Emergency Call solution

Efficient emergency call management with the
Alcatel-Lucent OmniPCX® Enterprise Communication Server Purple.

Alcatel·Lucent
Enterprise

Introduction

When a major incident occurs in the workplace, employees are expected to call country-based emergency services (such as 112 or 911) using a landline or cell phone available in the company.

The employer must ensure that:

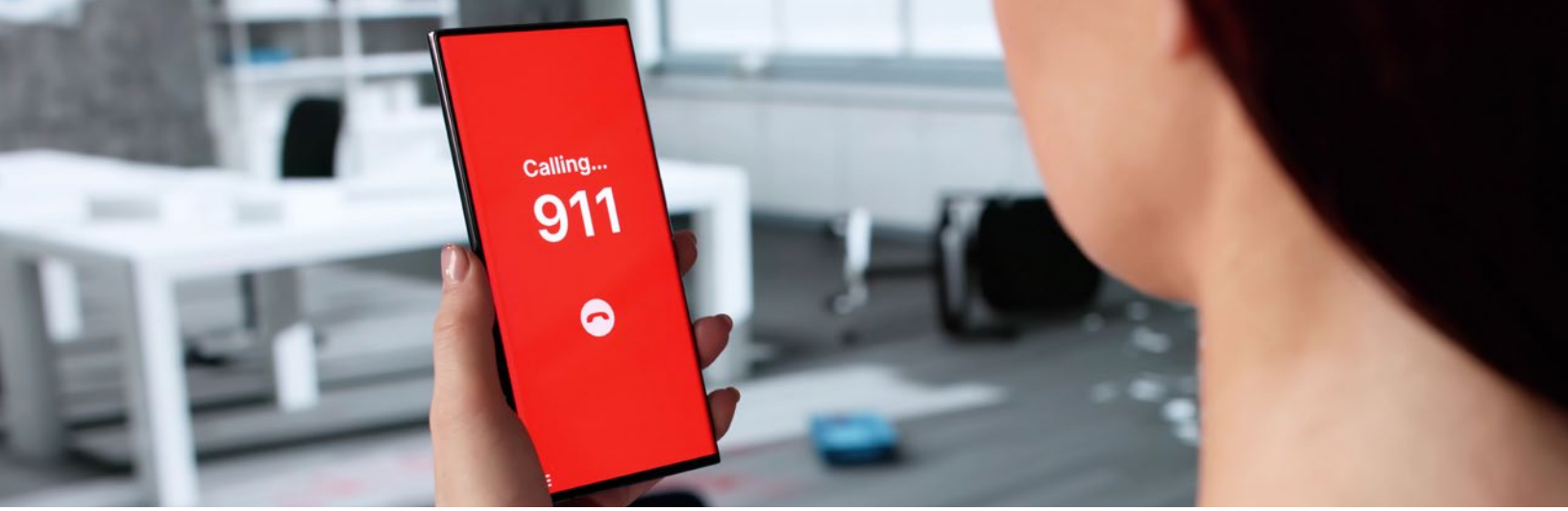
- All employees are familiar with emergency call instructions, which must be clearly posted and easily accessible (including procedures to follow and numbers to call).
- Phones (fixed or mobile) are available and working in accessible areas to facilitate rapid access to help.
- All users, including those unfamiliar with enterprise phone systems, are able to make emergency calls.
- Automated dispatchable locations on the premises are provided to emergency responders for fixed, mobile and remote devices to emergency responders.

When organizing emergency services, employers must consider how to make available a reliable means of communication for employees to contact emergency services without delay from the company's premises. In most countries, this applies to all companies and organizations hosting employees on their premises, with the obligation now often extended to employees teleworking from home.

