



*Louis Consulting & Systems Integration, Inc.*

# ALIPro Services

[www.ALIPro.net](http://www.ALIPro.net)

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# The Company

- Louis Consulting and Systems Integration, Inc. (LCSI) is a small local business founded in 1984 specializing in communication technology infrastructure design, implementation, and management.
- LCSI began development of custom software applications in the late 1980's to integrate the operations, monitoring, and performance reporting of business, communications, and financial infrastructures.
- LCSI developed the first Enhanced 911 (E911) software application (ALIPro) in North America in 1987 to manage the creation and maintenance of ANI/ALI data for owners of private telephone systems.
- LCSI staff have over 175 years of combined experience and expertise in the technology, communications, application development, business management, and customer service fields.
- LCSI incorporated in the state of Washington in 1999.
- LCSI is registered with Avaya and is a member of the Avaya Developer Community.
- Please consult LCSI's web page for more information about the services we offer: [www.LCSIInc.com](http://www.LCSIInc.com).



# The Service

- LCSI's E911 Solution, ALIPro Services, is a hosted E911 ANI/ALI pre-emergency processing service specifically tailored to owners of private telephone systems.
- The ALIPro Service extracts relevant data from a client's telephone system, processes the data for compatibility with an appropriate state or national ANI/ALI database service provider, uploads ANI/ALI data to this ANI/ALI database service provider, uploads data to client number translation and alarm system appliances, and reports data anomalies to the client for subsequent correction.
- ALIPro Services are provided as an annual package of processes and services and as a set of stand-alone related consulting, development, and deployment services.
- ALIPro Services requires little-to-no client staff time by relieving the client from performing repetitive and time-consuming data auditing and MAC tracking tasks via its automation of client data analysis and ANI/ALI database uploads.
- ALIPro Services supports TDM, wired and wireless IP, UC, and soft-phone environments managed by Avaya, Cisco, MS Lync, Intelcontrol, Pinnacle, CA eHealth, Genesys, and various other manufactures and systems.
- Please consult ALIPro Services' web page for more information about our services: [www.ALIPro.net](http://www.ALIPro.net).



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# The Philosophy

- LCSI was founded on several key principles:
  - Reduce client costs by leveraging existing client assets.
  - Improve client operation and maintenance efficiency.
  - Reduce complexity in client networks and operating environments.
  - Reduce points of failure.
  - Improve client data management accuracy and integrity.
  - Provide quality service.
  - Provide honest feedback.
- ALIPro Services strives to exceed each of these principles.



# The Team

- **Bradley S. Stinton - Marketing & Sales**



Brad's involvement with telecom began in 1986 in Colorado, marketing for Republic Telecom, MidAmerican, LDS, ACI and MCI. He has operated as a network and infrastructure consultant since 1996, partnering with major telecommunications carriers, equipment vendors, and broadband suppliers to provide state of the art solutions for end users. His account base includes medium to large business; City, State and Tribal Government; Public Utilities; and ISPs.

- **Jason Martin - Infrastructure, Application, & Service Support**



Jason has worked in technical support, systems administration, and software development for premier companies in the Northwest, including AEI Music and Getty Images, for over 20 years. His expertise is in development support, application builds and deployment, and tier2 and tier3 production support.

- **Tamara Stone - Project Manager & Customer Service Specialist**



Tamara is a telecommunications professional with over 30 years experience in customer service, repair, and trouble shooting of telephone & data networks. Formerly with US West Communications, she currently works as a project manager & customer service specialist.



# The Team (continued)

- **Michael Eulenberg - Business, Database, & Application Support**



Michael has played a key role in the technology industry for over 30 years. He is a world recognized expert in the areas of business analysis, business-to-IT communication, Zachman Framework, database modeling, and enterprise business and application development documentation. Michael has worked extensively for both public and private enterprises including Retail, Manufacturing, Telecommunications, Financial Services, Insurance, Healthcare, Laboratory Medicine, Aerospace, Corporate Security, Public Safety, Water and Power Utilities, and Market Research. His work has been with many industry leaders such as Microsoft, A. C. Nielsen, Boeing, City of Seattle, DHL Worldwide Express, Intel, ITT Sheraton, and Weyerhaeuser. He makes presentations and teaches at businesses and conferences internationally. He edits and reviews technical books in the fields of business rules, data, and system development for publishing companies.

