

Everbridge 911 Connect

Rich 911 Caller Profiles for Faster Emergency Response



Better Together

Through a strategic partnership, Everbridge is now **RapidSOS Ready**. We are committed to delivering life-saving emergency data to first responders.



Enhanced Data for Emergency Communications Centers When Seconds Count

Everbridge 911 Connect, a RapidSOS Ready solution, provides Public Safety Answering Points (PSAP) and Emergency Call Centers (ECC) dispatchers with life-saving incident-specific information about the caller they are not receiving today regardless of if it is a mobile, landline, or a VoIP phone. For mobile phones, RapidSOS Ready ECCs will automatically receive available information from the 911 caller's wireless device. This may include location, name, address, and associated contacts to accelerate emergency response and improve its efficiency. ECCs who subscribe to Everbridge 911 Connect can also query the Everbridge 911 Connect database within RapidSOS Portal to obtain vital subscriber information regardless of whether the phone call was received by the ECC.

Accessible by any authorized RapidSOS Ready ECC or PSAP, Everbridge 911 Connect may increase the number of successful phone number matches those dispatchers receive when a 911 call comes in and reduce time to closeout operations procedures when there is silent or hang-up calls.

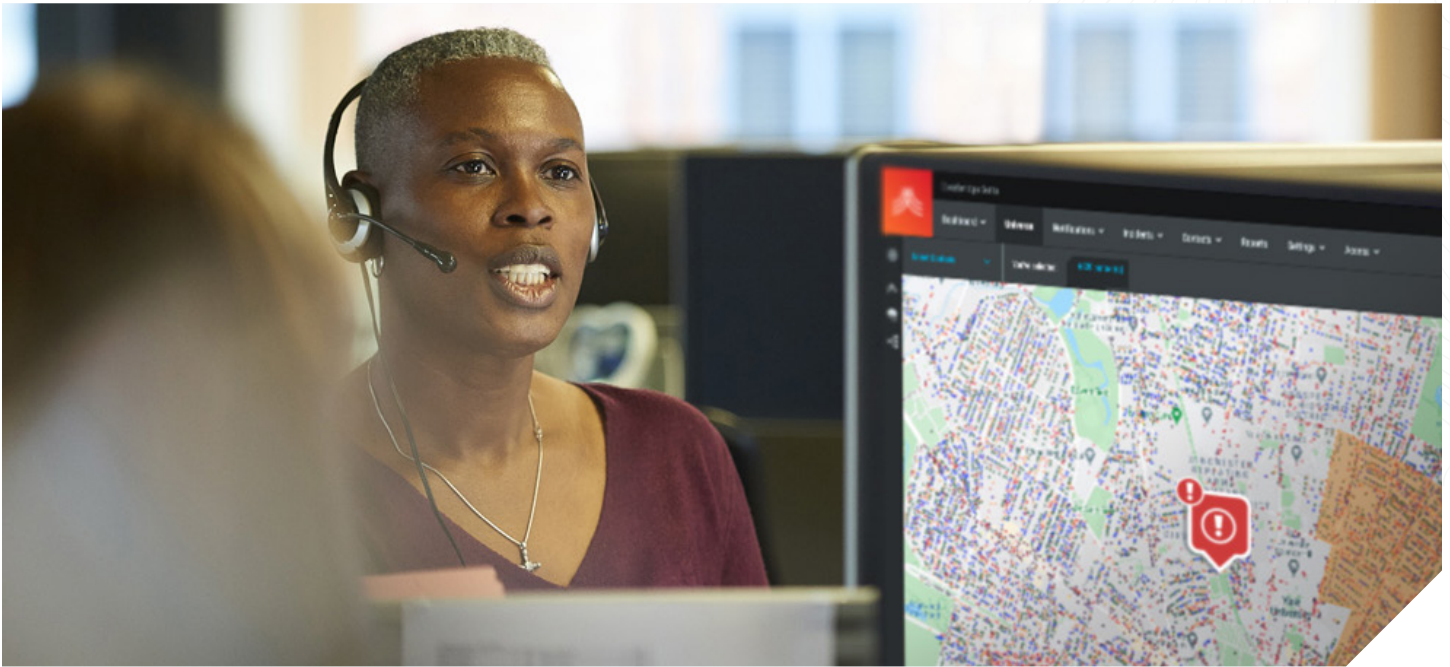
911 CALLS IN A DIGITAL WORLD

- + Estimated **240 million** calls are made to 911 each year in the US
- + In many areas, **80% or more** 911 calls are from **wireless devices**
- + **VoIP phone** services are also growing at a rapid pace
- + The number of **hang-up** and **silent calls** are on the rise

Public safety dispatchers and 911 call takers need to quickly determine the callback number, location and nature of an emergency. Everbridge 911 Connect provides additional critical information that other service providers and databases cannot.

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NEXT GENERATION 911 (NG911) Tools

When a 911 call comes in, dispatchers need the right tools at their fingertips to verify the caller's identification, their location, and the nature of the incident as quickly as possible.

This isn't an easy task, especially when there are high call volumes and additional attempts to verify the information. With RapidSOS and Everbridge, ECCs can leverage powerful next generational 911 (NG911) tools to enhance incident response.

HOW CAN EVERBRIDGE 911 CONNECT HELP

- + **Situational Awareness:** Gain real-time information one dashboard for all emergency data
- + **Enhanced Contact Information:** Instant access to additional information to help verify caller and other associated contacts, faster and with higher match rates
- + **Live Location Data:** See the location of the call and even the movement of mobile phones to pinpoint the dispatchable location with more confidence



Let's Chat

Would you like to know more about **Critical Event Management**? Request a demo at [Everbridge.com](https://www.everbridge.com).