INTRADO

Emergency Data Broker
Alarm Dispatch

Scale Smarter. Protect Faster. Modernize Emergency Response.

Today's alarm call centers face growing challenges. Call volumes are increasing, staffing is tight, and expectations from customers and authorities having jurisdiction (AHJs) are higher than ever. Yet the traditional method of relaying alarm events to 911 — placing a voice call and waiting on hold — slows down response times, risks miscommunication, and frustrates call center operators and customers alike. It's time for a smarter, faster way.

A Better Way to Dispatch

Intrado's Emergency Data Broker empowers alarm providers to send verified events directly to the appropriate public safety answering point (PSAP) — instantly and accurately — using a secure, text-based Request for Assistance (RFA). No more waiting on hold, relaying information secondhand, or scrambling to confirm details.

Seamlessly integrating with your existing operations, Emergency Data Broker enables your agents to deliver more complete, standardized information in real time. Plus, it supports AVS-01 and supplemental data like photos, videos, and sensor insights, improving first responder awareness and driving better outcomes during emergencies.

Key Benefits

- **Faster Response**: Cut time-to-dispatch from the 2.5-minute industry average to as little as 15 seconds.
- **More Clarity for 911**: Communicate alarm severity with AVS-01 scoring and deliver relevant details in a structured, easy-to-read format.
- **Improved Accuracy**: Reduce the risk of miscommunication that often occurs in voice calls.
- **Smarter Resource Allocation**: Share supplemental data — like sensor readings, floor plans, and occupant information — to help PSAPs assess the situation and dispatch appropriately.
- **Nationwide Reach**: Reach text-enabled PSAPs in the U.S. using the same RFA workflow, with voice fallback for non-text-enabled centers.
- **Scalable for Any Use Case**: Whether residential or commercial, Emergency Data Broker scales with you.

How It Works

Emergency Data Broker connects your alarm center directly to 911 through a secure text-based platform, enabling you to:

- Automatically send alarm details to the correct PSAP based on incident location.
- Instantly share all dispatch-relevant and required data in a preformatted message, including AVS-01 scores.
- Support live two-way chat with 911 operators for updates, clarifications, or escalations.
- Transfer supplemental data, including photos, video, and sensor data.
- Maintain compliance with AHJ permit and dispatch processes.
- Continue using your existing workflow interface—no new hardware, software, or system changes required.

Let's Talk

Whether you're looking to reduce dispatch times, grow your subscriber base while improving your margins, or modernize your alarm experience, Emergency Data Broker can help. Contact your Intrado account manager to learn more.

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.