



Security and Communication

Case Study – Commend AG / Switzerland



Snow Sports Paradise Arosa-Lenzerheide

Ski Resort Arosa-Lenzerheide in Grisons, Switzerland



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Photos: Commend AG, Switzerland



Project Details

Customer

Arosa Bergbahnen AG, Switzerland

Basic Project Information

Joint ski resort of Arosa and Lenzerheide

Technical Specifications 2014 / 2010

Urdenbahn (2014)

- 1 x Intercom Server IS 300
- 2 x IP Intercom Module ET 908A
- 2 x IP Master and Control Desk Station with gooseneck microphone EE 972A
- 2 x Wallmount Station WSLM
- 2 x Loudspeakers LS 1

Rothornbahn Lenzerheide (eight-seater gondola) (2010)

- 1 x Compact IP Intercom Server GE 300
- 2 x Wall-mounted IP Intercom Station WS 201PA
- 1 x Extension Card G8-AUD-2B for integrating AUDIOCOM Servers, ELA and Radio Systems
- 1 x IP Converter Box ET 901A
- 1 x Telephone Interface G3-Tel
- 7 x Ceiling-mounted Intercom Station
- 1 x Digital Control Station System EE 380A + Keypad Module EM 302

The Challenge

The operator of the Arosa-Lenzerheide resort required a reliable, easy to operate **access, communication and Public Address system** for monitoring and **centrally controlling** all operational activities throughout the joint resort. Excellent audio quality was essential due to the constant loud background noise at the valley and summit stations. The system also had to meet high availability standards, as it has to support all communication between the summit and valley stations in case of an emergency. Since the control desk is not always attended, an integration into the mobile Intercom Client was required as well. Finally, the system had to be ready for the future networking of the Rothornbahn and Urdenbahn facilities.

Commend was able to win this project by offering a solution with the following **quality features**:

- High product quality and durability, even at highly changeable temperatures
- Superior audio quality despite constant ambient noise, thanks to background noise suppression
- Easy, intuitive system operation via Control Desk
- Networking of multiple Intercom Servers
- Single-source solution that meets all requirements



The Solution

Following up on a successful cooperation with Arosa Bergbahnen AG in 2010 when the Rothornbahn valley and midway stations were rebuilt, Commend was contracted again in 2014 to provide the communication system for the new Urdenbahn with its valley and summit stations. Commend's solution for the 2010 project had provided full **networking of the valley and summit stations, the PA and indoor office communication systems, as well as access control for turnstiles, doors and gates.**

In 2014, this arrangement was extended by a **point-to-point communication system linking the two Urdenbahn stations.** Also, the waiting areas were equipped with **Emergency Call Stations,** and **Wall-mount Stations** were fitted next to the entrance doors.

Both communication solutions for Snow Sports Resort Arosa-Lenzerheide were **installed by SISAG.**

Short Profile of the Ski Resort

With the completion of the extension project, **Snow Sports Paradise Arosa-Lenzerheide** became the largest contiguous ski region in the canton of Grisons, providing 225 kilometres of slopes and 42 lift facilities. It ranks among **Europe's top three ski resorts.** With 14 lift facilities in Arosa and 28 in Lenzerheide (in addition to several children's facilities) in a region with guaranteed snow, the Snow Sports Paradise region has experienced a significant boost in visitor attraction and popularity. As far as guest experience is concerned, Arosa-Lenzerheide leaves nothing to be desired. There are adventure parks for the youngest winter sports fans, snow parks for adventure-hungry skiers and snowboarders, and perfectly prepared slopes for every skill level.

The operators of the Lenzerheide holiday resort have a lot to offer visitors also during the **summer:** eventful trips to the summits of the Rothorn, the Piz Scalottas, Alp Stätz and the Pradaschier. Nature lovers can explore the Alpine world of the Swiss mountains along more than 170 kilometres of footpaths and many signposted trails.

Gooseneck microphone
with cardioid characteristic

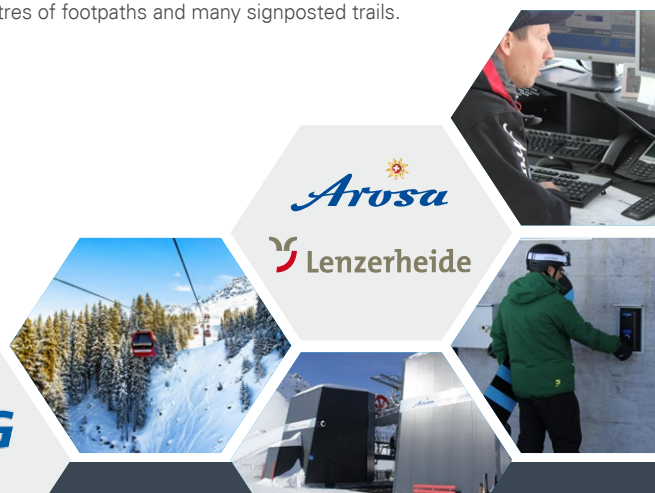
Clean, multi-functional,
compact design

16 kHz eHD Voice
speech quality



Keypad module
with 3-colour LEDs

Control Desk System EE 380





Security and communication for people on the move

Maximising security, ensuring ultimate customer service.



“ Commend has made it possible for us to run the communication equipment for the entire region on our IP network. We were also highly impressed with the durable design and longevity of the products. ”

Samuel Lorez
Head of Technology

Real life 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 – www.commend.com.

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

Secure communication systems by Commend

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

As global market leader with more than 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.

Other Project References

Berg- und Skilift Hochsöll, Austria

Emirates „Air Line“ cable car, UK

Cambridge Guided Busway, UK

A strong network, worldwide.

COMMEND is represented the world over by local Commend partners to provide enhanced security and communication with tailored Intercom solutions.

www.commend.com



Natural Communication



Audio Bandwidth



High-volume capacity



Background Voice Suppression



Loudspeaker-to-Microphone Self-Monitoring



Loudspeaker Line Monitoring



Induction loop amplifier module