



PARKING COMMUNICATIONS

DRIVING TO SUCCESS WITH TRUSTED COMMUNICATION

Efficient car parking facilities

TRUSTED. COMMUNICATION. ALWAYS.

SUPPORTING - CONNECTING - MONITORING PARKING APPLICATIONS

Efficient communication and dependable alerts are crucial for car parks to operate and generate revenue. For example to assist customers at ticket machines, at the barrier, for subscription holder support, etc. Our solutions, crafted to meet the highest standards and withstand challenging conditions, have supported car park operators for decades and will continue to do so on their journey towards new parking related services.

24/7 CUSTOMER SERVICE

A dedicated local or central control center is providing seamless support and ensuring efficient management of all parking facilities. This guarantees that no customer call goes unanswered and with defined priorities no time is lost, elevating customer support to unprecedented levels.

Whether it's a minor ticket issue or a critical emergency, Commend ensures a reliable link to the control center. Additionally, automated video switching empowers staff to swiftly assess situations and take prompt action, with the capability to alert local staff or emergency services without any delay when necessary.



Networking of Sites

Car parks can easily be networked and managed via a central Control Desk and the Symphony Cloud application.



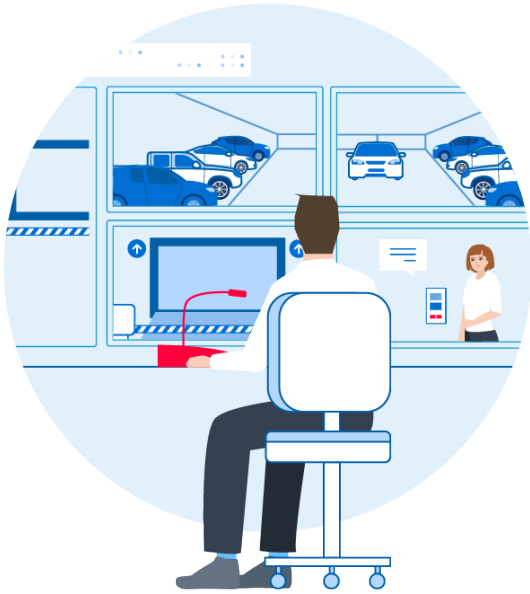
Interfaces and Integrations

Interfaces to third-party systems like video surveillance and parking management systems.



System Availability

Automated self-monitoring eliminates the need for manual function testing.



CENTRALISED CONTROL

From independent, small-scale operations to large parking operators, our technology seamlessly integrates lighting, public address systems, commercial messaging, and information announcements. It also supports remote gate control, allowing for efficient operations without the need for a local control center at every single car park. Additionally, our platform facilitates the integration of video management systems, providing a comprehensive solution tailored to your specific needs.

To ensure a perfect parking experience from entry to exit, Commend is there to offer on the fly support using intelligent call management and crystal clear speech for ultimate comfort. Commend control desk stations help with flexible call forwarding and remote barrier control. The system provides functions for announcements or background music just as conveniently as support for modern services such as e-charging stations and many more. For customers, this means round-the-clock support and assistance at the touch of a button.

CLOUD-BASED OPERATIONS

Symphony is the first-ever cloud-based Intercom platform built around the principle of 'Privacy and Security by Design'. It conducts and coordinates digitally networked cloud services to make parking facilities smarter and more secure, both in everyday situations as well as in emergencies. Cloud parking solutions are also suited for the remote management of smaller parking sites without the need to install physical servers.

Web and mobile clients offer more flexibility and create a balance between remote control and on-site support. By utilising the extensive capabilities of conversational AI, operators have a virtual assistant called Ivy who takes care of routine requests and provides customers with an excellent experience. And through Symphony Bridge, on-premise servers can be connected to the cloud for an all-encompassing system management.



Speech Intelligibility

Every spoken word must be understood, regardless of traffic noise.



Cyber Secure Connections

Multi-level cyber security to protect and secure customer data in times of increasingly sophisticated cyber threats.



Evergreen Technology

Longevity and economic efficiency of every solution eliminates the need for frequent system replacements. For customers' long-term profitability and eco-friendliness.

LIFT

Security at all levels: The safety communication of passengers in the lift cars and of technicians in the lift shafts and in the machine room is of paramount importance. It even increased by the European EN 81 series of standards.

TICKET MACHINES

Lost the parking ticket? Need help purchasing it? Intercom modules can be easily integrated into pay-on-foot machines, and ticket vending equipment, with bi-directional video and custom solutions available upon request.

MOBILITY AS A SERVICE (MaaS)

Commend solutions are here to support parking operators on their journey towards a broader role in the mobility domain. When multiple services are offered on a single parking site, intelligent signage and smart call routing to get the right on-site support from the responsible service provider will make the parking operator's life more easy.

BARRIER GATES

Voice communication needs to be loud and clear at barrier gates despite the environmental noise. In case of a problem upon entering or leaving the car park, the customer needs to be able to speak with an operator without any misunderstanding to ensure a smooth parking experience.

