



## **Avaya, RapidSOS, and 911 Secure Introduce Public Safety Breakthrough: First Integrated Device Location Discovery Solution for Next Generation Emergency Services**

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ORLANDO, Fla.--(BUSINESS WIRE)--**NENA 2019** – Avaya Holdings Corp. (NYSE: AVYA) today announced unprecedented, life-saving device location discovery capabilities are now available to emergency first-responders through the integration between RapidSOS, 911 Secure and Avaya emergency response management solutions.

Avaya IX Workplace unified communications solutions for the enterprise can now deliver emergency data to public safety agencies through an integration with 911 Secure SENTRY™ and RapidSOS. Avaya continues to bring new innovation to this critical industry segment as part of its ongoing commitment and focus on public safety communications and collaboration.

In a multi-line telephone system environment, SENTRY™ already provides location for IP devices as well as on-site notification for Kari's Law compliance. Utilizing the rich multimedia content available when a 911 call event occurs, in-office security has the situational awareness they need to manage the incident. Now that identical information can be directly sent to 911 and public safety first responders as well. This enables dispatchers and first responders in the field to more accurately locate a caller's precise location and gain access to critical situational awareness when calls are made from an Avaya communications system. The unique integration with RapidSOS provides precise, real-time location, floor-plans and other critical information that could save lives.

"In situations where every second counts, seamless communication and sharing of high-fidelity data can make the difference between life and death," said Mark Fletcher, ENP and chief architect of worldwide public safety solutions, Avaya. "Everyone across the continuum of public safety needs real-time access to information and to each other to make certain each individual in distress receives optimal care. As the company that provides innovative ways for people to work and communicate from anywhere on any device, we are excited to partner with an innovator in emergency technology like RapidSOS to deliver a solution with advanced emergency calling capabilities to help ensure user safety wherever and however they are connected."

“Additional information from the scene of an incident can make all the difference during an emergency,” said Jeff Robertson, senior vice president and general manager of public safety, RapidSOS. “Sophisticated data from Avaya displayed directly on the screens of 9-1-1 telecommunicators will enhance situational awareness for emergency services, providing safety and security for Avaya customers. We are excited to work with Avaya and their partners to put rich emergency data in the hands of first responders, leading to more efficient response and improved emergency outcomes.”

Across the country, 911 dispatchers in more than 6,100 emergency communications centers, or PSAPs, are working with outdated technology that was created in the landline era and optimized for people who call 911 from a traditional landline, thus creating a significant communication gap in today’s emergency response process.

“When Avaya came to us and asked us to build a new module within SENTRY™ we jumped at the chance,” said Kevin Kito, CEO, 911 Secure. “Being able to improve the information that PSAP operators receive during a 911 call is why we started 911 Secure. We had all of our developers drop their current projects so they could all focus on getting this ready as soon as possible. We are proud to say it took less than a month to go from concept to fully working solution. The partnership with Avaya and RapidSOS were key factors in our team getting this developed so quickly. We are excited to see what information companies decide they want to put into the database as well as what information first responders want to see.”

Avaya IX Workplace with 911 Secure SENTRY™ utilizes new emergency data capabilities made available by the RapidSOS Clearinghouse, in use by over 3,000 public safety agencies nationwide. This new solution is the first to connect user-specific location information from a commercial network with 9-1-1 through the RapidSOS platform. The RapidSOS Clearinghouse is a secure source of advanced emergency data for public safety agencies, who are able to retrieve data in an emergency through RapidSOS Portal or integrations with existing PSAP software systems. This allows them to add sophisticated information in real-time that the existing 9-1-1 infrastructure is not capable of providing.

Beyond the 911 Secure SENTRY™ solution, Avaya IX Workplace can also utilize the Avaya Cloud Notification System, which enables fast, automated mass notifications via voice, text or various combinations to large groups of people who need to be alerted with the accurate information. Weather events or school closing alerts can now be delivered using integrated active databases, sending alerts to parents, community members or other emergency contacts, providing instructions or other important information that is critical in times of need.

