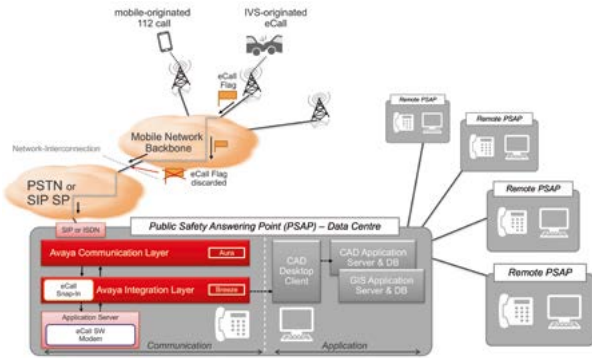




NEXT GENERATION EMERGENCY SERVICES SUPPORTING ECALL IN PSAP ARCHITECTURES WITH AVAYA AURA™ AND AVAYA BREEZE™



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eCall – the first big innovation for emergency services across Europe

With the introduction of eCall, EROs serving the single European Emergency number “112” will need to provide the capability to receive eCall, extract the contained information from the “Minimum Set of Data (MSD)”, and make this information available to the call taker or dispatcher in order to support the response to the emergency call in the most effective and efficient way.

The eCall principle

Originating the call from the car eCall will be raised either automatically by cars involved in an accident, based on sensor activity (e.g. airbag, acceleration, pressure), or manually by the driver or passengers in the car, pressing the eCall button. The originating device is the In-Vehicle Systems (IVS), a piece of electronic equipment in the car, connected to the in-car sensors, speakers and microphones, as well as a GSM module with a SIM card, connecting to the mobile phone network.

eCall integrations

Receiving the call in the PSAP

In order to support the eCall functionality, the receiving PSAP will need to be equipped with the following minimum functional elements:

- Recognize the eCall and route accordingly
- Capture real time media from modem
- MSD extraction from modem
- Interface to CAD applications supporting MSD transfer
- Workflow management workflows supporting and CAD integration and operational procedures

These functions are provided in full the **Avaya Aura™** and its open and flexible 3rd-party integration capabilities, leveraging **Avaya Breeze™**.

Ready for the eCall future

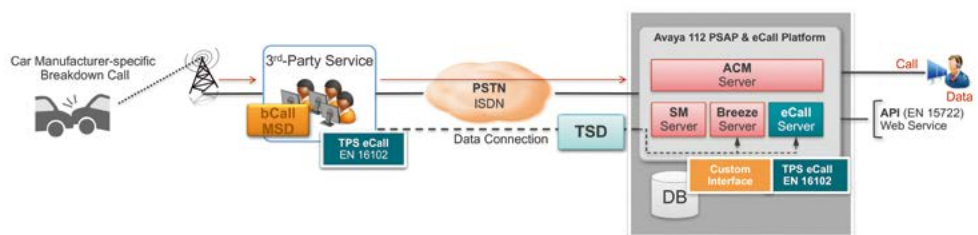
Flexibility, Scalability, Survivability for country-spanning eCall platforms

With the adoption of eCall in new cars first from April 2018 onwards, any eCall solution that is implemented to serve larger regions needs to be very scalable, starting from small, with only a few up to 100s or even 1.000s of simultaneous eCalls to be handled. The Avaya eCall solution leverages Avaya Breeze™ as a very scalable integration and workflow environment in order to provide a platform that can grow according to developing needs. The eCall modem software itself is provided from a market leading European manufacturer that has been part of the EU's eCall initiative from the beginning. The software has been enhanced to fit as an application into the surrounding Avaya Aura™ framework. The solution can be deployed on-site in the PSAP, but can serve as well in large national installations using centralized state-of-the-art data centres, or implemented fully virtualized with a minimum hardware footprint.

Flexible and open for TPS eCall, future-proof and NG112-ready

Due to its open SW architecture and API's, the Avaya Aura framework is able to host a multitude of different services.

Beyond the implementation of eCall according to EU directives in the 112 PSAP landscape, Avaya's eCall solution also supports the integration of Third Party Services (TPS) eCall according to the European harmonized standard EN 16102.



About Avaya

Avaya enables the mission critical, real-time communication applications of the world's most important operations. As the global leader in delivering superior communications experiences, Avaya provides the most complete portfolio of software and services for contact center and unified communications with integrated, secure networking – offered on pre-mises, in the cloud, or a hybrid. Today's digital world requires some form of communications enablement, and no other company is better positioned to do this than Avaya. For more information, please visit www.avaya.com.

Besides the eCall as specified for phase one being based on traditional 112 voice networks, the same Avaya architecture can bring in the next generation of eCall (NG eCall) which is currently specified by ETSI and which will be based on IMS principles, leveraging the SIP protocol end-to-end, just as NG112 will do as well.

High Availability and Resiliency

Within Avaya Aura™ and Avaya Breeze™, high availability and resiliency of 99,999% and beyond is a core design principle. Duplication of all elements according to requirements in critical communications can be provided as an option.

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