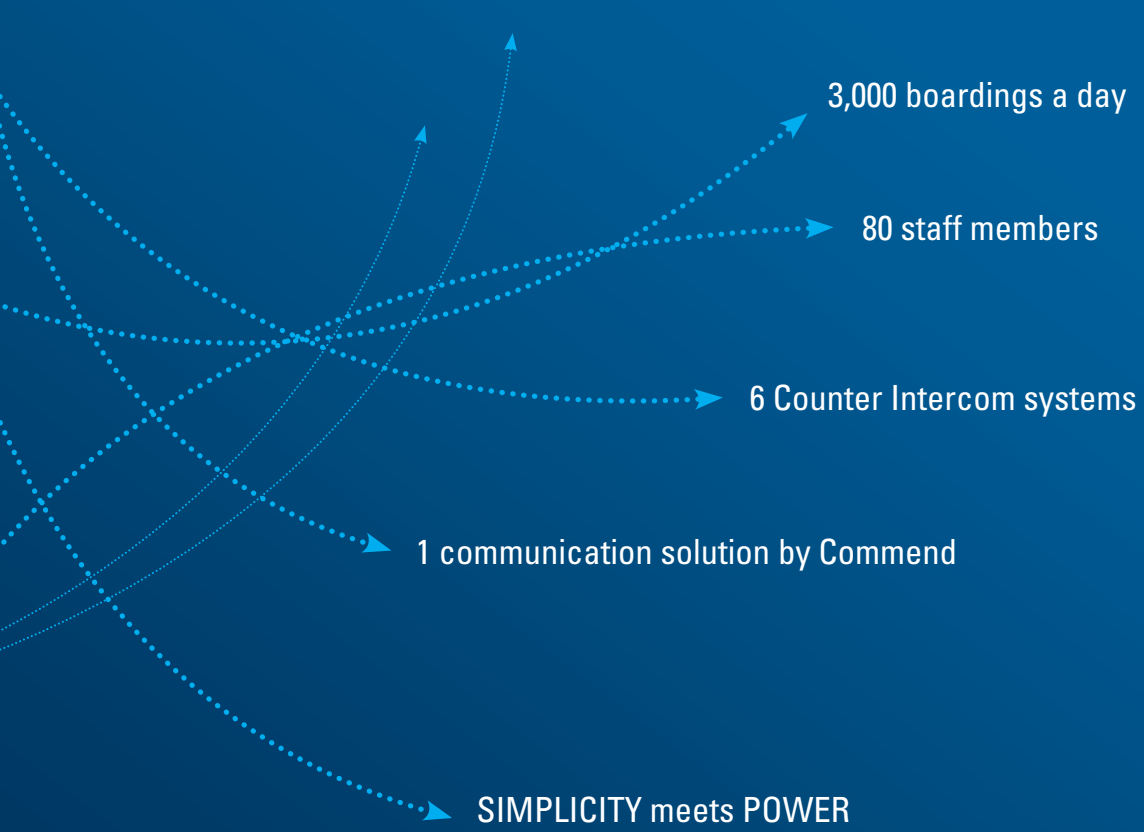




TRANSPORT AND INFRASTRUCTURE / AERIAL CABLEWAYS

Berg- und Skilift Hochsöll / Case Study



SECURITY AND COMMUNICATION

BERG- UND SKILIFT HOCHSÖLL GMBH & CO KG

Communication at the touch of a button



Photo credit: SkiWelt Wilder Kaiser – Brixental; Berg- und Skilift Hochsöll GmbH & Co KG



Project Details

Customer

Berg- und Skilift Hochsöll GmbH & Co KG, Tyrol, Austria

Project Type

Counter Intercom systems by Commend

Basic Data

Fast and easy installation

Intuitive, user-friendly operation

Crystal clear barrier-free communication

Any number of terminals operable next to each other without interference (feedback protection)

Various connection options: microphone, headset, loudspeaker and buzzer button (induction loop amplifier available as an option)

