



# Experient 9-1-1 VoIP ANI/ALI Controller: No Downtime, No Failover, No Dropped Calls, and with Immediate ROI.

Smaller government agencies and municipalities tasked with handling 9-1-1 calls must address two important mandates: providing the public with the highest levels of emergency services and controlling costs in an economy marked by declining revenues and budgets.

Even the briefest outage at a public safety answering point (PSAP) can have devastating consequences. These risks are further complicated by the growing number of wireless calls that need to be reliably captured and tracked. With lives and property on the line, the effectiveness of any 9-1-1 call handling solution is rooted in its ability to prevent dropped calls.

## Mission-critical uptime at far lower cost

Experient's 9-1-1 VoIP call handling system, running on Stratus' fault-tolerant ftServer platform, delivers mission-critical uptime and reliability — without complex failover mechanisms that result in downtime and lost calls. And, priced far below less reliable solutions, the Experient system also guarantees an immediate return on investment (ROI).

## True IP 9-1-1 call handling with VoIP PBX

Experient's feature-rich 9-1-1 ANI/ALI controller is a true IP-based system with an integrated VoIP PBX. This fully redundant Linux®-based solution has a MTBF estimated at more than 1,000,000 hours. Combined with the ftServer platform, this state-of-the-art 9-1-1 system

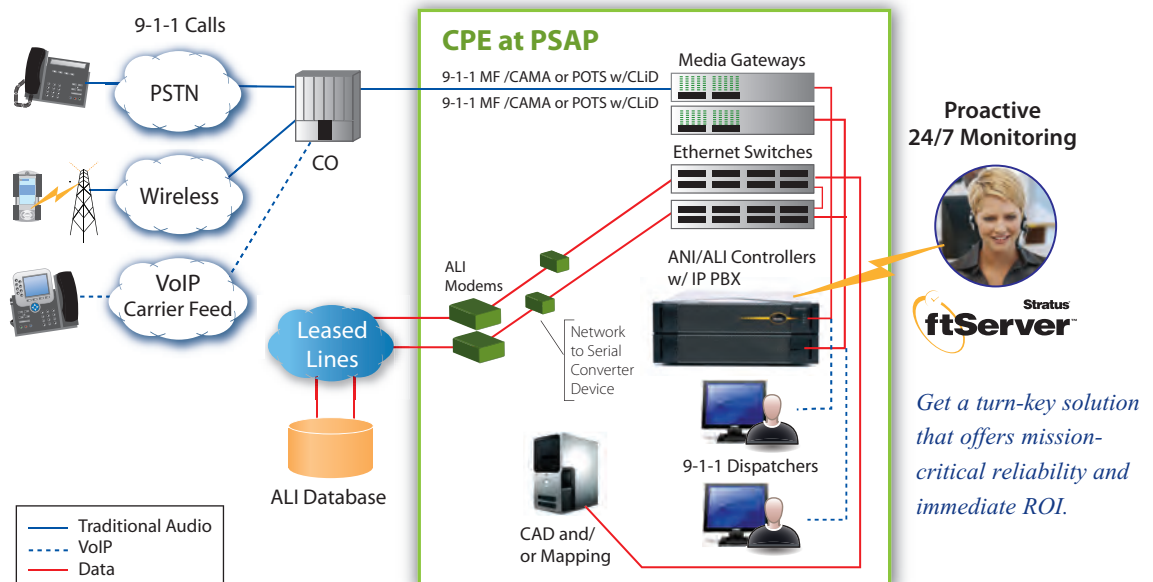
delivers continuous 24/7/365 uptime that approaches six nines, the equivalent of less than 32 seconds of annual downtime. Integrating easily with CAD and other PSAP systems, this turn-key system:

- Exceeds NENA recommended Generic Standards for 9-1-1 PSAP Equipment
- Lowers upfront costs by 50% and reduces ongoing costs throughout the life of your system
- Achieves mission-critical 99.999+% uptime assurance right “out of the box”
- Features a comprehensive IP-based design with integrated VoIP PBX
- Offers Linux reliability with an easy-to-use dispatcher GUI
- Is NG9-1-1 ready
- Combines Stratus and Experient's 24/7 proactive monitoring and remote support capabilities to detect isolate and report problems — before they affect your call handling system

## Purpose-built to prevent failure

The platform of choice for public safety environments, ftServer systems offer built-in redundancy, diagnostics and call-home technology features that prevent downtime and data loss. Their single-server simplicity makes them easy and cost-effective to set up and administer — a key consideration for PSAPs.