Challenges

Providing for emergency call management comes with many challenges:

1. **Accurate geolocation identification**: Ensuring that emergency responders receive a caller's precise geolocation inside large or complex facilities is challenging, particularly with mobile devices, softphones or VoIP systems where user locations can be dynamic and not tied to a fixed desk or office. If geolocation information is incomplete, responders may be delayed, increasing safety risks.
2. **Compliant notification and call routing:** Legal requirements in many jurisdictions (e.g., Kari's Law, Alyssa's law and RAY BAUM's Act in the U.S., E112 in the EU) mandate that public and private organizations:
    - ¬ Enable direct dialing of emergency services
    - ¬ Automatically route calls to the correct Public Safety Answering Point (PSAP)
    - ¬ Notify on-site personnel (such as building security) so they can assist responders
    - ¬ Ensure full compliance, including for non-fixed endpoints or cloud-based communications
3. **Mobility and remote work complications:** With employees using mobile devices or working remotely, calls may bypass enterprise systems and route over personal carrier networks. This can prevent both accurate location delivery and internal notification of emergencies, undermining response efforts within the workplace.
4. **Awareness and training:** Employees may not know how to place emergency calls within enterprise telephony systems—such as needing to dial an outside line or use a specific device. Lack of awareness extends to IT teams, who may underestimate emergency call integration complexities when adopting Unified Communications as a Service (UCaaS) or cloud phone systems.
5. **Technology integration and change management:** Migrating to new phone systems (VoIP, UCaaS, cloud PBX) can introduce misconfigurations or gaps in emergency call handling if not managed carefully. Screening and triaging emergency calls is complicated, especially when caller location or system configuration is unclear.



6. **Cost and resources:** Implementing and maintaining compliant E911/E112 solutions can be costly, including investment in third-party tools, location management and device tracking infrastructure. Many organizations default to built-in features without additional safeguards, potentially falling short of best practices or legal requirements.

7. **Legal and liability risks:** Non-compliance or ineffective emergency response planning exposes organizations to lawsuits, regulatory penalties and reputational harm if incidents lead to injuries or operational disruption.

Enabling emergency calling with Alcatel-Lucent Enterprise

Alcatel-Lucent Enterprise offers the **OXE Purple Emergency Call solution**, designed to manage emergency calls to public safety centers (112/911), considering the notion of geolocation, whether to provide the precise postal address of the caller or to direct the call to the nearest emergency center in case of multi-site organizations or teleworkers.

The OXE Purple Emergency Call solution is based on the OmniPCX Enterprise Communication Server Purple (OXE Purple) and its applications suite. It aims to enable emergency units to intervene as quickly as possible at the exact location of the caller. In addition to ensuring that help is always directed to the right place, the solution can also record the call and tap into local contacts (such as building security or a site manager) so that they can be informed of the situation and the arrival of help.

This solution is managed via a dedicated, intuitive graphical interface, enabling any non-technical staff to use the solution efficiently.

FEATURE	BENEFIT
Caller geolocation: Geolocation of the caller based on communication platform capabilities. According to the configuration, the call is routed to the right PSAP by automatically modifying the content of the caller number if necessary.	Simplified management and automated call routing save time in case of emergency.
Location service: Location service to associate the call to a public telephony number known by the PSAP.	Ensure that the call is routed to the nearest emergency service to avoid errors and speed up response time.
911 specific location service: Associate a detailed location (such as town, street, building, floor) with each extension number using a dedicated database. This database is populated automatically for all ALE deskphones, DECT handsets, WLAN handsets and softphone applications. In parallel with the 911 call, the location service provides the detailed location information to the operator Bandwidth in US, delivering the information to the PSAP.	The caller is identified and located whatever phone device is used, in all situations (including remote working). It ensures compliance with US regulations: RAY BAUM's Act, Alyssa's law and Kari's law.
Emergency information broadcast: Support for instant messages (based on Rainbow cloud service and application for end-users) and emails to send information about an emergency call to specific stakeholders or wider audience.	Inform people not directly involved in the emergency response.