Dynamic volume adjustment

Technical Data

Digital Counter Intercom Station GEC 882

Outside Loudspeaker, Column Speaker AL 10-16

Outside Microphone MIC Q400

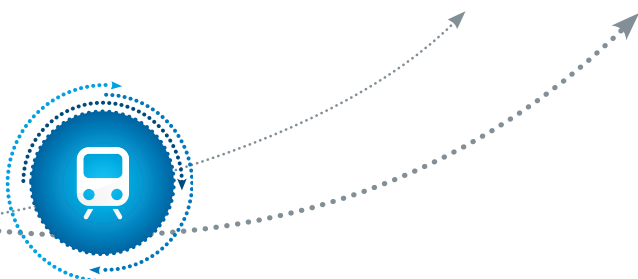
The Challenge

In late summer 2010, work started on the restoration of the valley station at Bergbahn Hochsöll aerial cableways in the Austrian province of Tyrol. The newly built valley station was to provide a friendly customer desk area as a central point for welcoming and serving visitors. Another main concern was protecting the health of the service staff at the valley station from environmental influences such as low temperatures and cold draughts. At the same time, direct eye contact with visitors and crystal clear through-window communication were to raise the quality of customer service to a new level.

To achieve this, several requirements needed to be met:

- ▶ Any number of terminals operable next to each other without interference (feedback protection)
- ▶ Simultaneous, bi-directional talk-and-listen was required to support a natural, unrestricted conversation
- ▶ Extra-high sound volume was required in external areas (e.g. for voice announcements), with an option for connecting additional amplifiers
- ▶ Varying background noise levels were to be compensated for by automatic, dynamic volume control
- ▶ Volume levels on both sides of the customer window had to be adjustable for each terminal
- ▶ An optional proximity switch was required to automatically activate the audio line as visitors approach the counter
- ▶ There also had to be an option for connecting additional loudspeakers

The Commend Intercom solution was already up and running by the start of the 2010/2011 winter season and has been providing crystal clear, reliable 'over-the-counter' communication at Bergbahn Söll ever since.





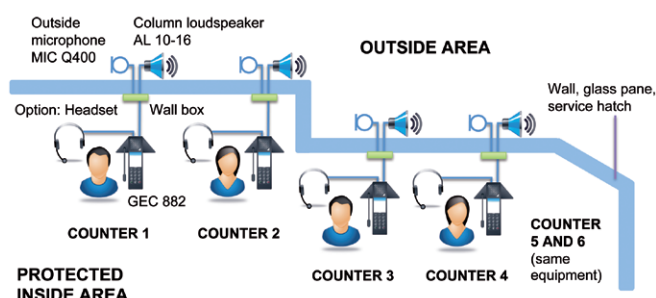
The Solution

The solution installed at Bergbahn Söll consists of a classic Counter Intercom system serving multiple service counters installed side-by-side. Six digital Counter Intercom terminals GEC 882 with gooseneck microphone ensure perfectly audible, crystal clear communication at the spatially separated customer windows. The Counter Intercom terminals are connected to the external microphone (MIC Q400) and the regular and column-shaped (AL 10-16) loudspeakers at the other side of the customer window by way of a wall-mounted socket.

All staff members have the option of using a (wireless) headset for their convenience. Connection ports are provided for just that purpose and are very easy to use. If and when needed, a special line output allows for some of the service desks to be fitted with a loop amplifier to support convenient talking with people wearing hearing aids.

Other solution features that have already been implemented in other projects include full networking of the valley and summit stations, and the integration of mobile radio, a public address system, in-building office communication, and access control for barriers, doors and gates.

The solution of Berg- und Skilift Hochsöll at a glance:



Short profile of Berg- und Skilift Hochsöll GmbH & Co KG

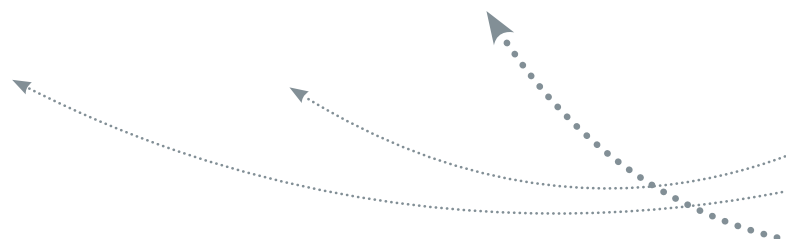
SkiWelt Wilder Kaiser – Brixental is Austria's largest contiguous ski resort and enjoys a reputation as one of the most versatile winter sports destinations with the most reliable snow conditions in the entire Alps. Award-winning infrastructures and facilities throughout the region testify to this: the 279 km of slopes are served by 90 modern lifts and cableways and feature around 70 lodges and cabins. During the summer months, there are 12 lifts, 6 adventure parks and more than 700 km of hiking trails to explore, offering fun for the entire family.