LOCAL CONTROL DESK

Call handling, access control and audio/video recording on-site. Shared access to incoming signals by support staff balances local support with centralised control, so customers get the service they deserve.

CENTRAL CONTROL DESK MANAGEMENT

The extremely user-friendly interface makes it easy to manage a wide range of incoming calls, supporting video signals and seamless control functions: event logging, reporting, display of parking system info, recording of audio/video calls, and indication of the calling terminal's location with live video feed display.



PUBLIC ADDRESS

IP amplifiers and IP loudspeakers at parking decks help to inform drivers play background music, address people showing abnormal behavior or send notifications in case of emergencies.

INFO TERMINALS

Intercom stations in car parks, strategically positioned near lifts, staircases, and parking levels, ensure both security and accessibility. While in standby mode, they can be used to display advertisement or location specific information, floorplans and next connections information.

EMERGENCY CALL STATIONS

Vandal-resistant and DDA/ADA compliant intercom stations ensure that in case of an emergency, there will be a fast and reliable connection to the control room. At the push of a button, customers will receive immediate help.

NOISE MEASUREMENT

Acoustic data, collected by Commend Intercom stations in urban areas, serves as a powerful tool against noise pollution. The system monitors nearby noise levels and automatically alerts a control desk if a set threshold is exceeded, with customizable actions like activating CCTV feeds. It ensures data privacy compliance while enabling in-depth analysis to identify and document suspicious sounds.

CHARGING SERVICES

Commend's compact Intercom terminals and built-in modules, coupled with robust management software, provide rapid and straightforward customer assistance for e-charging stations. This ensures efficient support, helping maintain smooth operations and reduce problems amid the growing popularity and expansion of e-vehicles.

FREE FLOW PARKING

Commend facilitates seamless parking operations, whether with or without barriers, enabling a novel approach to car park management. It ensures timely provision of tailored customer services, addressing site-specific support, FAQs, and personalised messages to uphold smooth parking experiences without neglecting support requirements.

CONTROL ROOM EFFICIENCY



Commend's integrated solutions offer a comprehensive approach to control room efficiency, combining advanced technology, intuitive interfaces, and AI for a safer and streamlined operational environment.



CALL DISTRIBUTION

- Minimize waiting times
- Ensure seamless connectivity
- Calls are distributed based on time, day, or urgency, offering flexibility and support to operators
- Distinguish between standard and emergency calls
- Chaining of multiple logics for optimal call handling

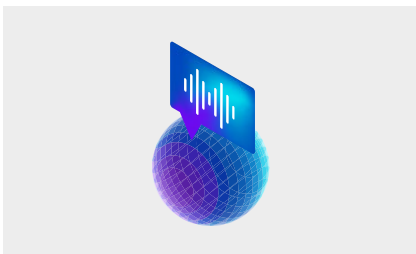
CALL PRIORITIES

To ensure prompt responses to critical calls.



STUDIO - Control desk management software that provides overview and full control using visualisation, recording and logging.

Studio offers a unified interface for Intercom server functions with interactive icons, configurable status windows, and support for third-party devices. Its personalized GUI, audio recording module, and reporting capabilities enhance operator efficiency.



IVY VIRTUAL ASSISTANT - The world's first conversational AI-based Intercom voice assistant.

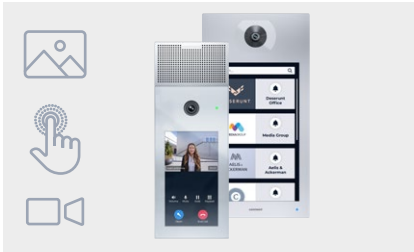
Routine tasks like providing directions or locating a ticket machine usually take up a lot of the employee's attention. Ivy enables them to focus on emergency cases and other special situations. The virtual assistant speaks several languages and can answer in the native language of the parking customer to enhance the user experience.



ID8 - Symphony control desk station with 8" touch display, freely programmable button and optional direct dialling button modules, handset and gooseneck microphone.

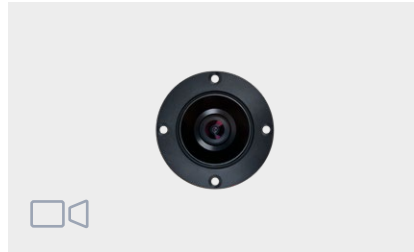
The id8 offers an intuitive and efficient work environment. Its advanced features and heightened control empower operators to identify and address potential crises promptly, ensuring a safer and more secure environment.

DRIVING COMMUNICATION FORWARD



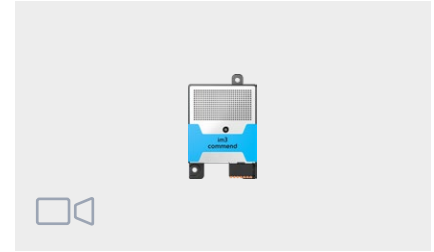
od5/od10 Touchscreen-Stations

With IP65 protection, they are suitable for outdoor areas. The user interface can be designed according to the application and external content can also be integrated.



cm1 - Camera Module

Seamlessly integrated, high-performance camera with timeless design. Can be installed up to 1 metre away.



im3 - Compact Intercom Module

IP-Intercom module with camera support (cm1) for simple integration into barriers, help points, ticket vending machines and other equipment.