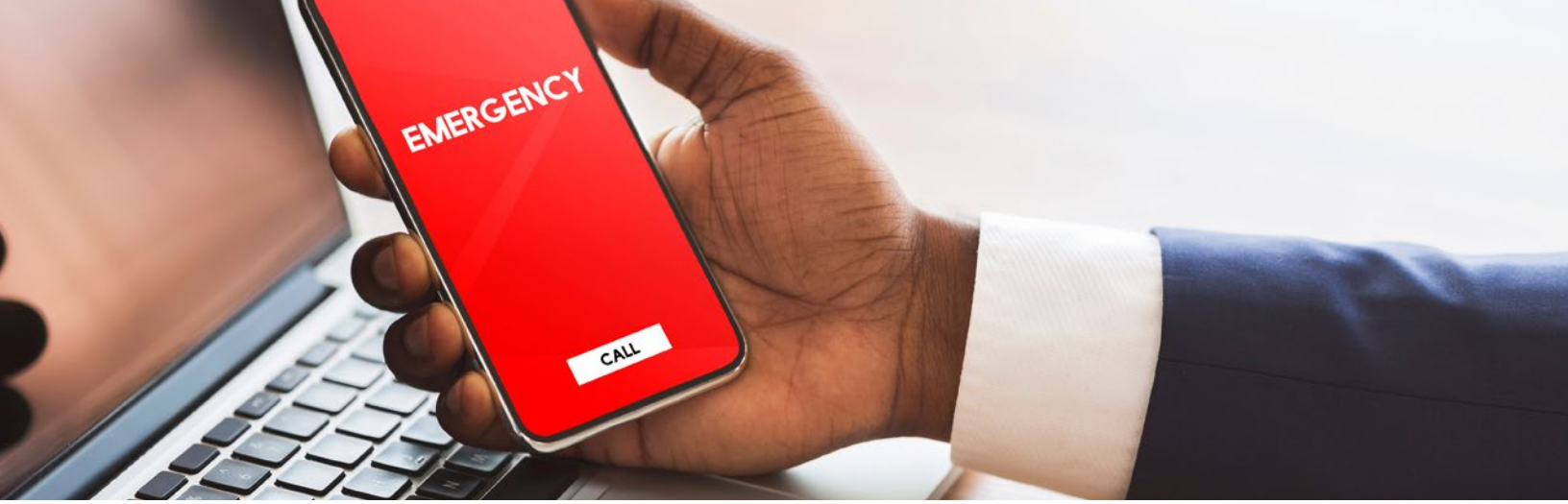
ALE solution elements for emergency calling

The Emergency Call solution is based on the software and hardware components of the OXE Purple and its applications suite.

The solution elements can be adapted according to the customer's needs and constraints (type of deployment, network connectivity, communication equipment supplied to employees, etc.).

1. An employee or visitor identifies a critical situation and calls the public emergency number (112/911).
2. The call is handled by the OXE Purple Emergency Call solution. The caller is identified and located. If no location operator is defined, the location is used to route the call to the correct Public Safety Access Point (PSAP).
3. If a location operator is configured (North America), the exact location of the caller is sent to the operator in parallel with the PSAP.

Solution sheet
Emergency Call solution



4. An audio conference can be set up between the security officer, the PSAP and the caller to help evaluate and manage the situation.
5. Alternatively, an instant message using Rainbow can be sent to spread the information to a group of local people.

Benefits of OXE Purple Emergency Call

The benefits of implementing the OXE Purple Emergency Call solution are numerous for organizations and their employees:

- Accuracy of location identification.
- Consideration for mobile and remote workers.
- Support for any equipment made available to the employees and visitors (help point speaker, deskphone, softphone and mobile handset).
- Native integration with the OmniPCX Enterprise Communication Server Purple, with no need for additional IT resources or skills.
- Full compliance with legal regulations.

How to buy

The OXE Purple Emergency Call service licensing model is part of ALE's commercial Communications Suite for Medium and Large Enterprise (MLE) offering. Customers must purchase and deploy the latest software version of OmniPCX Enterprise Communication Server Purple.

To use the OXE Purple Emergency Call solution, customers must purchase specific licenses to implement the functionalities described in this solution sheet.

All hardware and software components can be purchased and installed through an official ALE-accredited reseller partner. To find the service provider closest to your location, visit our website:

https://www.al-enterprise.com/en/partner-locator

If you have any questions, do not hesitate to contact an ALE representative near you, or contact us directly at:

https://www.al-enterprise.com/en/contact-us

Find out more

ALE offers a comprehensive solution to manage emergency call situations efficiently. To help you choose the right equipment for your employees, check out these documents:

Alcatel-Lucent OmniPCX Enterprise Purple brochure

Alcatel-Lucent Enterprise DeskPhones e-catalog

Alcatel-Lucent Enterprise mobile handsets e-catalog

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