- **Dean Louis Arnold - Business Management & Service Development and Support**



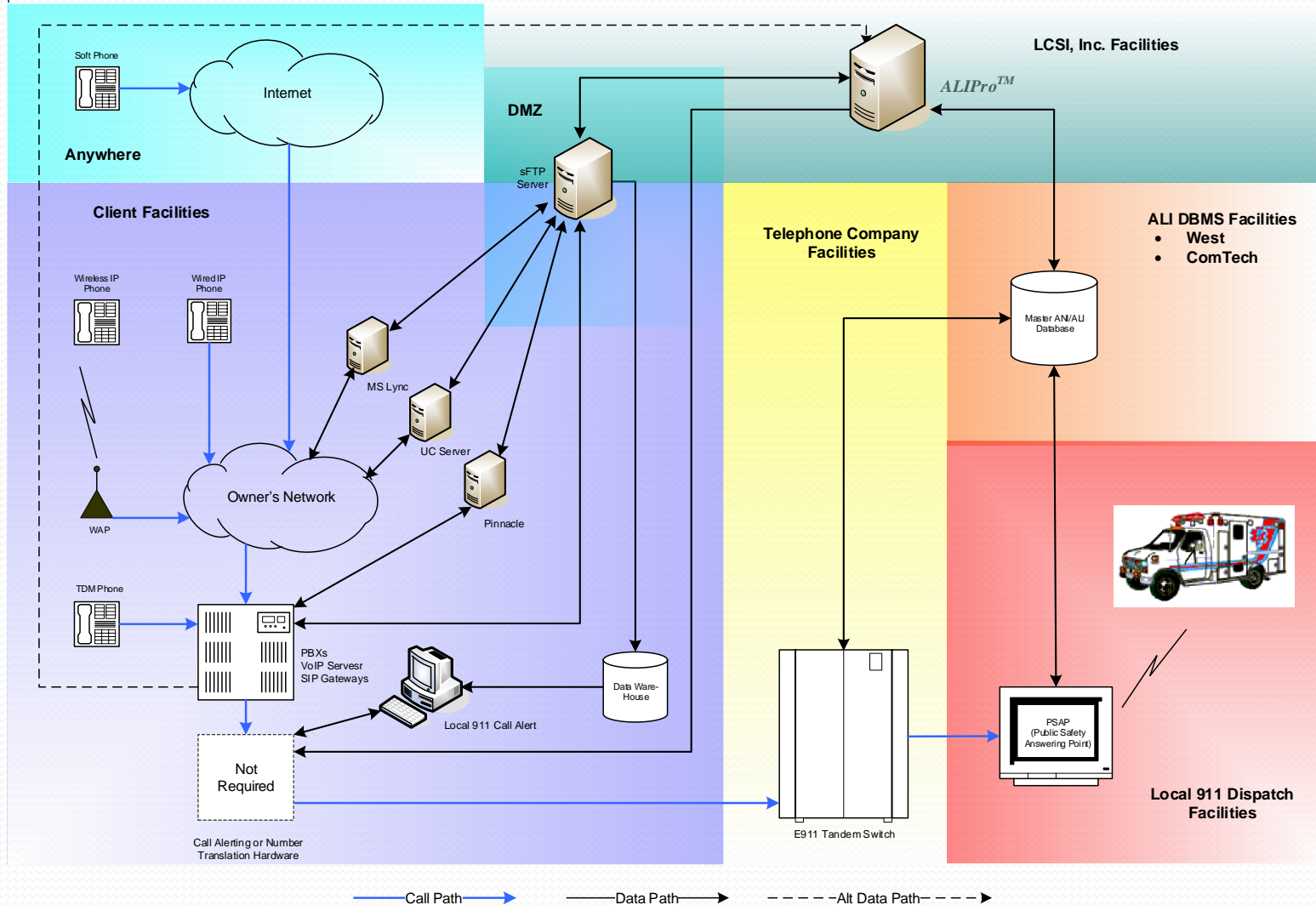
Dean is founder and CEO of Louis Consulting and Systems Integration, Inc. (LCSI). He is the former Director of Communications Technologies for the City of Seattle where he was instrumental in the design, development, and operations of the City's data, telephone, and public safety radio networks. Dean also designed and developed several regional fiber optic and microwave radio networks in support of these and other technologies and directed the ongoing operations of these systems. He developed the first ever ANI/ALI software application for privately owned telephone systems (ALIPro) and has provided consulting services to the Sultanate of Oman, Ministry of Development, and the Owyhee Irrigation Project in eastern Oregon. Dean is an active board member for continuing education for the University of Washington and serves on the Technical Advisory Committee for South and Central Seattle Colleges.



# The Tools

- ALIPro Services is primarily provided through its flagship software application, ALIPro, an Automatic Number Identification/Automatic Location Identification (ANI/ALI) processing software application specifically developed for privately owned and managed telephone switching systems.
- ALIPro imports client telephone configuration data from multiple telephone and data network manufacturers, management systems, and accounting systems to construct accurate and complete ANI/ALI associations for UC, TDM, IP, wireless, and soft-phone installations.
- ALIPro dynamically performs Layer 2, Layer3, and Wireless LAN discovery of client IP telephone locations by using existing client telephone and data network management and auditing tools within a client's network.
- ALIPro minimizes the introduction of hardware and software into the client's environment thereby reducing potential points of failure and client staffing resources.
- Call routing for 911 emergency calls is not effected by the use of ALIPro.

