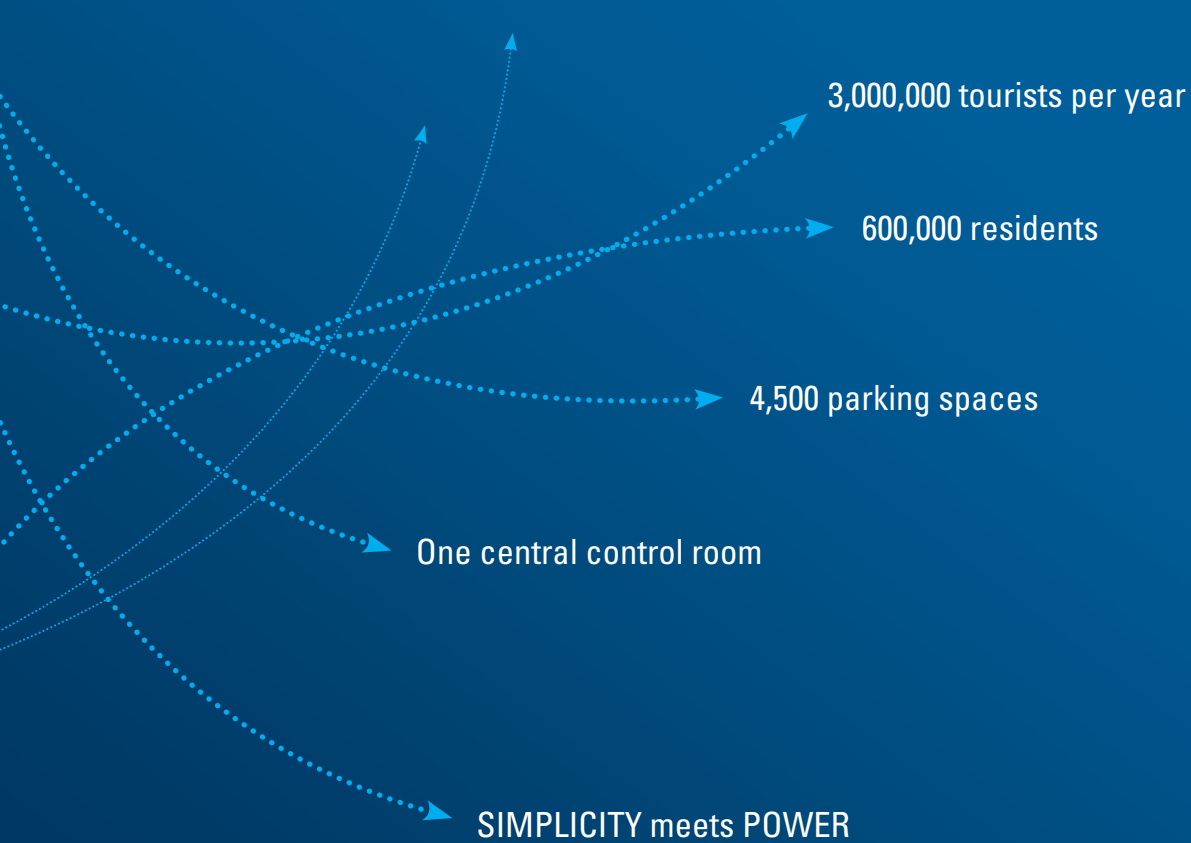




PARKING INTERCOM

City Parking (Glasgow) LLP / Case Study



SECURITY AND COMMUNICATION

CITY PARKING (GLASGOW) LLP

Help at the touch of a button



Photos: Commend UK Ltd.

Project Details

Customer

City Parking (Glasgow) LLP, Glasgow, Scotland, United Kingdom

Project Type

Networking all Intercom of individual car parks over an IP network; Integration of ComWIN Graphic User Interface (GUI)

Basic Data

3,000,000 tourists each year

600,000 residents

4,500 parking spaces

Technical Data

Intercom Server GE 700

30 x SS 201H Help Point call stations

87 x EE 811 Intercom master stations

ComWIN software

ComREPORT software

Audiocom® software

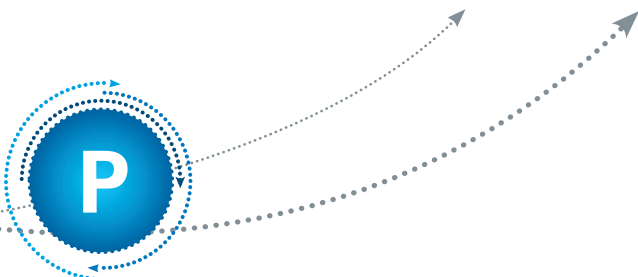
The Solution

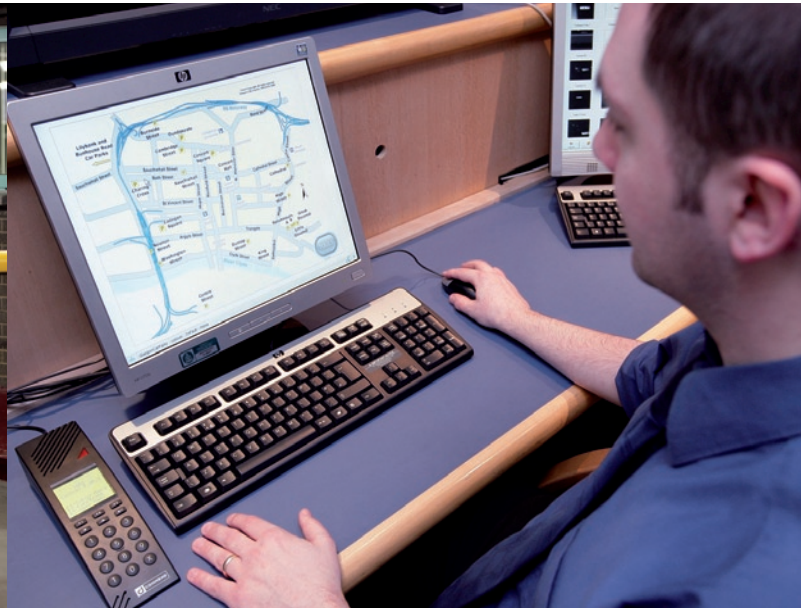
Wayne Myrden, Operations Manager for City Parking (Glasgow) LLP talks about the initial situation: "We identified that the council car parks were losing ground to newer private facilities in terms of customer numbers and satisfaction, in comparison, they had become dark and unwelcoming places. The transformation of these sites into refreshing and pleasant places to park became a major project, one that took many months of hard work to plan, co-ordinate and execute."

