everbridge™

Enhancing your emergency response capabilities

Integrate E911 and incident communications for a more powerful and controlled emergency response

Emergencies can happen at any time, to anyone. The integration of E911 and incident communications can empower leaders to establish control, protect their people, and maintain operations.

Did you know that according to PwC's Global Crisis and Resilience Survey 2023, 91% of organizations said they have experienced at least one disruption other than the pandemic in the past two years? Of this, 76% acknowledged that their most serious disruption had a medium-to-high impact on operations. These statistics represent a substantial increase compared to just a few years ago when, in 2019, only 69% of organizations said they experienced a disruption in the last five years.

Due to the escalating risks and emergencies and the imperative need to adhere to current federal regulations many organizations find themselves vulnerable to chaos precisely when control is paramount. Instead, leaders can turn to solutions that empower them to establish control before an incident threatens to create disorder.

A solution that combines federally mandated E911 technology with automated incident communications can ensure a successful and well-controlled emergency response. How? By knowing an emergency caller's precise location and efficiently launching incident communications to alert the right people. Additionally, this technology ensures compliance with both Kari's Law and the RAY BAUM's Act – which is now mandatory for all US organizations that use a multi-line telephone system.

The integration of E911 and incident communications merges two independently valuable technologies, elevating not only emergency response but also the overall resilience of an organization.

No organization is immune to emergencies:

Medical emergency

Workplace violence

Hazardous material spills or releases

Fires / Explosions

Accidents or injuries

Machinery Malfunctions

Read on to discover:

- Three challenges organizations must confront for a successful emergency response
- Seven crucial questions to pinpoint gaps in emergency response
- How the integration of E911 and incident communications augments emergency response and strengthens organizational resilience

Three challenges organizations must address for successful emergency response

In times of emergency, when an individual dials 9-1-1 from an organization's network, whether on-site or off-site, every second counts. Organizations need to address the following three critical aspects to ensure safety, operational continuity, and compliance with federal legislation:

01 All individuals must be able to directly dial 9-1-1 without prefixes.

02 Comprehensive information about the caller, including their precise location and the phone number used to dial 9-1-1, must be automatically provided to the emergency dispatcher and on-site personnel.

03 On-site personnel must be promptly alerted about the ongoing emergency, and details regarding the emergency should be communicated to various stakeholders throughout the organization.

Failure to address these challenges can expose organizations to the risk of impaired physical and mental wellbeing of employees, productivity loss, legal consequences, and property or reputational damage.

Answering the following questions can help determine if your organization is adequately equipped to address these challenges successfully.

Seven important questions to identify gaps in emergency response

As we have learned, successful emergency response requires:

- Enabling individuals to directly dial 9-1-1
- Precisely locating emergency callers and automatically transmitting their information to responders
- Notifying the appropriate personnel and stakeholders about the emergency

As a leader or security professional, use the following questions to identify gaps in your emergency response and determine what capabilities must be strengthened to ensure maximum success and resilience.

Phone system capabilities

01   Can ALL devices connected to my network directly dial 9-1-1, regardless of whether the device is a hard-phone, soft-phone, on-premises, or off-premises?

Finding a caller's location

02   If someone dials 9-1-1, is their location information automatically sent to emergency dispatchers?

03   Is the location information detailed enough for first responders to find the person in need efficiently and effectively (e.g., does the information provide the correct floor, suite, and/or room number)?

04   If a phone is moved within your enterprise, will it continue to provide accurate emergency location information when an individual dials 9-1-1?

Notifying the right people

05   When someone dials 9-1-1, how do you notify on-site security or administrative teams about the ongoing emergency?

06   How quickly can you facilitate the entry of first responders, inform owners or managers of the incident, or share insights with security teams who can provide rapid support?

07   Does the notification process become more challenging based on the location of the emergency, the time of day, or the positions of stakeholders?
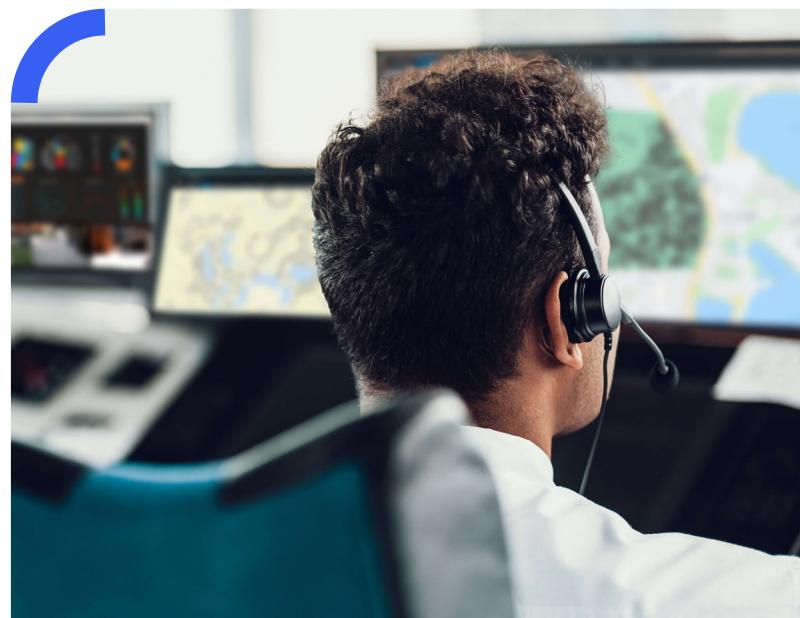
Integrating E911 and incident communications for enhanced emergency response

E911 solutions ensure that when someone dials 9-1-1 from any device or location across your organization's network, they receive the necessary assistance. E911 software can find the exact location of an emergency caller, route the call to the nearest dispatch center, and notify on-site security personnel. This technology also ensures 100% compliance with federal legislation, including Kari's Law and the RAY BAUM's Act.

> While a standalone E911 solution covers the fundamental aspects of emergency response, it raises questions about how organizations can effectively address the broader impact of emergencies that affect the entire organization, with multiple stakeholders requiring immediate access to vital information.

By integrating E911 with a mass notification system offering incident communications, organizations can significantly expand their alerting capabilities. This system can inform security teams and key personnel throughout the organization as soon as an emergency call is placed. Automated, targeted alerts facilitate the mobilization of response teams and real-time management of the unfolding incident.

By combining these distinctly powerful technologies, your organization can:

- Enhance safety
- Increase productivity
- Comply with state and federal regulations
- Improve coordination
- Improve brand image

Relying on an integrated E911 and mass notification system with incident communications can help leaders carry out effective emergency response and move from a state of chaos to control.

Everbridge helps organizations strengthen emergency response and resilience

Everbridge can assist organizations by offering a fully integrated, world-class emergency response solution. This solution combines RedSky E911 technology with Everbridge Mass Notification and Incident Communications. Organizations can now gain real-time insights into where emergencies are occurring, who is affected, and who needs to be notified, all while managing notifications within a unified platform.

This integration also guarantees that U.S. businesses comply with current federal legislation, including Kari's Law and the RAY BAUM's Act.

Are you ready to take the first step toward enhancing your emergency notification and response? Contact redskypartners@everbridge. com today to learn more about how our E911 and critical communication solutions can help your organization take control of emergencies to keep people safe and organizations running.

Get in touch to learn about Everbridge, empowering resilience.

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