

# E-911 Grays Harbor Communications

## Case Study

*Grays Harbor E-911 employs TechTell 24/7 services for critical monitoring needs.*

### Summary

Grays Harbor E-911 is a forward thinking organization when it comes to supporting their IT infrastructure and meeting the needs of a diverse group of staff and members. As a result, their center now has 41 member agency locations with 24x7 network monitoring services to ensure network uptime for maximum employee and member productivity.

### Client Background

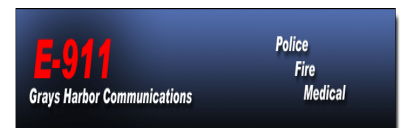
Grays Harbor E-911 is a county wide emergency communications agency created by Inter-local Agreement for the purpose of providing Enhanced 9-1-1, Radio, and CAD services to the citizens and first responders within Grays Harbor County. The 911 Center is funded by an assessment collected annually from each of the entities served, based upon their percentage of population and percentage of services used. The E-911 phone line costs are funded by a \$0.50 local access line tax and reimbursements from a statewide \$0.20 access line tax. The Agency's first priority is to receive 9-1-1 calls and dispatch the appropriate law, fire, and medical services. The Agency also handles non-emergency public safety requests for assistance. The E-911 Center is staffed by 21 employees who are trained in emergency telephone techniques, first aid/CPR and public safety field radio communications.

### Business Challenge

Maintaining 100% availability of critical staff and member applications while preserving budget equilibrium and greater end-user demands is a difficult challenge. Grays Harbor E-911 required a comprehensive solution to monitor their IT networks that was simple to integrate and cost effective. TechTell's solution rapidly assisted in identifying any on-going network problems and minimized up-front implementation and monthly monitoring costs while showing an operational savings in resources. TechTell's monitoring solution addressed each of these areas to satisfy both organizational constraints and technology requirements. Vital to the E-911 needs was the ability to monitor systems 24x7 without an in-house dedicated staff. Primary systems Grays Harbor E-911 needs to monitor include: UPS/Generator, Contact Closures, CAD, Mapping, Log Files, Exchange, SQL, Web, File, Print and Storage Servers, Mail Gateway and all LAN/WAN devices including Routers and Switches across the Network as well as Global IP connectivity.

### Solution & Process

After internal review of the needs, TechTell engineers assigned the best applicable monitoring hardware appliance (M4500) and configured the unit prior to implementation. In a collaborative effort, the appliance was successfully installed and tested. Escalation and contact information was populated into TechTell's T'aira software for alarm and client dictated escalation processes. Lastly, TechTell provided training to Grays Harbor Communications staff to become familiar with the client web reporting application and protocols for alarm alerting, escalation, and resolution during an outage situation. Grays Harbor E-911 now has a fully implemented 24x7 Network Monitoring Solution that meets the needs of the E-911 organization.



## Solution Overview

### Company:

Grays Harbor Communications  
Aberdeen WA  
www.gh911.org

### Company Profile:

E911 Dispatcher of Emergency Services

### Business Challenge:

- Maximize IT uptime
- Limited NOC knowledge
- 24x7 monitoring needs
- Minimal budget

### TechTell Solution

- M4500 Monitoring Appliance
- T'aira Software
- 24x7 Element Monitoring
- Alarm Alerting and Escalation

### Benefits:

- 24x7 Staffed NOC Monitoring
- Live Call Alerting
- Outsourced Costs

### Monitored Elements

- LAN / WAN
- CAD
- Mapping
- Mobile Data
- Log Files
- Email Server
- File Servers
- Web Servers
- Other Critical Applications
- Internet Access

### Customer Testimonial:

*"TechTell... ensuring our services will be there when we need them."*

- Peggy Fouts  
Director, ENP  
Grays Harbor E9-1-1