

# Impact Case Study:

## Columbus State Community College



DAKS is a high-performance, high-availability telecommunications platform that delivers mission-critical collaboration and alerting solutions, supporting organization's business rules and response strategies. DAKS can automatically dial subscribers, deliver prerecorded live voice announcements as well as e-mail messages, join people into teleconferences, answer situation inquiries and more.

Columbus State Community College is a dynamic and diverse institution offering accessible, affordable, lifelong learning opportunities to meet the educational, employment, and enrichment needs of its community. The College has grown from an initial enrollment of 67 students in 1963, to its current thriving campus of more than 30,000 students. The Columbus Campus is located on the edge of downtown Columbus, Ohio, on 80 acres of beautifully landscaped grounds. The campus currently consists of more than two dozen buildings.



### DAKS Assisted 911

Driven by a campus Public Safety Department initiative, Columbus State wanted to improve their 911 call response time. In their previous environment, 911 calls placed from campus phones were sent to the PSAP, and once the call was completed, the 911 agent would call the Columbus State campus police to dispatch officers as first responders. Columbus State was totally reliant on information provided by the PSAP.

Today, Columbus State leverages DAKS to automatically alert campus police when a 911 call is placed on campus. As the call routes out to the local PSAP, DAKS simultaneously conferences in the Public Safety Department dispatcher. The inbound 911 call rings with an alarm tone to alert the dispatcher of the DAKS call and displays "911 Conference" on the telephone display. Upon answering the call, the dispatcher is immediately joined into the call in a muted mode. The dispatcher may listen to all the details of the conversation and begin to dispatch first responder officers immediately via radio communications. The dispatcher also has the option to unmute their line and break into the conversation, if needed. "DAKS provides a more efficient emergency response – both in terms of a quicker reaction time and complete direct information from the caller and not simply relayed information from the agent," states Casey Immel-Brown, Telecommunications Technician at Columbus State. "DAKS does exactly what we asked for it to do."

### DAKS Panic Buttons

Aligning with Columbus State's Public Safety mission to "preserve the peace, and provide for a safe and accessible environment which is conducive to learning," the team deployed "panic buttons" in key staff offices. In the event that an individual starts a confrontation with a staff member, such as a counselor or financial aid officer, the employee may discretely press the panic button (realized by a speed dial key on their desk phone). When the button is pressed, there is no audible dial tone or ringing from the employee's phone, but DAKS triggers a conference call between the office phone and the Public Safety Department. As in the 911 scenario, the dispatcher is in a muted state, but based on the sounds from the site, the dispatcher can quickly glean additional insight into the situation and dispatch appropriate resources to the location.



### The Environment & Deployment

Columbus State has both a Unify HiPath 4000 and Cisco CallManager at their main Columbus campus. The DAKS Communication Server is connected directly to the HiPath 4000 via CorNet-NQ interface, but emergency calls placed on either platform are routed to the DAKS. The QSIG interface between the switch platforms preserves the information needed for DAKS to launch the designated conference calls and send the ANI to the PSAP.

"It was a major bonus for us that DAKS could not only meet our 911 requirements, but we could also leverage the same solution at no extra cost to protect our staff," Immel-Brown said as he explained why DAKS offered advantages over other solutions.

