

ecobee

COMPANY

ecobee

SOLUTION

RapidSOS Connect & RapidSOS Monitoring

INDUSTRY

Home Security



of homeowners would feel safer with a home security system that can get first responders to you two times faster in an emergency.¹

DATA SOURCES SHARED WITH 911:

Incident location

Subscriber information

- Name
- Phone number
- Account ID

Emergency contact information

Incident log information

- Time stamp of activation
- Description of alarm sensor data
- Multimedia (image or video clip)

Occupant information

- Names
- Phone numbers

ecobee and RapidSOS Partner to Strengthen Home Monitoring Offering

Goals and Opportunity

ecobee, a sustainable smart home company, wanted to add professionally monitoring services for its ecobee thermostats and sensors and digitally deliver alarm data to 9-1-1. To give its customers increased peace of mind, the company was looking for a proven partner to public safety who could securely connect life-saving data to 911 during an emergency.

Working with RapidSOS

By partnering with RapidSOS, ecobee customers can access 24/7 professional monitoring for enhanced home protection. Furthermore, RapidSOS shares emergency intelligence data, including entry and exit, motion, video and audio clips, from ecobee devices with first 911 telecommunicators to increase the amount of information that first responders have on hand during an emergency. By digitally routing this information to 9-1-1 center screens, RapidSOS can provide first responders with the critical information they need to protect lives and help ecobee reduce emergency response time for its customers by minutes.²



Millions of families already trust ecobee to deliver energy savings and comfort in their homes. Now, with ecobee Smart Security and professional monitoring, powered by RapidSOS, we're able to further transform ecobee products into powerful security solutions capable of transmitting critical data directly to local 911 agencies in an emergency to dispatch local emergency services."



STUART LOMBARD
Founder and CEO
ecobee

How it Works

1. An ecobee sensor detects an incident and calls RapidSOS's API
2. RapidSOS Monitoring specialist calls or texts the ecobee customer to verify the incident
3. If the customer verifies the incident and indicates a need for emergency services, the RapidSOS Monitoring specialist will escalate to 911 through voice or a digital alert and simultaneously share available device data
4. Available data from the ecobee sensor is sent to 911 via RapidSOS simultaneously.
5. First responders arrive on scene faster and better informed with rich data from ecobee devices

Results

By offering 24/7 monitoring services to verify incidents and sharing alarm information with telecommunicators during an emergency, ecobee is providing customers with an added layer of safety and security. ecobee and RapidSOS are live today in the U.S. and working to expand their offering to Canada.

¹ Home Security Survey, March 2020

² Based on a survey conducted by RapidSOS to emergency dispatchers from May 5, 2020 to July 5, 2020. Response times not guaranteed and may vary due to external factors. Requires Complete Plan and 24/7 professional monitoring to be enabled within a RapidSOS-participating jurisdiction.