## Experient VoIP call handling system solves dropped call issues and reduces costs



## Experient Corporation

State-of-the-Art  
 9-1-1 VoIP  
 Call Handling  
 System

## Partner Solutions



# The Experient VoIP Controller addresses the quality, cost, service and support needs of small- and mid-sized PSAPs

## Reliable infrastructure, validated SLAs

Experient, one of the first companies to develop, install and operate a 100% IP-based ANI/ALI controller, specializes in addressing the needs of small- and mid-sized PSAPs and the people they serve.

Designed for mission-critical 9-1-1 call handling, the Experient 9-1-1 VoIP ANI/ALI Controller is based on a fully redundant architecture. Its features include a built-in firewall, self monitoring capabilities that operate 24/7 and instant notification of alarm conditions. The 9-1-1 Controller integrates seamlessly with any computer aided dispatch (CAD) system and comes complete with

**“The ftServer-based Experient system is a fully redundant 9-1-1 VoIP call-handling system that eliminates the risk of lost calls incurred by server downtime and failover.”**

Bill O’Neil  
President  
Experient Corporation



[www.experient.com](http://www.experient.com)

software for each dispatcher position. Providing all of the basic functions necessary to operate any PSAP, the dispatcher software is easy to use. In fact, typical dispatcher training takes just thirty minutes.

The Experient customer-premises equipment includes a media gateway that extracts caller information routed from the PSTN. The call is then converted to SIP, thereby allowing the Experient VoIP controller to use the attached Automatic Number Identification (ANI) to retrieve the caller’s location for the 911 dispatcher. The ftServer platform hosts and safeguards Experient’s ANI-ALI controller software and integrated IP PBX against downtime and dropped calls.

## Uptime Assurance for 9-1-1 call handling

Unlike alternative solutions that are designed to “recover” from failure, ftServer-systems are designed to prevent failure from happening in the first place. To that

end, every ftServer system comes equipped with redundant hardware components and system software that automatically detects, addresses and reports hardware, software and serviceability issues that can lead to downtime and corruption or loss of critical data. Operating in lockstep, the ftServer system’s redundant processors eliminate latency and failover while symmetric multiprocessing (SMP) support ensures scalability across all processor cores.

ftServer platforms are easy to set up, manage and maintain, and do not require duplicate licensing, additional infrastructure or carefully planned workload configurations. Built-in serviceability, remote access capabilities and hot-swappable components make Stratus servers ideal for environments dealing with reduced staffing and budgets. In addition to supporting your mission-critical 9-1-1 VoIP call handling system, these fault-tolerant servers are ideal as disaster recovery or backup platforms.

## Unsurpassed 24/7 worldwide support

Leveraging the system’s advanced built-in diagnostics and online serviceability, Stratus’ 24/7 worldwide support team ensures continuous uptime and peak performance for your Stratus ftServer platform. Stratus pioneered this technology-enabled, remote support model and continues to perfect its implementation. Today, more than 98.9% of service calls are resolved online while the system continues its normal operations.

## Uptime. All the time. For your PSAP

Stratus has designed and built fault-tolerant servers for real-time, mission-critical workloads for thirty-plus years. Today more than 900 government and public safety organizations rely on Stratus for reliability that is second to none.

Experient’s mission-critical 9-1-1 VoIP call handling system is a turn-key solution that combines the best technology that both companies have to offer. As a result, PSAPs can immediately benefit from unparalleled reliability and cost advantages.

Specifications and descriptions are summary in nature and subject to change without notice. Stratus, and ftServer are registered trademarks and the Stratus Technologies logo is a trademark of Stratus Technologies Bermuda Ltd. The Experient logo is a registered trademark of Experient corporation. The registered trademark Linux is used pursuant to a sublicense from the Linux Mark Institute, the exclusive licensee of Linus Torvalds, owner of the mark on a worldwide basis. All other trademarks are the property of their respective holders.

© 2010 Stratus Technologies Bermuda Ltd. All rights reserved.  
X1032-A

