

## Emergency Security Notification™ (ESN) for ShoreTel

TriVium Systems' E9-1-1 Emergency Security Notification™ (ESN™) application suite provides a comprehensive and cost-effective E9-1-1 real-time alerting solution for all organizations with multiple sites, campuses or buildings using ShoreTel phone systems.

ESN solution suite supports NENA recommended E9-1-1 registry format to maintain Private Switch – Automatic Location Identification (PS-ALI). This solution also provides real-time notifications on 9-1-1 calls in addition to detailed location information. PBXs do not come with such capability and is very much required.

ESN Helps organizations to mobilize internal resources and coordinate response to assist safety personnel, giving greater control over emergency situations through automated alerting and real-time internal notification of emergency and code blue calls. Security personnel can validate calls and avoid false alarms and related fines.

### WHAT IS PS-ALI?

There are many businesses that have large buildings and multiple locations connected to a central Private Switch (PBX). More and more businesses have remote locations and employees connected to the central PBX at the main location. When a Public Safety Answering Point (PSAP) receives a 9-1-1 call from these businesses, they typically receive only the information pertaining to the main location where the PBX is located and not the actual location of the caller or the extension that dialed 9-1-1.

PSAPs all over North America store the location information in the NENA (National Emergency Number Association) format. Businesses beyond a certain size are required to provide up-to-date information like call-back number (ANI) and the location information (ALI) in NENA format to the PSAP so that they can dispatch emergency services to the actual location of the caller.



### Benefits

- Maintain accurate PS-ALI in centralized registry and export details to any PSAP
- Pinpoints exact location of 911 caller - critical and accurate information is instantly available in an emergency
- Notifies on-site staff in real-time with location of caller
- Emergency responders can be directed to access the caller quicker, which may save lives
- Track and respond to other critical calls within business
- Meet E911 Compliance Legislation
- Compatible with ShoreTel phone system

### Features

- PS-ALI Registry (NENA format)
- Multiple PSAP profiles supported
- ALI Export/Import options
- Various real-time-on-site notifications including screen pop and email
- ALI look-up tool
- Call reporting and Recording (optional add-on)
- Call generate alerts for one or more defined numbers

### Customer Profile

- Campus Environments and such as Schools and Universities
- Manufacturing Facilities, Retail Stores
- Hotels, Community Retirement Living
- Healthcare Institutions
- Government Offices
- Offices with certain number of employees and/or buildings

## ESN Solution includes:

- **ESN Registry** is a centralized database for PS-ALI information (NENA format)
- **ESN Administrator Console** provides centralized administration of the various components of ESN application suite. This includes configuration of ESN Alarm Client Users, performing Import/export of PS-ALI details, defining multiple PSAP ALI formats and configuring stations or external numbers for voice/call notification.
- **ESN Onsite Monitoring Service (EOMS)** connects to each real-time call event source (TAPI) from ShoreTel to monitor 911 and any other code blue numbers from a central location.
- **ESN Alarm Client & Email Notification Service** provides users real-time alarm notifications through desktop screen pops, audible alarms, external executable invoker and email.
- **ESN ALI Lookup** software tool allows the user to search for ALI information from their desktop.

The regulations apply to locations where Multi-Line Telephone System (MLTS) & Private Branch Exchange (PBX) are used. So far only about a dozen States have enacted statutes and regulations requiring Enhanced 9-1-1 (E9-1-1) service and others are soon to follow. As a result everyday millions of Americans, primarily at their place of employment, utilize multi-line telephone systems (MLTS) that do not offer effective 9-1-1 service.

Most MLTS/PBX systems enable the digits 9-1-1 to be dialed and routed to a Public Safety Answering Point (PSAP). However, the vast majority of these systems do not provide granular location information with the 9-1-1 call to enable emergency responders to know the actual location of the emergency. In many instances a call from the various floors of a large office building may only provide the street address of the building. If the caller is unable to provide his or her location and no one else is available to provide assistance, such a lack of location information can prove fatal. With ESN in use the site personnel will be able to guide responders saving lives.

## Adopting the NENA established standards would:

- Aid employers in providing a safe and secure environment for employees.
- Minimize costs incurred in obtaining PS/911 data base services and change management.
- Enable data compatibility between providers of PS/911 products and services.



## About TriVium Systems, Inc.

Established in 1995, TriVium Systems, Inc. is a leading provider of call recording, reporting, and E911 solutions for all sizes and types of businesses.

The Company's enterprise-grade solutions are affordably priced and help businesses cut costs, increase productivity, improve quality and enhance security. These solutions provide access and insight into business data, helping managers to coach and train employees, and improve safety and security.

Visit: [www.triviumsys.com](http://www.triviumsys.com)



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## Request a Demo

To schedule a demonstration of  
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