

Alcatel-Lucent Solution Description: OmniPCX Alert E911 Onsite Emergency Management



FEATURES AT A GLANCE

- Instant Alerting via SMS, email, PC, wireless and fixed telephones
- Streaming audio via phone, radio & PC of actual 911 call in progress
- Automatic location of IP phones
- Automatic updating of nationwide PSALI databases in real time
- Dynamic graphical location display
- Comprehensive audit trail
- Automatic updating of internal databases
- Multiple interface options including SIP,T1, Analog
- Fully redundant and fault tolerant

The effective management of emergency situations is vital to the safety of employees and to the security of facilities. Traditional 911 solutions do not provide the information necessary for a quick, accurate and responsible on-site response to a crisis. 911 calls routed through a PBX system frequently identify only the billing address, not the precise location of the emergency.

The Alcatel>Lucent solution:

OmniPCX-ALERT pinpoints the exact location of the 911 call and identifies the individual associated with the handset used, or the alarm point triggered. Emergency alerts are instantly sent to on-site security and response personnel. Authorized individuals may listen in during the actual call. The entire 911 call, including audio content, is archived for detail verification, and for compliance and evidence purposes. Enhanced-feature modules provide many additional benefits including bi-directional communication, dynamic site-map displays and additional data critical to managing "fluid" emergency situations in real time.

Enhanced E.911 legislation has been enacted, or is pending, in nearly half of U.S. states. Federal mandates are currently being debated in the U.S. Congress. OmniPCX-ALERT offers a sophisticated emergency management solution that meets, and exceeds, current standards and anticipates future requirements

ALCATEL > LUCENT

Leadership Position in Enterprise*

- Corporate telephony: Europe/Middle East/Africa (EMEA) and Asia/Pacific (APAC)
- Contact center infrastructure: EMEA, APAC and North America
- Interactive voice response/voice portals worldwide
- Unified communications worldwide

*In the Gartner Group Magic Quadrants for 2006

Excellence in Professional Services

- 300+ development and integration experts in all Enterprise Communications Solutions
- 2,500 staff-years of service experience
- 1,500 staff-years of customization experience
- 3,500 staff-years of integration experience
- 2,500 deployments and integrations per year

Global Development Centers

- R&D, Technical Support and Alcatel-Lucent University

Relevant Industries

- Financial services
- Telecommunications
- Healthcare
- Education
- Hospitality
- Any industry where the IT information needs to be synchronized with telephony

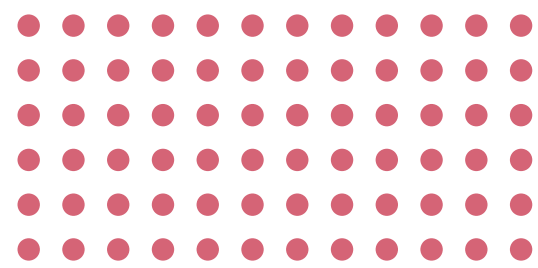
For more information

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Visit:

www.alcatel-lucent.com/
enterprise/services



Customer benefits

Save lives and mitigate damage—On-site responders and management are alerted at the start of a 911 call

Understand precise nature of the event—Ensuring timely and accurate emergency response

Know Precise location—provides for rapid response to the correct crisis point

Get off-site help fast—ensures local 911 fire, police, and medical responders have accurate and up-to-date information

Manage liability risks—A complete record of the 911 calls are archived for review, training, verification, compliance and evidence

Eliminate manual data-entry errors—Moves, adds, and changes are updated automatically

Reduce hardware and maintenance costs—A software-only version is available which uniquely leverages Alcatel-Lucent's proprietary CMP interface enhanced features

Peace of mind—99.99% reliability combined with state-of-the-art performance assures maximum protection of employees and facilities

The Alcatel-Lucent Services for Enterprise advantage

Collaborative

A global team of more than 300 integration and development experts work with Alcatel-Lucent R&D and technical support and training groups to deliver expertise in all Alcatel-Lucent enterprise communications solutions.

Dedicated expertise

The Alcatel-Lucent Services for Enterprise team of experts partners with companies to define and develop a tailored solution that will benefit their business.

Close partnership in solution customization

The Alcatel-Lucent Services for Enterprise team keeps companies fully informed as they work together to develop and adapt a solution to companies' evolving needs before it is integrated into their system.

Flexible and transparent development methodology

The Alcatel-Lucent Services for Enterprise team offers worldwide expertise in thousands of large-scale transformation projects, across all industries, in network integration, applications, security and support systems.

Worldwide leadership

The Alcatel-Lucent Services for Enterprise team offers business-critical voice, data and applications solutions—underpinned by strong security integration services.