



Security and Communication

Case Study Commend Inc.



The City of Calgary

Alberta, Canada



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Photos: City of Calgary



Project Details

Customer

The City of Calgary; Calgary, Alberta, Canada

Project Type

Comprehensive City-wide Security and Communication Installation

Technical Data

1x Virtual Intercom Server VirtuoSIS

16x Hardware Intercom Servers (e.g. GE800)

6x Control Desk CD810PI

2x Control Desk Management Studio

7x Control Station Duetto EE980

16x Amplifier AF20I

7x Compact vandal resistant IP Intercom stations ES962H

25x SIP modules for integration in existing housings and panels ET908A

57x DSP Intercom module for custom-designed stations ET901

30x WS 800 series stations (e.g. Vandal resistant and DDA-compliant Intercom stations)

And close to 400 Intercom stations in the city

The Challenge

The City of Calgary previously had limited security installations in municipal buildings. Some had simple doorbell setups, some had old, obsolete systems, and some had none at all. The City had their security and IT team conduct an evaluation to determine how **security could be improved and standardized**. A number of individuals in the Corporate Security Division had worked with Commend products while previously employed elsewhere. **They liked Commend's flexibility, and its ability to scale up to a city-wide installation**. During their security evaluation, they discovered that several buildings had independently installed Commend solutions, and they knew these **would be easy to add to a city-wide network**. For these reasons, The City chose Commend as its security solution provider.

Over a span of several years, outdated systems have been replaced and **Commend is the approved standardized solution for all new and replacement intercom systems**. The installation will continue to grow as security and safety requirements develop.

The vast network of equipment in the **1.2 million people city is maintained and managed by a team of three people, a testament to Commend's error and maintenance free operation**.





The Solution

Intercom stations have been installed at entryways in all Calgary municipal buildings. These stations are equipped with cameras and remote door lock/unlock capabilities. This has **removed the task of verifying identity and unlocking doors from city employees' responsibilities, increasing productivity.**

Security stanchions have been erected prominently along the city riverwalk, so that **citizens may contact help in the event of an emergency.** These stanchions are also equipped with **speakers, which can broadcast announcements or warnings to the public.** If there is ever an immediate danger in a localized area, these announcements can help to evacuate bystanders.

Another implementation is the **Mobile Trailer Units (MTU).** These are vehicles with cameras, microphones, and speakers that can be deployed to any area of the city where increased security is required. These are used typically during special events such as the Calgary Stampede, an annual 10-day festival.

The latest installation is the **upgrade to VirtuoSIS,** Commend's virtual intercom server. Previously, Commend products had relied on local servers for all operation. The VirtuoSIS installation established a redundant server, so that **network connectivity can be ensured,** even in the event of local server failure. It also can allow a complete view of all Commend points in any area of the city from one location.

Short Profile of The City of Calgary

As the third largest municipality in Canada, Calgary is a city that 1.2 million people call home, a population that is young - with an average age of 36 years, diverse - with 28% visible minorities, and growing - with 40,000 new people arriving each year from across Canada - and the world. An excellent quality of life, low taxes, proximity to nature and cleanliness make Calgary one of the most liveable cities on the planet.

The collaboration of diverse people, ideas, and different perspectives is an organizational asset that generates greater creativity and innovation. People are at their best when they are working together, and collectively focused on meaningful outcomes for all citizens. Ensuring a high level of engagement and satisfaction among citizens, customers and employees is paramount in achieving the future for The City of Calgary as a great place to live and work.

100% software-based
Intercom Server

Ready for VMWare,
Citrix and Hyper-V

Flexible licensing options –
expandable at a mouse click

Ultimate availability
and security





Security and Communication for Town Centers

Products and Integration for a true end-to-end solution.



Real life still makes for the best stories

How do Commend solutions cope with the tough real-life communication and security challenges at locations all over the world? Real-life answers to this question are provided by the many case studies on customer projects. They are available as downloadable PDF files in German, English and several other languages.

Your local Commend representative will be happy to answer any further questions regarding individual solutions.

Other Projects

City of Berne, Switzerland

Glasgow City Council, Scotland

Public Sector Information, UK

Secure communication systems by Commend

Can you imagine a system that millions of people rely on every day, where every word has to count? This is the world of Commend! Secure, reliable communication is our passion.

As a global market leader with over 40 years' experience in developing voice technology, we have integrated video and interfaces to third-party equipment that complies with international norms and standards. Commend is the natural choice for hands-free voice communication systems all over the world.

A strong worldwide network.

Commend is represented the world over by local Commend partners, ensuring enhanced security and communication with tailored Intercom solutions.

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