# The Configuration







# Questions & Answers

1. Describe how your E911 solution processes 911 calls in a multiple location environment.
  - ALIPro Services is a pre-emergency call data analysis, compilation, and reporting service; it is not directly involved in actual 911 call routing.
  - ALIPro downloads data from all client telephone management sources concerning all service locations of interest.
  - ALIPro analyzes the data to detect information anomalies and unexpected IP telephone movement.
  - ALIPro compiles the data to create, maintain, and upload ANI/ALI associations to the master regional ANI/ALI database.
  - ALIPro updates the client's number translation and local alarm reporting appliance.
  - ALIPro updates the client's copy of the master client location database.
  - ALIPro reports data anomalies or potential data errors to the client for further action.



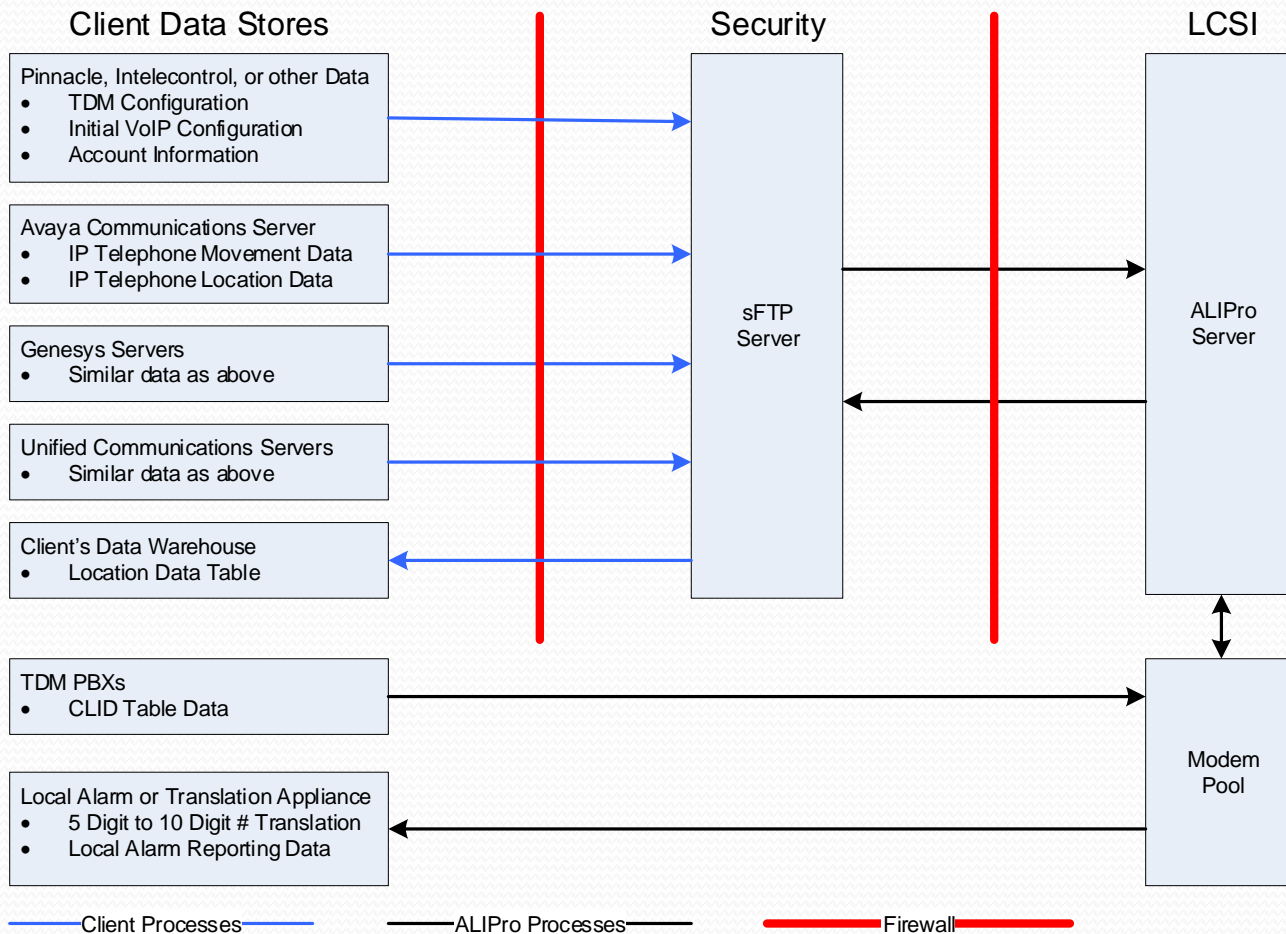
# Questions & Answers (Continued)

2. Describe how your E911 solution integrates with a unified communications system such as Avaya Aura, Microsoft Lync, Genesys, or a hybrid of these or other platforms.
  - Integration between such client systems and ALIPro Services is primarily managed by passing structured data files via an intermediate sFTP server.
  - Communication processes are initiated by system triggers and process automation events typically on the client side.
  - Information exchanges include:
    - Client data uploads from client telephony platforms to an sFTP server containing detailed information about client telephone services;
    - LCSI downloads the above files from the sFTP server to ALIPro; and
    - LCSI uploads compiled data files to the sFTP Server containing location and alarm group information.



# Questions & Answers (Continued)

## 2. (Continued)





*Louis Consulting & Systems Integration, Inc.*

# Contact Information

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