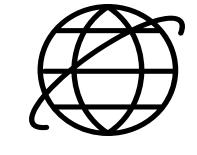


Innovative Solutions to Navigate Challenges in NG911 Implementation

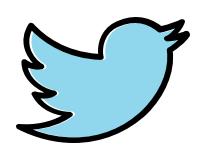
151 Southhall Lane, Suite 450
Maitland, FL 32751



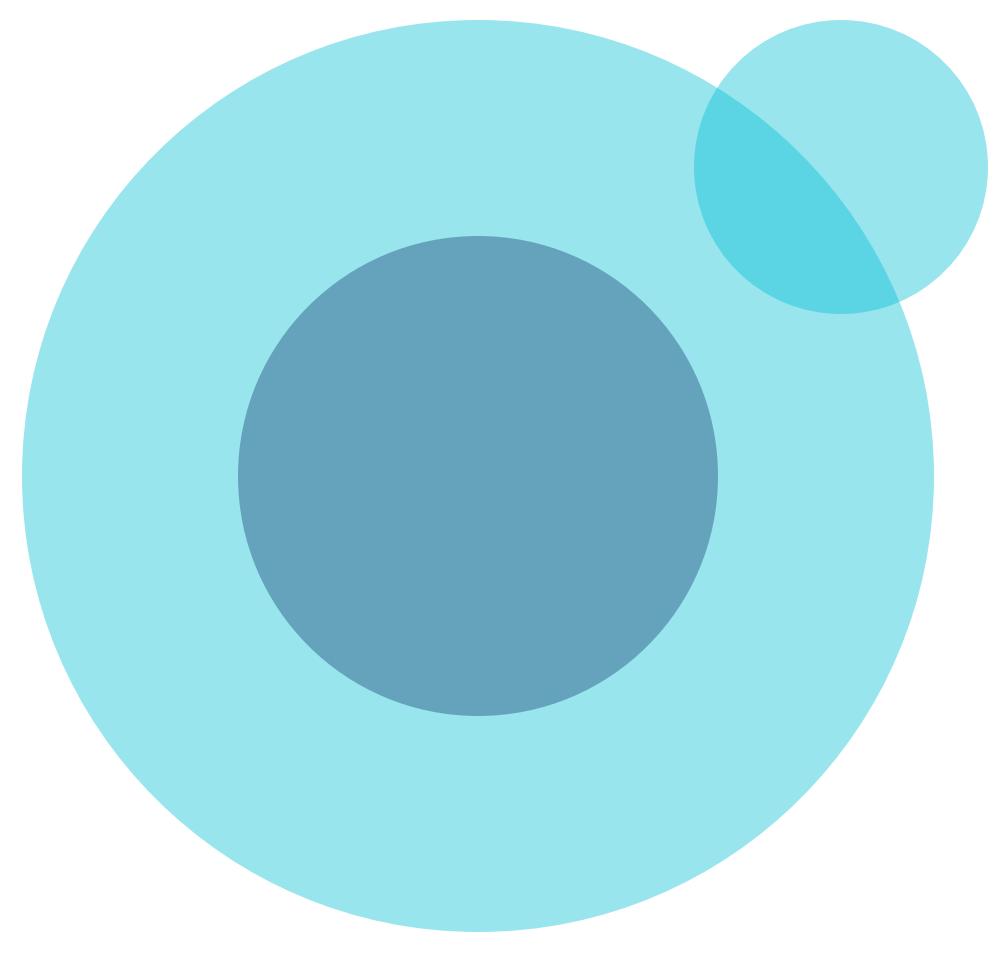
(407) 740-8575



www.inteserra.com



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Next-Gen 911 (NG911) continues to be in the spotlight as the states labor toward updating their emergency systems and services. The need for a 911 system to support text and multimedia messages, paired with the capability to interconnect with other systems and databases such as building plans and electronic medical records, is glaring. However, despite the necessity felt by first responders and the public, many obstacles stand in the way of making NG911 a nationwide reality.

Roadblocks including funding and governance matters, continually challenge states and regions to work through issues relating to technology standards and the process of transition. Projects may require the newly awarded NG911 provider to create a regional or state network of previously autonomous 911 authorities. Each state handles 911 differently. The transition to NG911 poses multiple challenges in coordination, causing governmental agencies and 911 providers alike to turn to outside help for solid comprehensive solutions.

The Challenge



Migrating to NG911 in an environment that manages 911 at the county level where the technology, selected vendors, and specifications are varied from county to county in the following ways:

1

Specialized contractors were needed to perform a large percentage of the field work.

2

Managed CPE vendor deployment, tracked progress, and tested to the County's needs and specifications including subsequent software releases.

3

Contractual obligations to the county to meet very stringent network performance criteria regarding geo-diversity, security, etc.

4

100% of the project was out of-territory and required establishing a new data center within the county.

The Inteserra Solution



Hiring of Contractors and Vendors

Managing relationships can be time-consuming and full of surprises. Inteserra gathered requirements, identified prospective vendors, prepared and submitted quote requests, and assisted with vendor selection. The team secured and arranged for execution of a scope of work. As the project continued, our managers monitored its progress until completion, prepared, received, and distributed proof of the work that was performed as defined, and tracked anomalies to be addressed later.



Management of CPE Vendor Relationship

Experience, detailed planning, accurate documentation, and repeated testing are key to a successful CPE deployment. Given it was the first time the client would interface with the selected CPE vendor, Inteserra favored a set of practices that would allow us to anticipate CPE shortfalls.

Inteserra scheduled interoperability testing prior to vendor deployment. We then tracked each action, coordinated the system upgrades, then organized additional testing sessions until no remaining issues existed.



Meeting Contractual Obligations

The 911 system differed from county to county. Flexibility in meeting the requirements set forth by each governing body was crucial for the success of our client, especially in securing additional counties in the state.

To honor the Client's contractual obligations to the county, Inteserra obtained proprietary network diagrams from prospective vendors to ensure that geo-diversity existed between the primary and secondary paths. Then, we orchestrated fiber builds where necessary. The vendors' security practices were reviewed to ensure they met customer requirements. Additionally, the team documented the required actions when a deficit was identified and tracked them until completed.



Establishing New Data Center

Inteserra assisted with contract negotiation and evaluating vendor price quotes after detailing the power and space requirements. Inteserra drafted the Tier III compliance attestation and arranged security clearance for all technicians requiring access to the data center and coordinated all vendor installations.

Proven Results

With Inteserra's dedication and expertise in managing multi-faceted technical projects, our client was able to meet all requirements imposed by this project. The space, power, and equipment at the PSAP was available when the ESInet was connected. The network and CPE testing was successfully conducted.

The new CPE was able to process 911 calls as expected when connecting to the ESInet. The primary and secondary paths were geo-diverse from the data center to the PSAP adding yet another layer of resiliency.

At the new data center, the space, cooling, power, cross connects, and internet was available when the CPE, CORE, and fiber providers were ready to install. Data center access was granted to all authorized. The county was satisfied the selected data center met all Tier III requirements.

About Inteserra

Inteserra Consulting Group offers strategic consulting services for telecommunications, VoIP services, internet, e-business, and wireless. With 30 years of proven expertise, Inteserra is your go-to source for all aspects of market entry, product planning, project management, and state and federal regulatory compliance. Through their unique combination of experienced consultants, who bring decades of relevant real-world expertise, and a variety of tools and publications, Inteserra can help your company understand the impact of regulatory changes and provide advice when answers are not clear.

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