Solution Brief

Guardian Emergency Notification System

Getting the message out simply and quickly

In today's uncertain world, emergency events can strike anywhere, anytime. Whether it's a weather-related disaster, terrorist threat, environmental emergency, or shooting rampage, the public needs to be notified, advised how to protect themselves, and informed about how to communicate with the emergency operations center.

Guardian Emergency Notification System (ENS) makes it easy to quickly select a population or community facing an emergency situation and communicate with them by recorded messages to both telephones and mobile phones.

An integrated solution designed for NG9-1-1

Built on Solacom's Emergency Services Platform, ENS is an optional component that seamlessly integrates with a Guardian NG E9-1-1 Controller or a Guardian Emergency Services Routing Proxy.

Any workstation equipped with Guardian ENS client software can access maps (virtually any map created with ESRI based mapping tools) to rapidly generate custom calling lists by using either a circle or polygon to outline the affected area.

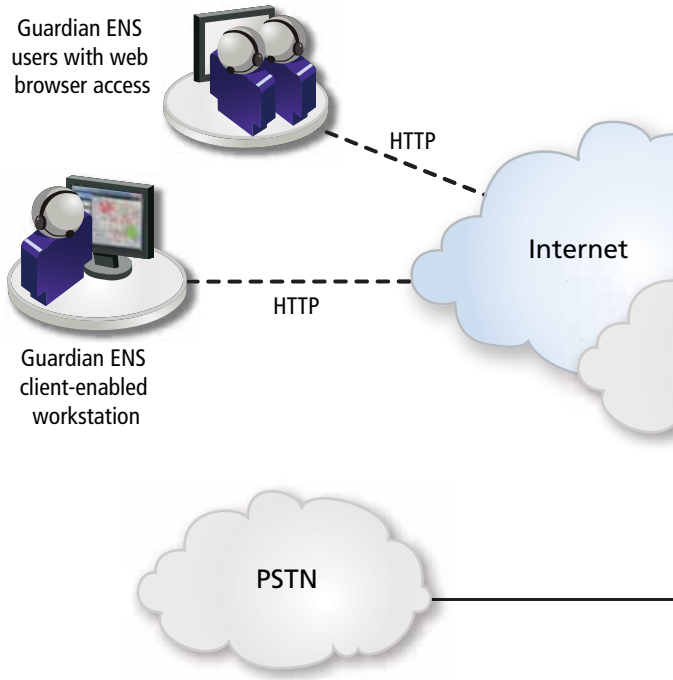
As soon as the list has been generated, it can be accessed by one or more authorized ENS users from any workstation equipped with a web browser. Once the user has securely logged into Guardian ENS, they can select the newly created call list (or choose from any number of stored lists), use a telephone interface to record single or multiple messages – or select from their library of pre-recorded messages, and activate the notification process.

Even if the PSAP facilities need to be evacuated, messages can continue to be administered and sent from a backup location or remotely from any PDA device equipped with a web browser. Access is controlled by the Guardian ENS Administrator, who manages user accounts and other parameters.

The system can be configured to send messages out over shared lines or using separate dedicated lines. Guardian ENS allows you to take full advantage of using VoIP for your messages, so setup and recurring costs are kept to a minimum, and future expansion is also simplified.

Guardian Emergency Notification System

Add emergency notification service to a Guardian NG Routing Proxy.

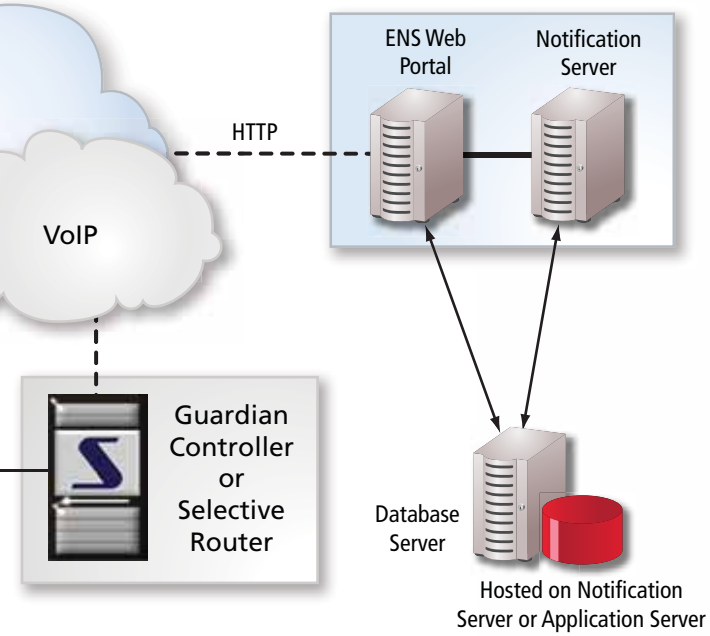


Fast, flexible and focused

Guardian Emergency Notification System is designed to make it easy to notify everyone in a specific geographic area or community of an emergency situation.

