



## CARBYNE

Carbyne makes a web-based solution for delivering critical caller information to Public Safety Answering Points (PSAP). With five offices around the world, the company supports more than 200 million people in 15 countries and analyzes four million monthly calls. By providing precise location information and an expanded view of what's taking place at the scene, Carbyne has been instrumental in reducing the number of first responders dispatched to emergencies.

### VONAGE AND CARBYNE: A LIFE-SAVING SOLUTION

Reduced the number  
of first responders  
dispatched to  
emergencies by

**42%**

[vonage.com](http://vonage.com)



## CARBYNE

# Carbyne Revolutionizes Emergency Calls With Vonage APIs

Amir Elichai, Carbyne co-founder and CEO, had just been robbed and made a call to local emergency services. *"The call taker needed to ask a lot of questions, like what is my name, where I was, what I saw in front of me, and more. I thought, how strange that in the 21st century, it takes so long to get help in an emergency. When you call for an Uber or order a pizza, they can automatically see your location through your phone. So why are emergency services not the same?"* This was the question that prompted Elichai and Carbyne co-founder and CTO Alex Dizengof to develop Carbyne's solution—powered by Vonage.

*"With Vonage, you have broad visibility into what happens once you send an SMS. With the Vonage Messages API, we have full visibility and a good understanding of what's happening so that we can provide better help to our customers."*

**Alex Dizengof**  
Co-founder and CTO | Carbyne

## Vonage APIs Power Next-Generation Emergency Responses

When an emergency call comes in, the PSAP sends out a link to the caller's mobile device. The link opens a one-time session through the web browser, without requiring a pre-installed application. That's where Vonage APIs come into play. The PSAP-provided link connects the caller to the emergency center by using either the Vonage SMS or Messages API. A message with a link is automatically sent to the caller's device. Tapping the link will allow the caller to send accurate device-based location and video to the PSAP and will enable a two-way chat with whoever answered the call.

### RESULTS

## Vonage Messages API Delivers Information Faster

*"When we first began, the way we would get caller info and send messages was over public switched telephone networks (PSTN) using SMS," said Dizengof. "However, PSTN is not always reliable. We had to come up with a more solid solution that we could count on, and that's when we first found out that the Vonage API could be integrated with certain social chat apps. Now, by using the Vonage Messages API, we are able to deliver location,*

*video, and other information 50 percent faster than over PSTN and in a much more reliable way. With Vonage, you have broad visibility into what happens once you send an SMS. With the Vonage Messages API, we have full visibility and a good understanding of what's happening so we can provide better help to our customers."*

## Vonage Support and Collaboration

Carbyne's top priority has been to make sure any vendor they work with can deliver the highest performance and reliability available. *"Before choosing Vonage, I personally met with several people from the company in the U.S., UK, and Israel," said Elichai. "The Vonage team was very open to innovation and thinking out of the box to help us address our challenges. It's great to work with a large company that has a startup mentality."*



Vonage, a global cloud communications leader, helps businesses accelerate their digital transformation. The Vonage Communications Platform is fully programmable and allows for the integration of video, voice, chat, messaging, and verification into existing products, workflows, and systems. Vonage's fully programmable unified communications and contact center applications are built from the Vonage platform and enable companies to transform how they communicate and operate from the office or anywhere, providing enormous flexibility and ensuring business continuity.