergency Responder call failed (after)	15006	Carla
3:06:21 PM	Starts to broadcast the voice guide to the caller	15006	NOE 15006
3:06:27 PM	ER Phone #1 Emergency Responder accepted the call	15006	NOE 15006
3:06:27 PM	Caller added to existing conference.	15006	NOE 15006
3:06:55 PM	ER Phone #1 Emergency Responder call ended	15006	NOE 15006
3:07:53 PM	Emergency Responder added from panel	15006	

Features

Management of PSAP and LSAP calls

- Multi-vector emergency notifications (email, voice call, PC desktop alerts, text messages and Alcatel-Lucent minimessages, radio)
- Supports emergency calls from any type of phone: Analog, digital, IP, softphones, DECT handsets
- Conferencing capabilities
- Communication recording

- Emergency calls and notifications history
- Call routing to the designated group of intervention
- Dedicated voice guides per emergency number
- Customizable notification content
- Caller identification
- On-site and remote safety personnel call alerting and notification

- Supports calls from external phones
- Real-time panel to monitor conference participants
- List of authorized persons to dial in the conference bridge (even through DID)
- Ability to add participants in the conference by phone and from the real-time panel

Coordination of emergency stakeholders via a conference bridge

- A single call contacts all in a predefined list

Compliance with NENA/EENA for 911/112 calls

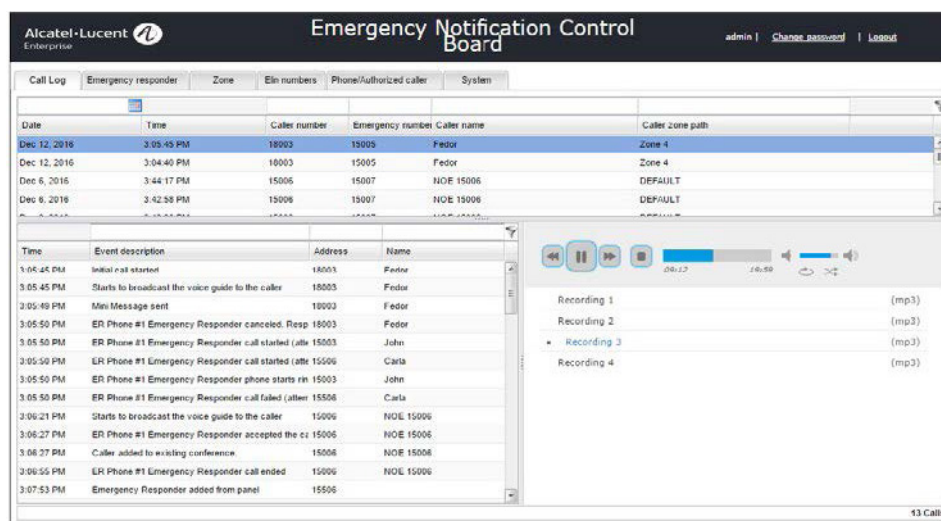
Figure 1. ENS notification types



Call recording and call log

- This allows customers to keep traces of conversations during emergency situations and analyze the situation and reactions after the calls. Customers can also listen to the recording of the emergency call.

Figure 2. Call log display



Web-based administration Control Board

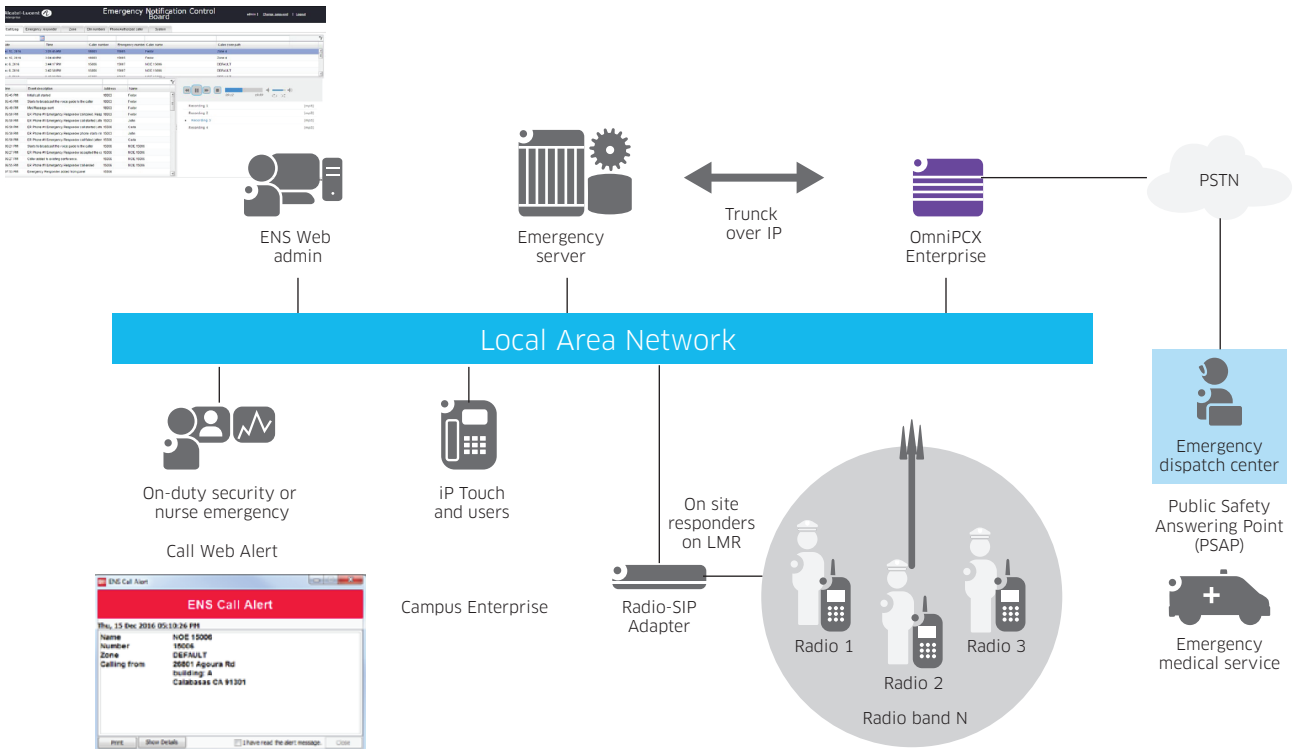
- The Control Board allows administrators to provision the ENS with endpoints, zones and system parameters.
- It also provides in-depth system status information such as: Logs, reports, and SNMP traps.

Datasheet

Alcatel-Lucent Emergency Notification Server

Architecture

Figure 3. Conceptual architecture



Hardware requirements

The operating system SUSE Linux Enterprise Server 12 sp3 64 bits is not provided with the ENS solution. A SUSE license is needed if support of the operating system is required. The package does not include SMS message credits.

The Emergency Notification Server can be virtualized (support VMware and Hyper-V) or installed on a physical server with the following minimum requirements:

- vCPU:2
- vRAM 4GB
- Processor 2.4 Ghz
- vDISK 100 GB

If virtualization is chosen, the environment itself is not supplied and not supported by ALE. It must provide, as well, the same minimum number of performances as listed.

Support

The Emergency Notification Server is covered by the Alcatel-Lucent Solution Specific Application Support (SAS).

More information

For further information on this solution, please contact your Alcatel-Lucent Enterprise sales representative. For more emergency features, please see our Emergency Notification Server solution.