



E911 MANAGER®



AUTOMATED E911 FOR THE MODERN ENTERPRISE

E911 Manager® Version 6 is the most advanced E911 software application for today's enterprise, built from the ground up to support virtual computing environments, SIP and Unified Communications. Version 6 leverages more than 12 years of E911 enterprise experience to create a platform of unprecedented scalability, resiliency and capability.

DESCRIPTION

E911 Manager® has been protecting enterprise employees since 1999 with the most comprehensive E911 location protection available in a software application. E911 Manager® integrates with major call servers to track phone location movement and monitor PBX/call servers for 9-1-1 calls. E911 Manager® automatically updates phone locations in regional ALI databases or our cloud-based E911 Anywhere® to deliver accurate location information to emergency responders.

ARCHITECTURE

E911 Manager® Version 6 has been built to run seamlessly within today's modern enterprise. Built on Java/Linux, E911 Manager® runs in a virtual environment or on a dedicated server and is highly scalable and resilient. A single instance of E911 Manager® can support up to 50 call server/PBXs and up to 100,000 endpoints. E911 Manager® Version 6 is a core application with a series of value-added modules that extend the application to deliver notifications, and provide location tracking for WiFi and softphones. E911 Manager® integrates with all internal and external databases and systems to produce end-to-end automated end point location tracking and location record management for E911. E911 Manager® also supports SIP endpoints and SIP voice platforms using the NENA i3 standard for Next Generation 9-1-1.

CAPABILITIES

TRACKING IP AND SIP PHONES: The mobility made possible by IP and SIP phones presents challenges for administrators in tracking the location of users and providing E911 service. E911 Manager® features four distinct automated methods of tracking IP and SIP phones allowing real-time location updates.

NETWORK REGIONS/IP RANGES: This is the most common method for tracking IP, SIP and softphones inside the enterprise. Logical geographic regions (Floor 3 of Building 10) are assigned a dedicated block of IP addresses. Any phone that plugs into a network region gets one of its IP addresses. E911 Manager® receives an event reporting the IP and MAC address of the phone when it registers with the call server then automatically determines the location of the phone using the network regions/IP ranges table in the database. E911 Manager® then writes the appropriate Emergency Line Information Number (ELIN) to the call server.

LAYER 2 PORT LEVEL DISCOVERY: This method allows determination of a phone's location 'down to the desktop.' Using a detailed network map imported into E911 Manager®, each port on every voice switch is assigned a location and an ELIN. When a phone plugs into the network and registers with the call server, E911 Manager® receives an event with its IP and MAC addresses. Launching an SNMP query of the voice/data switch MIB tables, E911 Manager® locates the port for the phone, consults the network map in its database and writes an ELIN back to the call server.

MOBILE SOFTPHONE LOCATION TRACKING: E911 Manager® supports mobile softphone users or teleworkers who use softphones to connect to the corporate voice network. When the user is inside the enterprise, SLDA (softphone location determination application) automatically monitors and reports IP address changes to E911 Manager®. When users travel outside the enterprise, they simply enter their location information into SLDA, which forwards it to RedSky's E911 Anywhere® for MSAG validation and to set up 9-1-1 call routing before releasing the softphone for use.

WIFI PHONE TRACKING: E911 Manager® is certified with Cisco and Aruba WiFi networks to track WiFi phones as they move from one access point to another.

EMERGENCY ON-SITE NOTIFICATION: Every minute that help does not arrive reduces survivability by 10 percent in medical emergencies. Emergency On-Site Notification (EON) is an optional module for E911 Manager® that reduces response time by notifying security and administrative personnel the instant someone on the network dials 9-1-1. EON sends a loud alarm along with a 'screen pop' alert screen to security computers that includes the number and location of the caller. Email and SMS text messages also can be sent where needed. The entire process is time-stamped and logged.

