



A Division of Connexon

PARTNER CASE STUDY
IPC Technologies, Inc.



AT A GLANCE

The Partner Organization: IPC Technologies

- IPC Technologies provides solutions for IP unified communications, IP video conferencing, virtualization and other key business-enabling technologies, and more
- Key strategic partners include ShoreTel, LifeSize, Brocade, and Ruckus
- Work closely with clients to help them reach their business goals by employing leading-edge technologies

The Challenge

The College of William and Mary required an E911 solution that would integrate with their legacy phone system and a ShoreTel system, that would perform the following functions:

- Ensure emergency responders are provided with accurate location information to quickly locate 911 callers
- Provide rapid, reliable, and continuous E911 support for users

The Solution

IPC chose to deploy 911 Enable's Emergency Gateway, to provide W&M with:

- Automatic IP phone tracking
- Automated administrative tasks' to simplify their E911 management
- Delivery of 911 calls to on-campus and/or FCC-registered PSAPs

The College of William and Mary Proudly embracing the past while looking toward the future

IPC Technologies leveraged 911 Enable's innovative solutions to help The College of William and Mary meet their unique E911 needs.

"Working alongside an organization with a proven E911 track record means that we can meet aggressive timelines, delivering what the client needs while staying ahead of the pack. 911 Enable offers us solutions we are comfortable recommending and pleased to provide."

- Eric Bowling
VP of Sales,
IPC Technologies, Inc.

Background

IPC Technologies

Helping customers to find and implement the best possible IT solutions for over 30 years, IPC Technologies delivers expert support, enabling organizations to become more agile, productive and profitable. IPC specializes in award-winning IP unified communications, IP video conferencing, virtualization and other key business-enabling technologies. They also deliver turnkey managed services, help-desk support, supplemental staffing, and other services to help their customers maximize operational efficiency and boost their bottom-line.

IPC has been a ShoreTel Exclusive Gold partner since 2003 and was ShoreTel's fastest growing partner in 2010-2011. As well, they were ranked as ShoreTel's number four partner, based on global revenue, in 2010-2011. IPC has been a valued Partner to 911 Enable since 2009.

When it came to implementing an E911 solution that works seamlessly with ShoreTel, IPC implemented the 911 Enable EGW to help The College of William and Mary meet their security desk notification and routing requirements.



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The Challenge

Keeping track of IP phone movement

Like many large-scale implementations, the College of William and Mary presented a series of specific challenges for IPC. They needed an E911 solution that would be capable of correctly identifying locations, reducing emergency response times, recording all emergency calls, and implementing a desktop alert system for an on-site Public Service Answering Point (PSAP), as well as other key personnel – all within a legacy system containing undocumented physical infrastructure.

Other important components they would require for this large-scale deployment spread out over seven campuses – comprising almost 8,000 students and 4,000 endpoints – included an advanced network authentication solution, increased granularity for E911 location information, proven reliability, open architecture, and a full suite of advanced features, all while being competitively priced.

In a nutshell, the challenge was to combine W&M's proprietary authentication system, their PBX's configuration database, and the EGW to create a unique and highly flexible 911 system.

The Solution

IPC Technologies selected 911 Enable to be their E911 technology partner specifically because of the complexity of jobs like this one. In order to fully accommodate the needs of the College of William and Mary, they knew they could count on 911 Enable for reliable, redundant and secure solutions technology, open architecture and APIs, and certification with ShoreTel.

911 Enable makes it possible for IPC Technologies to offer their customers resilient E911 solutions that are at the forefront of the industry, providing capabilities that today's organizations require.

As part of this partnership, IPC is able to offer its customers 911 Enable's suite of products and services to help them meet E911 requirements. Key elements include:

The Emergency Gateway (EGW)

The EGW is an on-site appliance that automates and simplifies E911 management. It includes automatic IP phone discovery, on-site security notification features, and more.



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"911 Enable has absolutely outstanding sales, technical and implementation support. We have been very impressed with every level of the organization - and the product is unmatched in the industry."

- Eric Bowling
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Simplified E911 Management

The 911 Enable EGW significantly reduces management burden for administrators. It automatically discovers and tracks IP phone locations, eliminating the need to manually update location information whenever an endpoint moves within the network.

