



Intrado ERS is Now Available for Cisco Webex Calling Multi-Tenant

Now E911 Is Actually Your Choice

When someone dials 9-1-1, only one thing matters: does help arrive at the right place, fast. Until now, Webex Calling Multi-Tenant customers didn't get a say in who handled that moment. One provider came bundled in, but that's no longer the case. Intrado Emergency Routing Service (ERS) is now available across every Cisco calling environment, so your organization can **choose** its E911 partner **instead of inheriting one**.

47+ years

Emergency Comms Experience

6,000+

PSAPs Connected Directly

9 of 10

U.S. 9-1-1 Calls on Our Network

Full Cisco Coverage. One Provider, Every Deployment.

Intrado ERS now supports all three ways enterprises run Cisco calling, giving you one E911 partner wherever you are in your cloud journey.

CUCM On-Prem + Dedicated Instance

Covered through **native** integration with Cisco Emergency Responder (CER), so devices are tracked and calls are routed without your team building custom logic.

Webex Calling Multi-Tenant

Covered **natively** through the Webex App using HELD, a protocol that shares a device's location automatically during a call, so employees stay covered at a desk or working remote.

Why Intrado

Intrado is the **Clear Choice**

Once you have a choice, the question is who you're actually choosing. With Intrado, you get:

End-to-end network ownership

Location validation, routing, call delivery, and PSAP connectivity all run on infrastructure Intrado operates directly. If something breaks, there's one team to call, and one team that fixes it. Other providers let third parties handle the emergency call stack outside their own network, making a failed call much more likely.

A U.S.-based Emergency Call Relay Center

When a call can't reach a PSAP automatically or a location isn't provisioned, it routes to a team of APCO-certified telecommunicators located in Longmont, Colorado, keeping your call data on U.S. soil.

Scale that backs it up

47+ years in emergency communications, direct connectivity to 6,000+ PSAPs, and 9 of every 10 U.S. emergency calls routing through Intrado's network today.

Support that shows up

Every customer gets a real team on the other end of the line, not a ticket queue, so problems get solved fast by people who know your account.

Broad interoperability

We maintain interoperability with Cisco, Microsoft, Zoom, Avaya, Genesys, Mitel, and more, so your E911 coverage doesn't reset every time your organization changes shape.

Extend Your Choice: Add OneAlert™ to Strengthen Readiness

Intrado OneAlert adds a layer of readiness on top of ERS. The moment an emergency call is made, OneAlert can push alerts across your existing speakers, signage, mobile devices, and more, plus trigger lockdowns and geofence alerts to off-site employees. Add OneAlert to turn your ERS investment into a readiness strategy.



Now you have two options. Only **Intrado** was built as a 9-1-1 company, not a 9-1-1 feature.

[Schedule a Demo](#)