

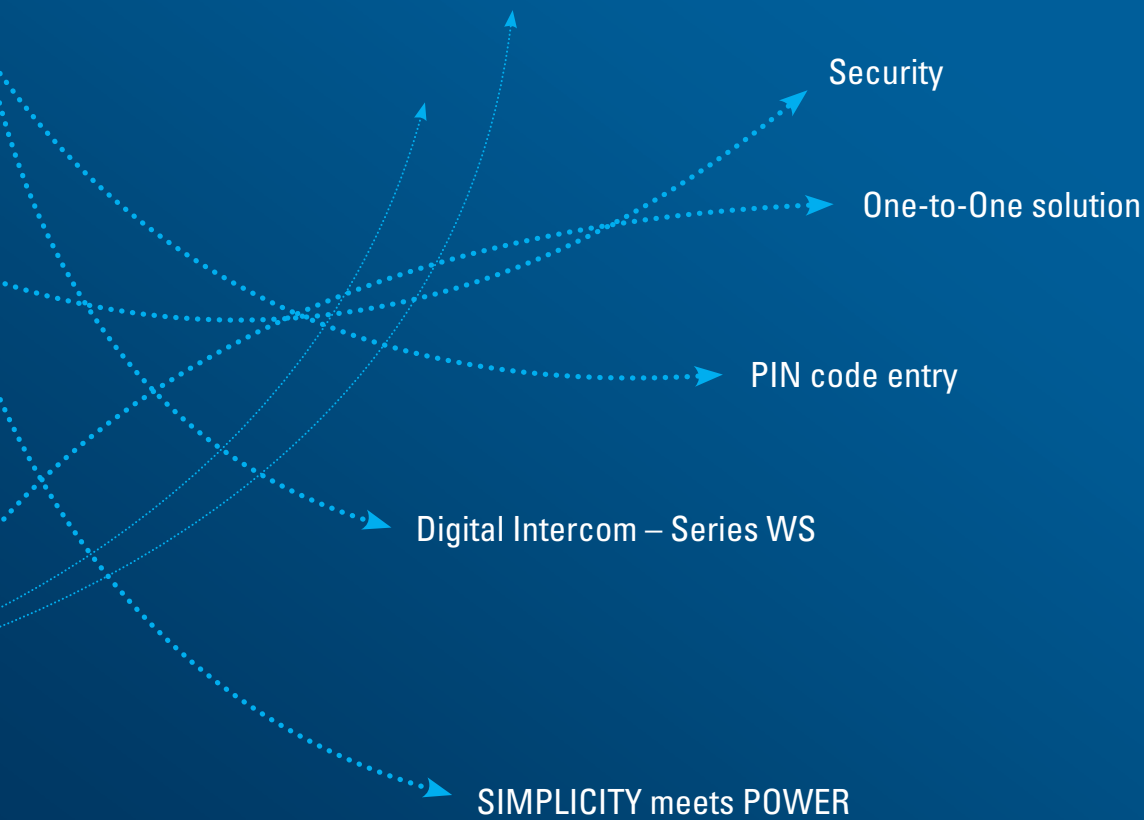
PSi

Public Sector
Information

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SECURITY INTERCOM

Public Sector Information Ltd. (PSI) / Case Study



SECURITY AND COMMUNICATION

PUBLIC SECTOR INFORMATION LTD.

Access done the right way



Photos: Commend UK Ltd.

Project Details

Customer

Public Sector Information Ltd., United Kingdom

Project Type

Simple one-to-one Intercom system to increase security and to simplify staff access

Basic Data

PIN code entry for approx. 50 staff

Technical Data

Intercom Server GE 200

Wallmount station WS 800P

Desktop station EE 811

The Challenge

The incumbent Intercom product for access into the Public Sector Information Ltd. building was not working adequately, either acoustically or securely. The caller at the door was often drowned out by external traffic noise and the administrators who answered the call were unable to hear or be heard by the caller.

The system worked as an Intercom to handset solution, the handset was wall mounted behind the administration desk. When a call was received it was problematic to answer, as administrators had to leave their desk, go to where the handset was mounted and answer the call. Many times, due to poor sound quality, the administrators let the caller in, even when they were unable to identify them.

Originally, staff used a separate card entry system to gain access. However, many cards were lost or forgotten, and as staff turnover is relatively high in this fast-paced sales environment, there was a real need for a more secure solution with a clearer sounding voice application.



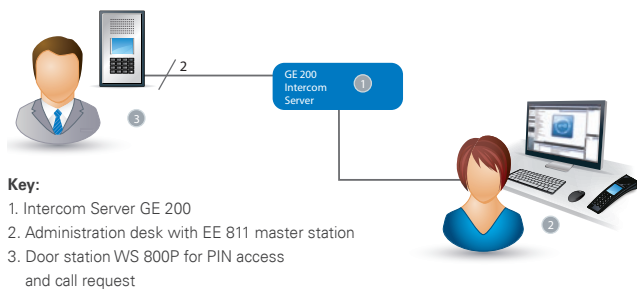


The Solution

The Intercom solution provides a simple PIN entry access control module to enhance security (PIN can be changed easily and securely), an Intercom at the front door (slave), and a master station on the administrator's desk to answer calls and open the door. The system is expandable, so that more master and slave stations can be added at a later date when required.

Phil Harris, Electronics Engineer from Electronic Projects Ltd. in Crayford who installed the Commend solution, commented: "I have never installed a Commend Intercom before, and was pleased by how straight forward the equipment is to put in and get working."

Charlotte Casey, Administration Manager, highlighted how much better the Intercom solution is in comparison to the previous telephone entry system: "The Intercom is very clear, now we hear who is at the door and are confident about who we let into the building." She continues, "Previously, if there were loud noises outside, such as very heavy traffic, we couldn't hear anything. Now, even with construction going on outside, both the person who is calling and whoever answers the call can hear perfectly."

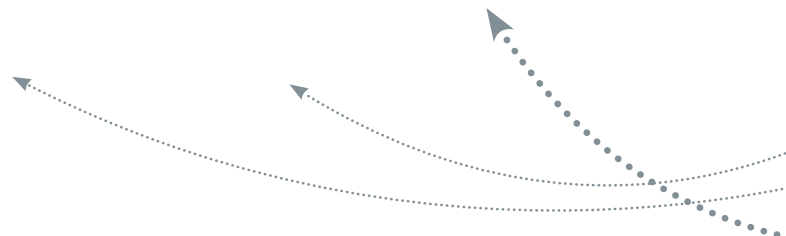


Customer's Comment

Mr. Gavin Devoto

Managing Director of Public Sector Information Ltd.

"We were looking for a reliable, high performing door entry system and we found Commend to be the best solution for the job. Our High Street is extremely noisy, with high traffic usage, roadworks and shoppers. We needed a communication solution that would not be affected by the adverse noise pollution outside. We are extremely happy with our choice in Intercom equipment."



Commend

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