



SECURITY INTERCOM

## Thomas Miller / Case Study



More than 400 staff in London

More than 125 years in business

12 locations worldwide

1 security package

SIMPLICITY meets POWER



SECURITY AND COMMUNICATION

# THOMAS MILLER

## Security at the touch of a button



Photos: Commend UK Ltd., Thomas Miller

### Project Details

#### Customer

Thomas Miller, London, United Kingdom

#### Project Type

Enhancing building security and safety in a re-building project

#### Basic Data

More than 400 staff in London

More than 125 years in business

12 locations worldwide

#### Technical Data

Intercom Server GE 700

IP converter box ET 901

Desktop station EE 811

Amplifier KE 520

Digital camera slave station SS 101DC

TFT monitors

ComWIN software

### The Challenge

A prestigious English company established over many years, Thomas Miller is a London-based organisation operating in the financial sector. As part of a development programme, the company decided to relocate its London offices to the financial district in the city. The building, whilst architecturally endearing from the outside, needed to be completely re-built internally, with new offices and office equipment, security systems, CCTV and a reception area.

John Morgan, Managing Director of security and asset protection specialist Serviscom, acted for the company as a consultant, specifying the security and CCTV solutions. Mr. Morgan has worked with Commend UK Ltd. for many years and knew that a system from Commend UK would be the best solution for the customer, achieving high quality of speech, reliability and future proof capabilities.

The project imposed stringent requirements on the solution:

- ▶ All security systems in the building had to run over IP.
- ▶ The entire system had to be expandable for at least 10 to 15 years.
- ▶ Access Intercom was required at all entrances to the building.
- ▶ A public address system for security and emergency announcements was required on all seven floors.
- ▶ CCTV cameras needed to be installed around the exterior of the building to verify all callers and for general security surveillance.



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## The Solution

To ensure communication throughout the building, especially in times of emergency, it was decided to put loudspeakers on all floors and hide them above the ceiling tiles in all except the basement floor. These loudspeakers connect to the Commend system using KE 520 amplifiers and operate over the IP network using ET 901s (IP Gateways).

In the reception area, an EE 811 hands free master station is used to make announcements throughout the building and to receive and make calls to the entrances (goods-in entrance, VIP entrance, main entrance, underground car park). Mounted on this station is a small CCTV monitor. This screen is split into four live images with views from the four entrances. When a call is made, the operator can see where the call is coming from on the master station, but can also verify this on the monitor. The image can then be enlarged so that the operator can see and talk to the caller.

As Tim Hasslegrave, Contracts Manager for Thomas Miller, pointed out: "The quality of speech that we got was good, but our main problem was with ambient noise from the street outside. People answering the calls could not hear what was being said." The adjustable ambient noise level settings of the Commend stations quickly resolved the problem, enhancing the speech signal and reducing background noise.

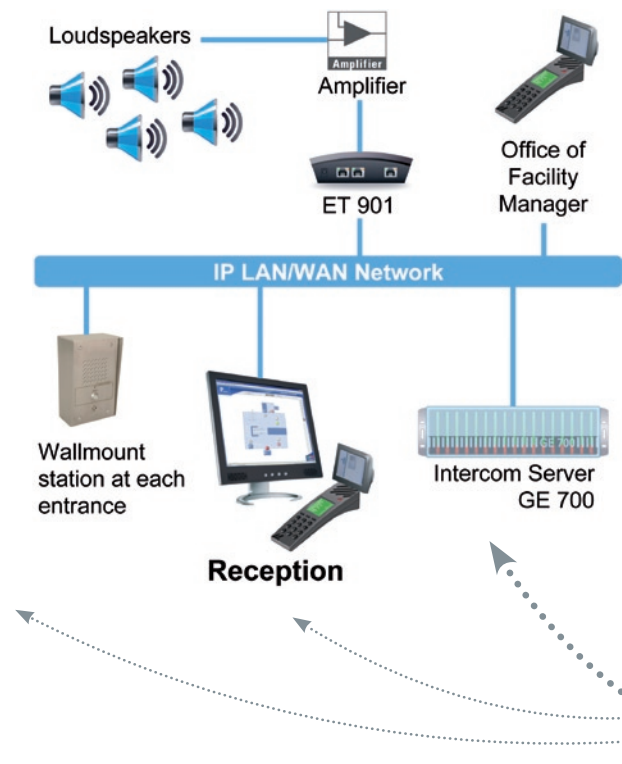
Installing all speakers linked to the Intercom system above the ceiling panels enhances the safety and security of the personnel while preserving the architecture of the building. The whole re-building project took only 18 weeks to complete. This included the full security package.

## Customer's Comment

**John Morgan**  
Managing Director of Serviscom

"The security package, including the products from Commend UK, met my requirements. The Commend UK equipment is fully future-proof and should be expandable for at least the next 10 to 15 years."

### The solution of Thomas Miller at a glance:



# Commend

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