Customer's Comment

Walter Eisenmann
 Managing Director of
 Berg- und Skilift Hochsöll



"In the run-up to the renovation project, we contacted other aerial cableway operators in search of possible providers of an Intercom solution for our customer counters. Based on the consistently high satisfaction that these operators expressed with respect to their Commend solutions, we decided to go with Commend as well. The hundred per cent availability and full satisfaction of our customers remind us every day that this was really an excellent decision."



COMMEND

A Strong Network | Worldwide

When every second counts, people need a technology that does not just work, but is one hundred per cent reliable – anywhere, anytime around the clock. At Commend, we are aware of our responsibility. That is because millions of

people put their trust in us and our products every day. Whether at a London tube station, a car park in France or a hospital in the United States; because every word counts, everything speaks in favour of solutions by Commend.

Europe

SWITZERLAND : **Commend AG**
LIECHTENSTEIN : Tel. +41-44-955 02 22
: www.commend.ch

FRANCE : **Commend France S.A.S.**
: Tel. +33-149 18 16 40
: www.commend.fr

SPAIN : **Commend Ibérica S.L.**
PORTUGAL : Tel. +34-91-395 24 98
: www.commend.es

ITALY : **Commend Italia S.R.L.**
: Tel. +39-035-95 39 63
: www.commend.it

NETHERLANDS : **Commend Benelux B.V.**
BELGIUM : Tel. +31-76-200 01 00
LUXEMBURG : www.commend.nl

AUSTRIA : **Commend Österreich GmbH**
SLOVENIA : Tel. +43-1-715 30 79
RUSSIA : www.commend.at
HUNGARY :

CROATIA : **Commend Adria d.o.o.**
SERBIA : Tel. +385-1-369 11 23
BOSNIA-HERZEGOVINA : www.commend.hr
MONTENEGRO
MACEDONIA
KOSOVO
ALBANIA :

SLOVAKIA : **Commend Slovakia spol. s r.o.**
CZECH REPUBLIC : Tel. +421-2-58 10 10 40
: www.commend.sk

UNITED KINGDOM : **Commend UK Ltd**
IRELAND : Tel. +44-1279-87 20 20
: www.commend.co.uk

SWEDEN : **Commend Business Hub Nordic**
NORWAY : JNT Sound System AB
FINLAND : Tel. +46-8-99 30 60
DENMARK : www.commend.se
ICELAND :

POLAND : **C&C Partners Telecom Sp.z o.o.**
: Tel. +48-65-525 55 55
: www.ccpartners.pl

GERMANY : **Schneider Intercom GmbH**
: Tel. +49-211-88285-333
: www.schneider-intercom.de

America

USA : **Commend Inc.**
CANADA : Tel. +1-201-529-2425
LATIN AMERICA : www.commendusa.com

Asia-Pacific

AUSTRALIA : **Commend Australia**
NEW ZEALAND : Tel. +61-3-9729-3700 (Melbourne)
: Tel. +61-2-4655-5738 (Sydney)
: www.commend.com.au

CHINA : **Commend Business Hub China**
: Tel. +86-21-52 13 19 28
: www.commend.cn

SINGAPORE : **Commend Business Hub Asia**
: Isoelectra Far East Pte. Ltd
: Tel. +65-6272-2371
: www.commend.com.sg

ISRAEL : **Sberlophone Ltd**
: Tel. + 972-4-834 10 32
: www.sberlophone.co.il

Africa

SOUTH AFRICA : **Commend Business Hub South Africa**
: Evolving Management Solutions (Pty) Ltd
: Tel. +27-11-274 6665
: www.commend.co.za

ALGERIA : **Commend France S.A.S.**
TUNISIA : Tel. +33-149 18 16 40
MOROCCO : www.commend.fr

Other countries

: **Commend International GmbH**
: Tel. +43-662-85 62 25
: www.commend.com

Commend is a registered trademark of Commend Holding GmbH. All other products or company names are brands or registered trademarks of their respective owners. No liability will be assumed for possible printing mistakes and errors. The content of this brochure, whether technical or otherwise, as well as the availability of products described there in, are subject to change or modification without prior notice.