- Rapidly create call lists by drawing circles or polygons on a map display from any client-enabled workstation (supports any map created with ESRI based mapping tools)
- Create and store multiple lists and messages prior to emergency
- Convey warning or evacuation instructions to a large population using voice messaging
- Contact people in the affected area regardless of the network they are using: PSTN, VoIP, Cell

E9-1-1 Controller, or to a Guardian Emergency Services



- Receive confirmation that the message is received
- Retry to call again any numbers that were either busy or not answered

Tracking and reporting keeps you in the picture

Guardian ENS captures notification results in a database and provides status information on all calls:

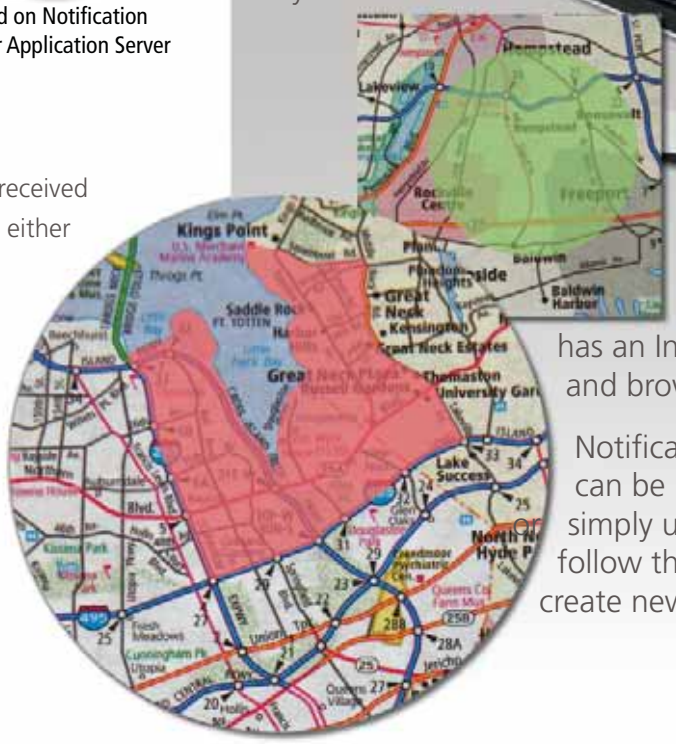
- Early hang-up
- Prompt played
- Acknowledged
- Replayed
- No answer
- Busy signal
- Congested

Guardian ENS
client enabled workstation

Draw a circle or polygon on a map to rapidly create GIS-based (Geographic Information System) call list of telephone and cellular numbers to accurately target your notification message.

Guardian ENS gives you the flexibility to work with any map created with ESRI-based mapping tools.

Once the call list has been generated it can be accessed from any location by any authorized workstation that has an Internet connection and browser.



Notification messages can be pre-recorded, or simply use the phone and follow the voice menu to create new messages.

When you need to communicate in an emergency

Whatever the situation, Guardian ENS can help you quickly contact people who may be in danger; for example:

Tornado Warning

- E9-1-1/Emergency Operation Center (EOC) alerted to presence of tornado near residential areas
- Operator tracks tornado on client-enabled workstation and uses map to draw a circle or polygon around area to be warned
- System determines all phone numbers in affected area and generates call list
- Operator selects preset messages or records unique messages to be delivered
- System dials out and delivers warning and records call details
- Calling pattern 'adjusted' to not overload PSTN/VoIP networks
- Retry to all numbers that were busy or did not answer

Amber Alert – Child Abduction

- E9-1-1/Emergency Notification Center (ENC) alerted by appropriate authority
- Operator selects from existing call lists (may include media outlets, local support organizations, surrounding law enforcement agencies, transportation agencies, US Customs and Border Protection posts, etc.)
- Operator selects preset amber alert message or records unique message to be delivered
- System dials out and delivers alert and records call details
- Retry to all numbers that were busy or did not answer

Campus Intruder

- Campus security determines an intruder event is occurring in building 'X';
- Operator on client-enabled workstation pulls up campus map and tags buildings for different notifications
- System generates different call lists according to areas selected by operator
- Operator selects each call list and chooses the preset message or records unique message, to be delivered to each list
- System dials out and delivers warning and records call details for the various lists
- Retry to all numbers that were busy or did not answer

Contact us today to explore how Solacom's Guardian ENS can help you communicate simply and quickly in an emergency.

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