FEATURES

E911 Manager® integrates with all call servers and PBXs in the enterprise providing a centrally managed E911 system

Provides real-time location tracking of all endpoints (analog, TDM, IP, SIP)

Automatically updates all PS-ALI databases in the USA with accurate phone locations

Monitors all call servers and PBXs for 9-1-1 calls and sends real-time notifications to security and administrators

Integrates with RedSky's E911 Anywhere® cloud-based national 9-1-1 call routing service

BENEFITS

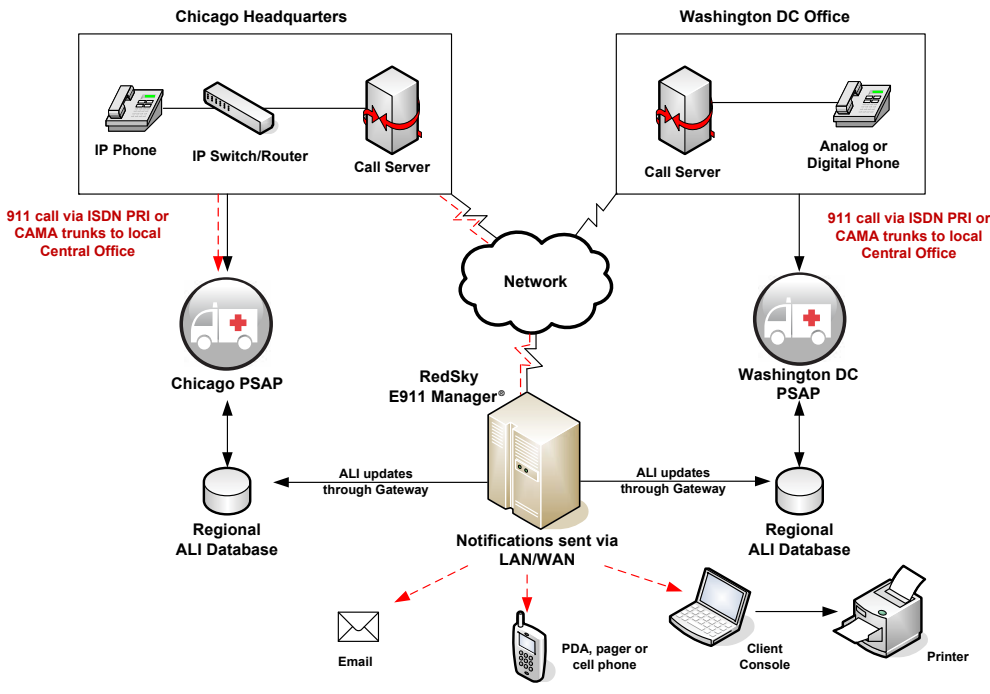
Automation saves labor cost and eliminates error-prone manual location updates

Updates location records at all PS-ALI databases in the USA

Real-time response to 9-1-1 calls when they happen

Centralized management of E911 across the entire enterprise

Simplified E911 architecture when using E911 Anywhere® can save thousands in trunking costs

