Desk Alert

Onsite Security Personnel are Your First Responders

A 911 call is placed within your organization, but your security team isn't aware until they hear sirens and see flashing lights from a fire truck and ambulance pulling up to the building. As first responders rush through the front door, security team members scramble to discover the location of the woman who called for help.

After a 911 call, seconds are precious. Desk Alert from Intrado is a simple solution to a serious problem that many organizations overlook. Desk Alert brings your security team into an emergency situation as its occurring, arming them with key information to react quickly and assist first responders—and, ultimately, improve emergency outcomes for your employees, students and end users.

A complimentary solution to Intrado's Emergency Gateway (EGW) appliance, Desk Alert displays an on-screen alert on your security desk's computer whenever 911 is dialed from within your enterprise. Your security team instantly knows the caller's name, location and additional details to help them assess and triage the situation.

Improve Your Onsite Emergency Response with Desk Alert

Intrado's Desk Alert solution works in conjunction with Emergency Gateway, eliminating the need for integration with other third-party databases. Desk Alert can also be used to notify security personnel of non-emergency calls placed to the security desk, test calls and potential 911 misdials. Your security team can implement any pre-established procedures to ensure that your organization's emergency response is effective and efficient.

Compliant with all major IP-PBX platforms for seamless E911 integration and interoperability

E911 connectivity to over 6,000 Public Safety Answering Points (PSAPs) across North America

Reliable support for complex environments such as multiple UC vendors deployed on-premises, hosted, or hybrid environments

1,000+

Trusted to safeguard over 1,000 organizations

70M

Over 70M VoIP records under management

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Desk Alert's Intuitive Interface

- Displays automatic alerts whenever an end-user dials 911

- Provides situational awareness to help improve response times and outcomes

- Delivers caller information including name, callback number and precise location

- Links to enhanced data such as detailed floor plans, emergency contacts and more

- Supplies misdial and testing indicators, as well as advanced reporting features

Emergency 911 Notification

Security Call Notification

About Intrado

Intrado is an innovative, cloud-based, global technology partner to clients around the world. We connect people and organizations at the right time and in the right ways to the nearest emergency assistance, and provides thousands of public safety agencies and first responders with critical data points to coordinate the best emergency response. Our end-to-end 911 solutions help enterprises keep their users safe and meet 911 regulations.

For more information, please call 1-877-262-3775, email safety@intrado.com, or visit intrado.com.

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