**RedSky E911**

Building a Business Case for E911

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Workplace injuries and fatalities cost organizations over $171 billion dollars every year, according to a recent figure from The National Safety Council. (source OSHA).

This number includes a significant preventable component, impacted in part by response times. The American Heart Association estimates that survival rates for cardiac events drop by 50% with just a 15-minute delay in ambulance response time (source JAHA).

Expected number of saved lives
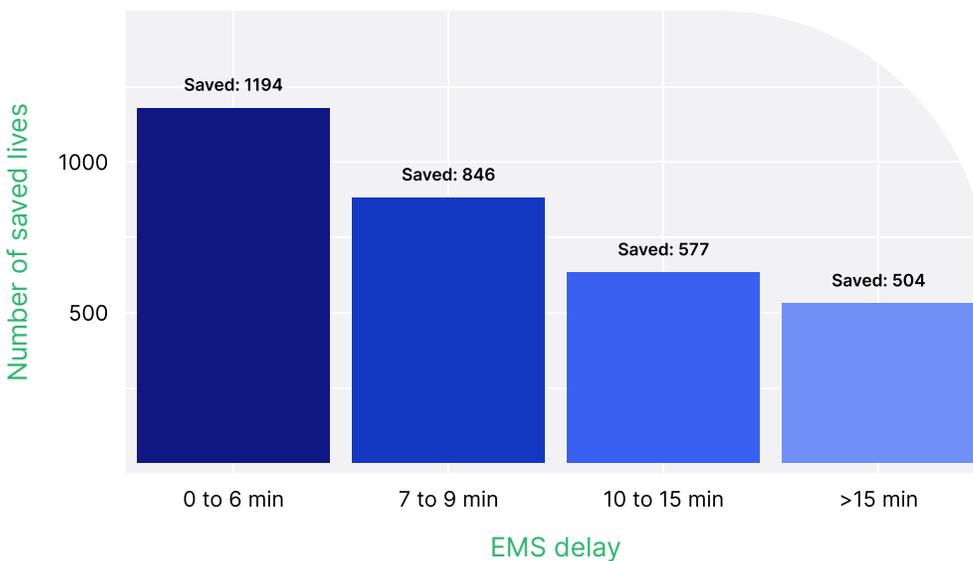
Similar correlations exist between delayed response and increased property damage, injury or loss of life caused by accidents, fire, acts of violence, etc.

Workers compensation claims, OSHA violation lawsuits, and large class actions can pose an existential threat to any organization for failing to adequately protect employees under their care. Additionally, the FCC has established fines of at least $10,000 plus $500 for each day of non-compliance. Beyond this, the loss of brand reputation could be financially irreparable.

Even before an unthinkable tragedy occurs, the failure to address workplace safety with proper safeguards can have a negative impact in almost all areas of an organization:

- Employee safety concerns and morale
- Customer safety concerns
- Damage to brand and reputation
- Civil lawsuits
- FCC fines

A E911 solution:

- Helps ensure proper emergency response, a fundamental pillar to workplace safety
- Easily integrates into your infrastructure
- Satisfies the latest Federal and State regulations

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💚 Current Landscape

Emergencies, including medical issues, fires, violence, or natural disasters, can strike workplaces suddenly. With over 240 million 911 calls made yearly in the U.S., no organization is immune.

Phone systems have grown increasingly complex, moving from traditional landlines to internet-based phones (VoIP) and mobile devices. Additionally, employee locations are always changing, as they move across corporate campuses and work remotely.

When an emergency strikes, employees and visitors expect that dialing '911' from any device will get them the help they need. Unfortunately, they may not realize that their company device may route their call to a non-local public safety answering point (PSAP) or fail to pinpoint their most current location.

E911 technology fills the gaps where many multi-line telephone systems (MLTS) fall short. It ensures 911 calls are properly routed and allows emergency teams to pinpoint callers immediately, improving response times and enhancing safety for everyone involved. It also notifies on-site personnel immediately, with enhanced data to provide a quick and effective response.

Despite the fact that a poor response can result in millions of dollars lost and damage that disrupts operations, destroys important assets, or even causes injury and loss of life, the survey found that 1 out of 3 companies still does not have proper E911 capabilities to fulfill their duty of care to visitors and employees (both on- and off-site).

Building a business case

As the reasons for investing in an E911 solution increase, executive support may not keep pace. You'll have to persuade them with facts, data, and perhaps more importantly, a succinct cost-benefit analysis. Here are some basic steps to get you started on your case:

Plan for success

Getting the right people involved from the beginning improves the chances of constructing an effective business case. These stakeholders can help identify the company's specific needs and requirements of employees, vendors, and customers.

All departments should be involved in developing the safety program through input and participation because there's no way of knowing the full impact of an event and doing a complete risk analysis. Various departments should be solicited for information about how many employee devices (hard phones / softphones) are assigned, which employees often travel or work remotely, and whether the current vendors fulfill E911 requirements. If your team doesn't already have strong partnerships with company leaders, now is the time to build them.

The planning stage is the longest and most critical part of the business case, so your team should know the answers to these questions:

- What are your goals to ensure proper 'duty of care'?

- What are the risks of a delayed emergency response?

- What's the budget and where does it come from?

- What processes are involved in executing the plan?

Data is the foundation of the business case for an E911 solution. Gather documents and reports about the current state of the business, begin discussions with stakeholders, and ask for input.

Consider involving the following individuals:

- Vice President of Human Resources
- Finance Officer
- Risk Officer
- Chief Legal Counsel
- Chief Security Officer

⊛ Best Practices for Implementing RedSky E911 Solutions

To maximize the effectiveness of these Solutions, organizations should:

- Assess workplace safety needs comprehensively.
- Tailor RedSky E911 Solutions to the organization's specific requirements.
- Train employees thoroughly on the effective use of RedSky e911 solutions.
- Continuously review and update emergency response protocols to maintain their effectiveness.

Sources

- https://www.osha.gov/businesscase
- https://www.ahajournals.org/doi/10.1161/JAHA.120.017048