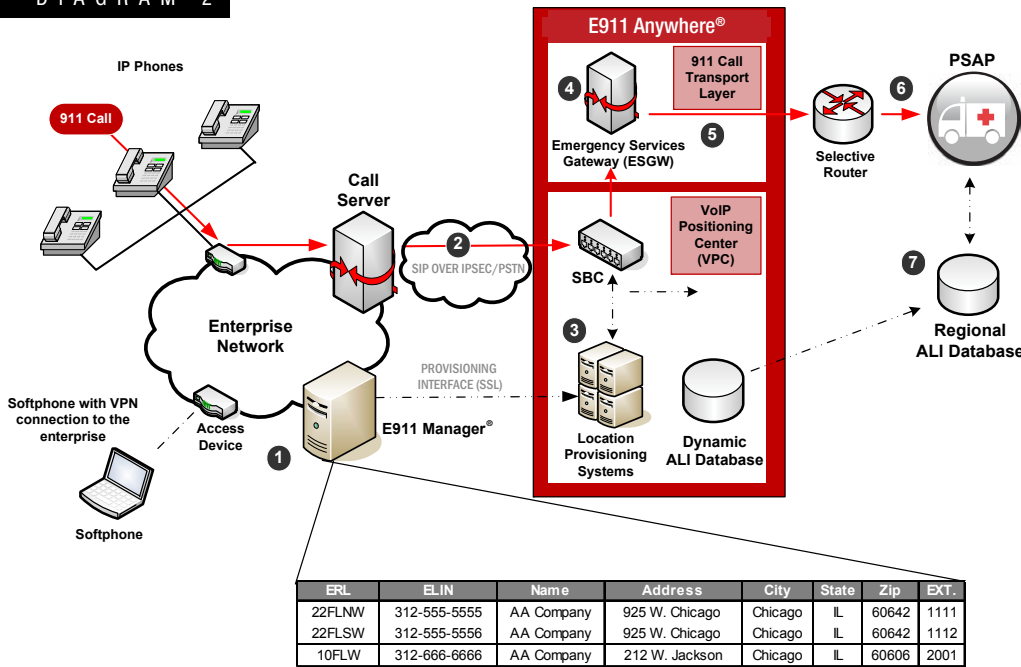


REPORTING AND ALERTS: E911 Manager® has the most comprehensive set of reports and alerts in the industry. These reports allow administrators to monitor their E911 system via email and manage by exception. Plus, E911 Manager® maintains a complete log of all events for compliance and audit purposes.

REDSKY PROFESSIONAL SERVICES: RedSky offers a full range of professional services to help organizations plan, implement and maintain effective E911 protection. These services include Installation and Training; Audit Services to establish accurate locations for all phones; Application Performance Monitoring and Administration Services to monitor E911 on a daily basis; and E911 Project Management Services.

E911 ANYWHERE®: As enterprises flatten, consolidate and extend their networks using IP and SIP, it is economically advantageous to consider E911 as a cloud-based service rather than using traditional PS-ALI E911. RedSky's E911 Anywhere® can accept and route a 9-1-1 call to any PSAP in the USA eliminating the need for costly local 9-1-1 call trunking and multiple PS-ALI contracts with Local Exchange Carriers. E911 Manager® Version 6 seamlessly integrates with E911 Anywhere® giving you real-time location updates for highly mobile users and the ability to support hundreds or thousands of remote locations.

INTEGRATION AND SCALABILITY: E911 Manager® and E911 Anywhere® are certified with Avaya and Cisco voice platforms. A single instance of E911 Manager® is scalable up to 100,000 endpoints and can integrate with up to 50 call servers/PBXs across the network to provide a centralized location tracking system. E911 Manager® can be installed redundantly in different datacenters for fail-over operation.



ERL	ELIN	Name	Address	City	State	Zip	EXT.
22FLNW	312-555-5555	AA Company	925 W. Chicago	Chicago	IL	60642	1111
22FLSW	312-555-5556	AA Company	925 W. Chicago	Chicago	IL	60642	1112
10FLW	312-666-6666	AA Company	212 W. Jackson	Chicago	IL	60606	2001

REQUIREMENTS

E911 Manager® is a Java application that runs on a customer-provided server running Linux OS. E911 Manager® is compatible with leading industry virtual server implementations such as VMware.

E911 ANYWHERE®

A RedSky cloud-based service for national 9-1-1 call routing and notifications.

MINIMUM HARDWARE REQUIREMENTS

Processor: Dual Core 2.4GHz x86 64-bit
 RAM: 2GB
 HDD: 100GB
 DVD-ROM
 Network Adapter: 100MB Full Duplex

SUGGESTED HARDWARE REQUIREMENTS

Processor: Dual Core 2.4GHz x86 64-bit
 RAM: 4GB
 HDD: 100GB RAID5
 DVD-ROM
 Network Adapter: 100MB Full Duplex

OPERATING SYSTEM AND DATABASE SPECIFICATIONS

Operating System: CentOS 5.5 64-bit or RedHat Enterprise Linux 5.5 64-bit

VIRTUAL ENVIRONMENT REQUIREMENTS

Platform: ESX 3.5 or higher; XenServer 4.0 or higher
 Processor: Single vCPU
 RAM: 4GB
 HDD: 20GB

NETWORK

9-1-1 Call connectivity to E911 Anywhere® requires SIP signaling over either (a) a public Internet connection which may utilize an IPSec tunnel, or, (b) a dedicated private line supplied by the customer. A PSTN line can be used for redundant back-up or for 'capacity limited' primary 9-1-1 call delivery. The provisioning interface from E911 Manager® to E911 Anywhere® is SSL over the Internet.

COMPATIBILITY

- Avaya – ACM v6.0 and later, Session Manager v6.0 and later, CS1000 v6.0 and later
- Cisco – CUCM v6.x, 7.x and v8.x and later

ABOUT US

RedSky is the leading provider of E911 software solutions to the enterprise market with more customers, more technology, and more experience than any other provider. More than a million workers, students, guests and visitors rely on RedSky for E911 protection.

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