

PARTNER SOLUTION OVERVIEW

HPE Aruba Networking and 911inform

Automated emergency response safeguards lives and organizations

INTRODUCTION

The advent of voice-over IP (VoIP) technology and telephone portability created new challenges for e911 system providers. Emergency calls could no longer be tied to a phone at a known location because callers could be mobile. Additionally, IP phones could be moved and connected to any Ethernet port, breaking the traditional mapping between a physical cable and a PBX.

An emergency call needs to include location information since an incapacitated caller (or one under duress) would be unable to provide that information to a public safety dispatcher. At a minimum, the e911 system should identify the street address, building number, and floor. There must also be a valid callback number in case the call accidentally drops, a requirement easily managed on landlines but potentially more challenging for PBXs.

Mobile handsets that support both cellular and Wi-Fi calling often revert to cellular as their initial response. However, many energy-efficient buildings rely heavily on Wi-Fi calling because they lack good cellular reception and distributed antenna systems to extend cellular coverage. In these cases, mobile phones will attempt the call over Wi-Fi.

A properly deployed HPE Aruba Networking Wi-Fi system will provide voice-quality network access throughout a building and often in open areas around a building's perimeter. This design allows roaming voice calls to originate from anywhere within or around the buildings.

Supplementing HPE Aruba Networking wireless VoIP services are data that identify the location of callers within an error radius suitable for e911 applications. These data can be as simple as the location of the HPE Aruba Networking Wi-Fi access point at which the e911 call originated to more sophisticated systems that can locate a call within roughly 2 meters inside a facility. The building manager decides on a desirable level of accuracy.

WHY HPE ARUBA NETWORKING AND 911INFORM

- Leverages existing HPE Aruba Networking infrastructure, eliminating the need for a separate overlay network
- Pulls location and identity from HPE Aruba Networking Wi-Fi access points for automated notification of the caller's location
- Enhances situational awareness by displaying alerts on live, interactive site maps
- Integrates with existing safety systems, including real-time video surveillance solutions
- Validated interoperability speeds deployment and troubleshooting

ABOUT 911INFORM

911inform is a notification and emergency management solution providing state-of-the-art tools for organizations and public safety to effectively mitigate any emergency. Expanding upon traditional 911 services, 911inform provides situational awareness to reduce response time for emergencies. The software platform supports bi-directional communication and building controls needed to manage a crisis and save valuable time successfully. For additional security features, an organization can add weapon detection, facial recognition, and license plate recognition. 911inform is the complete solution for Federal compliance legislation (Kari's Law, RAY BAUM'S Act, Alyssa's Law, and future legislation), messaging and notifications, panic buttons, and a single pane of glass for ALL security and compliance operations. With an easy-to-use application, no additional software downloads, or unnecessary equipment, 911inform can help monitor your entire organization.

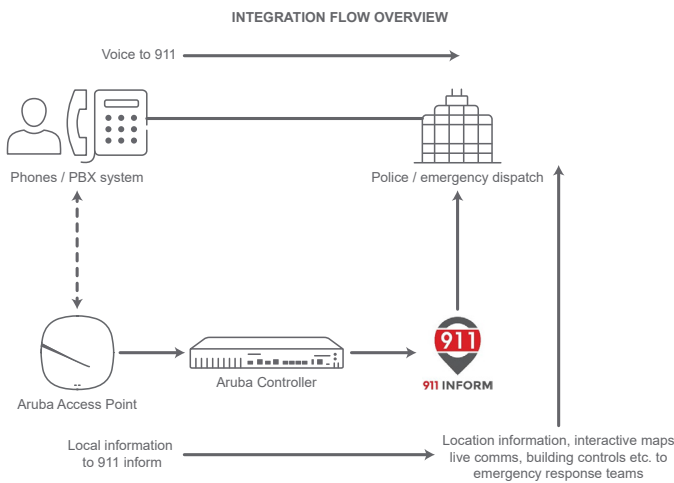


Figure 1: HPE Aruba Networking and 911inform integrated solution diagram

BETTER TOGETHER

HPE Aruba Networking has partnered with 911inform to deliver notification and emergency management solutions that quickly and accurately locate e911 callers for police dispatch, first responders, and key building personnel. These solutions include bi-directional communications to help better manage situations and expedite the delivery of care.

Working with HPE Aruba Networking Wi-Fi access points and physical or virtual controllers, 911inform's Location Discovery Solution (LDS) accesses HPE Aruba Networking client connection status to determine which access point—the location of which is known—the client phones are connected. LDS then registers the clients to the known access point locations.

When a person in distress makes a 911 call, 911inform displays the location of the originating access point on the map that corresponds with the location of the e911 caller. 911inform's non-emergency LDS functions, such as lighting and energy control services, can also use these same location data.

In the past, the LDS system required users to manually register, or have IP subnets matched to locations, so a mobile phone would be associated with a new room whenever the user roamed.

HPE Aruba Networking location services enable auto-registration of users with no manual involvement. The result is better user experiences, minimal IP subnet management, and consistently accurate call location data.



Figure 2: 911inform site map

UNIQUE VALUE PROPOSITION

With a software update to enable monitoring of client connection status, 911inform can associate HPE Aruba Networking access points to specific clients. These data are forwarded to the 911inform server. Thereafter the system pinpoints the origin of emergency calls while simultaneously notifying local authorities. First responders can instantly access detailed sites, and key safety personnel will receive texts that flag where help is needed.

In the event of an emergency 911 call, a site map indicates the location of the access point and a corresponding client location. Any additional service interconnections, including lighting, door access control, and video systems, will also automatically receive an alert. Eliminating manual notifications speeds up responses and reduces the chances of erroneous caller data.

CERTIFIED INTEROPERABLE

We've taken the guesswork out of emergency communications by certifying interoperability between 911inform and HPE Aruba Networking Wi-Fi infrastructure. Set-up requires just registering access point locations in the system, enabling joint deployments to go in faster.



SUMMARY

HPE Aruba Networking secure infrastructure is the ideal way to support e911 applications of any size. Contact your local sales representative to see how together HPE Aruba Networking and 911inform deliver robust, cost-effective e911 solutions.

To learn more about HPE Aruba Networking wireless, please visit: <https://www.arubanetworks.com/products/wireless/access-points/>

To learn more about 911inform, please visit: <https://inform.911inform.com/>

DEPEND ON 911 INFORM



911inform was founded in 2015 to link together key safety and security advancements into one shared communication and connected-building platform. The products manage emergency communications and IOT building capabilities, and address the emergency response needs of school, government, hospitality, and large public venues across the United States.

CONTACT US TODAY, SO WE CAN START BUILDING YOUR CUSTOMIZED CLOUD NETWORKING SOLUTION.

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