To enable the automatic tracking of IP phones, administrators can simply provision the EGW with layer 2 network maps and emergency response locations (ERLs) that may be defined to the building, floor, or room level. The EGW then discovers each phone's location by retrieving the correct ERL based on the phone's network location. To learn more about Automatic Phone Tracking, please read the [Feature Brief](#).

Desk Alert

Desk Alert provides security personnel with instantaneous notification of all emergency situations via a screen pop that automatically appears when 911 is dialed. Desk Alert is an application that is installed on the security desk workstation and works in conjunction with the Emergency Gateway to notify on-site security personnel when an emergency call is placed within the organization. To learn more about Desk Alert and how it works, read the [Desk Alert Data Sheet](#).

Reporting and Monitoring Tools

The EGW provides organizations with powerful reporting and monitoring tools via its intuitive, user-friendly administrative Dashboard. These tools include call recordings, call detail records, customized reports, and more.

On-site Security Routing and Notification

911 Enable delivers a robust suite of security notification tools to improve emergency response, alerting on-site security personnel to emergency situations in progress. Notifications always include the caller's name, call-back number and detailed location information. 911 Enable offers various security desk routing and notification options as part of its E911 solutions:

- Email Alerts
- Three-Way Call Monitoring with PSAPs
- Call Delivery
- Automatic Screen Pop

To learn more about On-Site Security Notification, please read the [Feature Brief](#).



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In Focus

The College of William and Mary

When they began the process of looking for an E911 solution for The College of William and Mary in Williamsburg, Virginia, IPC's consultants had to look at the complexity of the issue at hand. With a starting point of approximately 4,000 endpoints and with expectations of growth, The College of William and Mary required a robust and flexible solution engineered to work fluidly with developments in IP phone technology. In order to deliver the best solutions for the job, there were many issues to assess:

W&M were interested in consolidating their IP phone system by bringing in a unified, robust solution that would mesh seamlessly with their existing legacy system; a solution that, rather than further complicate matters, would allow them to streamline their operations. This meant that a successful solution would require only minimal resources for management and maintenance.

The second key criterion was to ensure that caller-location information be accurate, current, and in an easy-to-use database purpose-built to minimize the window of risk resulting from delayed updates. Another central element was the need to instantly alert on-site security personnel whenever a 911 call would occur, providing accurate location information and improving response times.

IPC's final requirement was to find a partner certified with Shoretel, who could offer a truly comprehensive, highly integrated E911 solution with a proven track record.

911 Enable is a trusted Shoretel Partner

911 Enable is ShoreTel's exclusive partner for E911 solutions, with advanced technology and expertise to ensure robust E911 solutions for ShoreTel IP deployments. As a Partner, 911 Enable has demonstrated a historical commitment and investment in working and collaborating with ShoreTel, with a proven track record of gaining market traction and addressing customer business needs.

Looking Ahead

A continuing alliance in E911 management

With numerous solutions already successfully deployed, 911 Enable and IPC Technologies continue to work together to deliver resilient and reliable E911 solutions to meet the ever-changing needs of their mutual clients.



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For More Information

To learn more about 911 Enable's innovative and cost-effective E911 solutions, contact a 911 Enable sales representative:

Call 1-866-661-3218
Visit www.911enable.com
Email info@911enable.com

To learn more about IPC Technologies' business-related communications solutions, contact a sales representative:

Call 877-947-2835
Visit www.ipctech.com
Email sales@ipctech.com

Additional Resources

Emergency Gateway Data Sheet

http://www.911enable.com/pdf/emergency_gateway_datasheet.pdf

Desk Alert Data Sheet

http://www.911enable.com/pdf/deskalert_datasheet.pdf

Emergency Routing Service Data Sheet for the US

http://www.911enable.com/pdf/emergency_routing_service_datasheet.pdf

GTRI Partner Case Study

http://www.911enable.com/pdf/GTRI_case_study.pdf

Lynn University Success Story

http://www.911enable.com/pdf/LU_Success_Story.pdf

Invensys Wonderware Success Story

http://www.911enable.com/pdf/Wonderware_Success_Story.pdf

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