Opened in early 2009, the five newly refurbished car parks now offer over 2,500 secure city centre spaces, with brightly lit walkways and floors. Integrating with the latest barrier and pay machine technology from APT SkiData, customers can now use APT SkiData machines with integrated Intercom, connected to the City Parking (Glasgow) LLP central control room via the council's own IP network, which uses Intercom over IP (IoIP®) technology from Commend.

Scope of solution:

- ▶ Upgrade 5 large multi-level car parks to bring up to current standards
- ▶ Provide a comprehensive Help Point and 2-wire audio link network solution
- ▶ Integrate ComWIN Graphic User Interface (GUI)
- ▶ Support recording of all conversations over the system at high quality
- ▶ Support reporting of the number of calls received, number of calls answered within time constraints and other statistics





Short Profile

Declared European City of Culture in 1990 and awarded the prestigious title of British City of Architecture and Design, Glasgow has seen a comprehensive resurgence in recent years. With its wealth of cultural attractions and activities, the city now welcomes over 3 million tourists each year from all over the world. Home to over 600,000 residents, Glasgow's city centre is a thriving hub of shopping, museums, culture and nightlife.

Keen to provide ample and responsibly managed car parking for all city centre visitors, Glasgow City Council transferred its responsibility for this public service to City Parking (Glasgow) LLP in 2007, with a view to consolidation and modernisation of all council owned city centre car parks. This major project involved the upgrading of five large multi-level facilities, including complete infrastructure replacement and major civil works, to bring standards at each car park up to date.

City Parking (Glasgow) LLP is a leading provider of parking services in the Glasgow area, supplying over 4,500 spaces across 16 locations. Of these 2,352 are in multi-storey facilities and the remainder in surface car parks. The prime function of City Parking (Glasgow) LLP is to continue to respond to the ever developing parking needs of both the people of Glasgow and its visitors.

Customer's Comment

Wayne Myrden

Operations Manager for City Parking (Glasgow) LLP

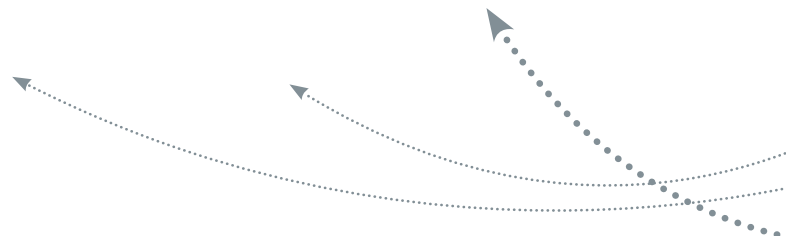
"The success of the Commend based system and the increased use of the car parks since their refurbishment, is proof that providing an efficient service and a safe environment for our customers is key to the long-term success of the service. Harnessing Commend technology to achieve our goals has also ensured we have a future-proof and easily expandable system that will continue to provide this valuable service for years to come."

Customer's Comment

Nigel Young

Business Development Director for APT Skidata

"We have a long-standing and proactive technical partnership with Commend UK, integrating their reliable and user friendly technology into our own products. It's pleasing to see our collaboration come to fruition in projects like this one, where we have been able provide the end user and their customers with an effective, simplified route to Help Point functionality."



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 (Madrid) Tel. +34-93-567 76 79 (Barcelona) www.commend.es
ITALY	Commend Italia S.R.L.
	Tel. +39-035-95 39 63 www.commend.it
NETHERLANDS	Commend 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
CROATIA	Commend Adria d.o.o.
SERBIA	Tel. +385-1-369 11 23
BOSNIA-HERZEGOVINA	www.commend.hr
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
POLAND	C&C Partners Telecom Sp.z o.o.
	Tel. +48-65-525 55 55 www.ccpartners.pl
SWEDEN	JNT Sound System AB
NORWAY	Tel. +46-8-99 30 60
FINLAND	www.jnt.se
DENMARK	
ICELAND	
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

CHINA	Commend Business Hub China
	Isolectra China
	Tel. +86-21-52 13 19 28 www.commend.cn
SINGAPORE	Commend Business Hub Asia
	Isolectra Far East Pte. Ltd
	Tel. +65-6272-2371 www.commend.com.sg

Africa

SOUTH AFRICA	Commend Business Hub South Africa
	Evolving Management Solutions (Pty) Ltd
	Tel. +270-112-746 665 www.commend.co.za
ALGERIA	Commend France S.A.S.
TUNISIA	Tel. +33-149 18 16 40
MOROCCO	www.commend.fr

Middle East

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

Oceania

AUSTRALIA	Commend Australia
NEW ZEALAND	Tel. +61-3-9755-3947 www.commend.com.au

Other countries

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

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