



Emergency Data Broker

DIY Alarm & Smart Home Platforms

Protection and Peace of Mind When Emergencies Occur

Self-installed and self-monitored home security solutions are seeing an explosion of growth, outpacing traditional alarm systems thanks to the control, flexibility, and cost savings they offer. But when something goes wrong — like a break-in or a fire — your customer needs emergency help fast.

Intrado's Emergency Data Broker connects self-monitored alarm platforms and subscribers directly to 911. No call centers. No delays. Just the fastest path to help, with critical supplemental data and context to deliver better outcomes.

What It Does

Emergency Data Broker empowers your subscribers to send a Request for Assistance (RFA) to the right 911 center with rich context, including video, sensor data, and location information.

- Requests are routed to the correct public safety answering point (PSAP) based on the incident location — even when subscribers are away from the premises
- Provides voice and text communication between your subscriber and 911
- Conveys sensor data and AVS-01 scoring as well as video, audio, and other available information

Why It Matters

Emergency Data Broker helps you deliver premium protection at DIY scale.

- Emergencies are routed instantly to the right PSAP
- Adds critical context to help responders assess severity and dispatch the right help
- Delivers real-time situational awareness directly to first responders
- Provides routing, location and supplemental data to subscribers without the expense of call centers and monitoring

Always there
in an emergency

intrado.com



Key Benefits

- **Better Protection Without Additional Resources:** Empowers subscribers to connect to 911 and provide critical context during emergencies — no additional staffing and overhead required with the opportunity for new monetization methods.
- **Faster Response Times:** Routes emergency calls to the correct PSAP using subscriber data, eliminating call transfers.
- **Actionable Insights:** Supports AVS-01 scoring directly to the telecommunicator's screen along with the call and supports delivery of multimedia, including photos or video, for enhanced situational awareness.
- **Seamless Integration:** Supports both XML and JSON-based data input from a single, simple-to-use API.
- **Unmatched Coverage:** Provides unmatched reach across the U.S. and its territories. Voice calls route to the 6,000+ PSAPs across the U.S., Puerto Rico, and the U.S. Virgin Islands while text requests are routable to all 4,700+ PSAPs that have adopted text-to-911.
- **Easy Public Safety Adoption:** Ensures PSAPs can easily access the full spectrum of supplemental data via multiple implementation methods. Unlike over-the-top (OTT) solutions, RFAs delivered by Emergency Data Broker are natively connected to the 911 ecosystem for faster, more reliable emergency data delivery.

Get In Touch!

Learn more about Emergency Data Broker by reaching out to your Intrado account manager or safety@intrado.com.

About Intrado

Intrado is the essential partner for those committed to saving lives and protecting communities anywhere in the world. As a leading global provider of trusted emergency response solutions, Intrado improves public safety outcomes by connecting help to those in need. The company blends legacy intelligence, modern technology, and passionately dedicated people to create end-to-end solutions that are innovative, resilient, intuitive, and insightful. For more information, visit www.intrado.com.