



## SOLUTION BENEFITS

- Notify first responders of exact location of duress
- Alert employees via any communications device
- Distribute custom alerts to different faculties and / or buildings on-site
- Mobilize building security, administration, or any other group
- Instantly communicate key information to employees, administration, and security personnel

## Emergency Response Solutions

A company's ability to communicate effectively and on the fly as an emergency situation unfolds is critical in protecting its staff, profits, reputation and essential operations. An emergency preparedness plan that protects employees and ensures that critical business functions remain operational is key.

Mitel's Emergency Response Solutions provide companies the confidence to provide effective leadership to execute crisis plans and mitigate panic and unnecessary loss of life. Our IP-based solutions provide the underlying communications infrastructure to ensure open communications amongst employees and administration, and enable immediate accessibility to key emergency personnel on and off site to provide a secure and safe workplace environment.

### Tailored to Your Needs

#### Emergency Response Adviser

On and off-site emergency response personnel are immediately alerted to any on-site E911 calls which they can pinpoint the exact location thereby greatly improving response times and outcomes in an emergency situation.

#### IP Duress Alarm

Building on the value of Emergency Response Adviser, the IP Duress Alarm provides staff with the ability to generate silent alarms requesting immediate security assistance. Building security is immediately notified of the location so that they can respond accordingly.

### **IP Paging and Broadcast**

Lower administrative effort by providing the ability to deliver simultaneous messages to phones and speakers across multiple sites. This application also includes the ability to record and schedule announcements and synchronize the announcements with school bells, buzzers, or other notifications.

### **On-site Security Call Box**

Place emergency panic buttons in main hallways or remote / isolated areas of the building such as women's washrooms, parking garages. An on-site security call box integrates the features and functions of emergency call, security, wireless communications, and telephone services into one solution.

### **Emergency Broadcast Alert**

Device-centric solution that provides extremely rapid reach to thousands of people via networked Mitel 53xx phones and / or PCs allowing organizations to drastically increase the penetration and timeliness of mass notifications. The solution allows for configurable location based, zones, text and graphics. This provides a major improvement to a company's ability to reach its constituents in the case of unforeseen events.

### **Mass Notification**

Reach every parent, teacher, and staff member in seconds with just one call. Provide administrators and teachers with the ability to streamline voice and text communications to parents, faculty, and staff for emergency and routine announcements.

### **Malicious Call Tagging**

Provide staff with the ability to tag, record (SMDR records), and retrieve malicious calls (e.g., bomb threats, threatening calls made by students and / or parents).

### **Record-a-Call**

Record, retrieve, and archive all threatening incoming calls (e.g., security threats, angry employees, customers). Forward recorded calls by voice mail or in email (WAV file) to security personnel for appropriate reporting and follow up.

### **Emergency Quick Conference**

Disseminate critical operating information to designated security personnel during an emergency situation.

Mitel is committed to supporting business requirements for emergency preparedness. We offer a wide array of solutions that are tailored to your business needs.

#### **Our solutions are:**

- Reliable (mission critical)
- Simple (easy to manage and maintain)
- Campus-wide (provide cross-campus coverage)
- Cost-effective (leverages the investment made in IP communications infrastructure)