Avaya is showcasing its emergency services solutions, and more, at the Avaya booth #207 at [NENA 2019 Conference](#), June 14-19, in Orlando, FL. #NENA2019, #ExperiencesThatMatter

RapidSOS is showcasing its solutions to bring life-saving emergency data to 911 and first responders though the free RapidSOS Clearinghouse at booth #432.

#### **Additional Resources**

- [Learn more about Avaya’s Public Safety Communications & Next-Gen Emergency Services.](#)

- Learn how Avaya and select partners deliver Next-Generation 911 (NG911)

### **About Avaya**

Businesses are built on the experiences they provide, and every day millions of those experiences are built by Avaya (NYSE: AVYA). For over one hundred years, we've enabled organizations around the globe to win – by creating intelligent communications experiences for customers and employees. Avaya builds open, converged and innovative solutions to enhance and simplify communications and collaboration – in the cloud, on-premise or a hybrid of both. To grow your business, we're committed to innovation, partnership, and a relentless focus on what's next. We're the technology company you trust to help you deliver Experiences that Matter. Visit us at [www.avaya.com](http://www.avaya.com).

### **About RapidSOS**

Partnering with Internet of Things (IoT) companies and the public safety community, RapidSOS provides a rich data link to public safety via the RapidSOS Clearinghouse – sending life-saving data to aid in emergency response. RapidSOS implements best-in-class security practices including end-to-end encryption for data in the Clearinghouse and an information security management program developed with IBM that has achieved ISO 27001 compliance, a rigorous and globally-recognized cybersecurity certification. The RapidSOS Clearinghouse is a free service to public safety, and is integrated with all major vendors of 911 call-taking, dispatching and mapping software. Learn more about RapidSOS: [www.rapidsos.com](http://www.rapidsos.com).

### **About 911 Secure**

911 Secure was founded because the need for a comprehensive, affordable, easy to use Enhanced/NG911 solution was essential within the industry. 911 Secure only provides Enhanced and Next Generation 911 services. By focusing on only 911 calls, we are able to ensure that all of our attention and product development is always pushing forward to the same goal. We believe in old fashion customer service. This is extremely important to us, due to the fact that our business is about saving lives. 911 calls are the most important calls that will ever be processed by a call server. We pride ourselves on always being on the cutting edge of the latest technology. By always being at the forefront we are able to provide the best 911 call routing solution and notify the correct on-site personnel that 911 has been called. We are excited to help organizations protect their employees and visitors. Secure your future today with 911 Secure! Visit us at [www.911Secure.com](http://www.911Secure.com).

### **Cautionary Note Regarding Forward-Looking Statements**

*This document contains certain "forward-looking statements." All statements other than statements of historical fact are "forward-looking" statements for purposes of the U.S. federal and state securities laws. These statements may be identified by the use of forward looking terminology such as "anticipate," "believe," "continue," "could," "estimate," "expect," "intend," "may," "might," "our vision," "plan," "potential," "preliminary," "predict," "should," "will," or "would" or the negative thereof or other variations thereof or comparable terminology and include, but are not limited to expected feature releases and statements about future products, expected cash savings and statements about growth, exchange listing and improved operational metrics. The Company has based these forward-looking statements on its current expectations, assumptions, estimates and projections. While the Company believes these expectations, assumptions, estimates and projections are reasonable, such forward-*

*looking statements are only predictions and involve known and unknown risks and uncertainties, many of which are beyond its control. The factors are discussed in the Company's Registration Statement on Form 10 filed with the Securities and Exchange Commission, may cause its actual results, performance or achievements to differ materially from any future results, performance or achievements expressed or implied by these forward-looking statements. For a further list and description of such risks and uncertainties, please refer to the Company's filings with the SEC that are available at [www.sec.gov](http://www.sec.gov). The Company cautions you that the list of important factors included in the Company's SEC filings may not contain all of the material factors that are important to you. In addition, considering these risks and uncertainties, the matters referred to in the forward-looking statements contained in this report may not in fact occur. The Company undertakes no obligation to publicly update or revise any forward-looking statement as a result of new information, future events or otherwise, except as otherwise required by law.*

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