DIGITAL SIGNAGE

COMMUNICATION EVERYDAY AND IN EMERGENCIES

On a normal day in a car park, our Intercom stations are most likely to be used for **informational or help calls**. While they are not actively being used, operators could profit from these devices to **display advertisements**.

However, in the case of an emergency (e.g. fire on one of the car park's floors), the operator can benefit from Commend's unique **emergency mode**. This means that by pushing the according button for a pre-defined scenario, all devices switch to this mode and would display the correct escape routes and broadcast pre-recorded evacuation messages. All for the highest level of customer safety.



EVERYDAY

EMERGENCY



OUR MODULES, YOUR EXISTING INFRASTRUCTURE

While we offer a wide range of products and customised solutions, we are aware that our customers might already have existing housings that they want to **easily expand with communication technology**.

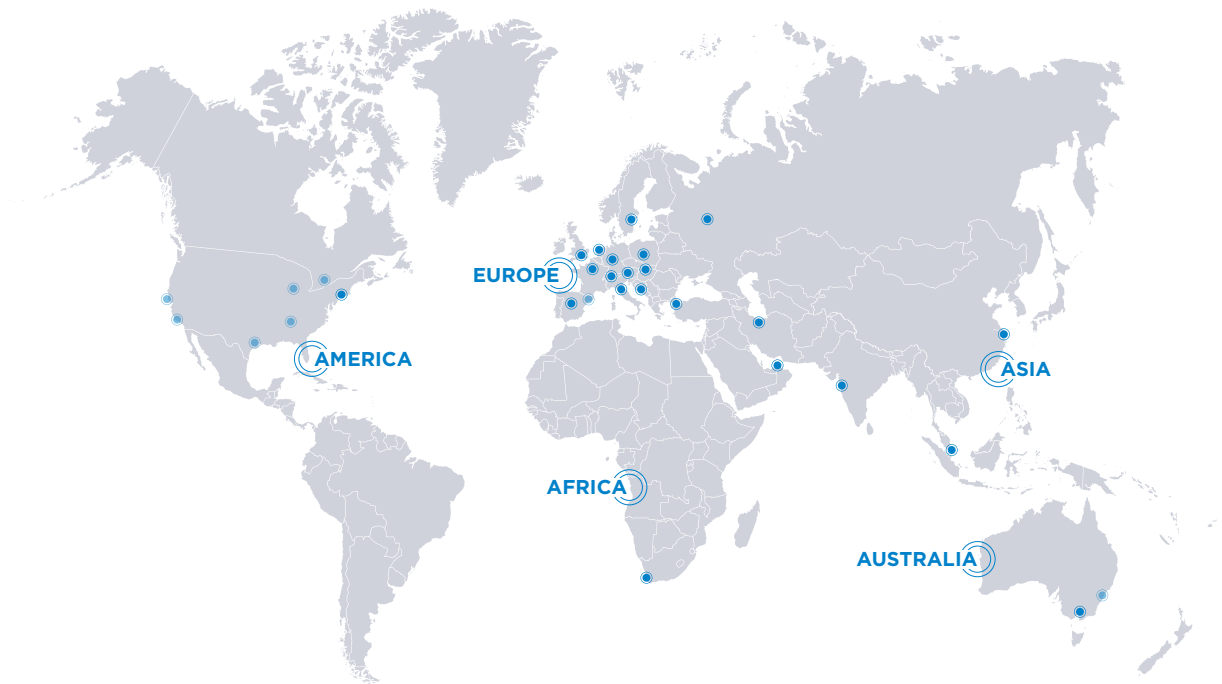
IP-Intercom modules can be integrated into any information kiosk, advertising display or ticket vending machine to save space. Both systems can interact with each other via device integration options and thus, for example, trigger calls via the touchscreen.

With unlimited interfaces and integration possibilities, we can support parking operators on their journey to integrating parking into the **Mobility as a Service** realm.



COMMEND WORLDWIDE

23 sales organisations, operating in more than 60 Countries.
More than 550 employees worldwide.



TRUSTED. COMMUNICATION. ALWAYS.

Can you imagine a system that millions of people rely on every day, where every word has to count? This is the world of Commend! Secure, reliable communication is our passion. As a global market leader with more than 50 years of experience in speech transmission, we provide not just Intercom and video connections with interfaces to third-party systems, we also provide products that open up new possibilities for integrated solutions. Commend is the preferred choice for hands-free voice communication systems all over the world.

QUALITY TESTED. RELIABLE. WELL-DESIGNED.

Digitization has greatly simplified life, yet it has also brought forth challenges. The digital landscape provides fertile ground for cybercrime, making cyber security a paramount focus. At Commend, we prioritize Privacy and Security by Design, guiding our product development, IT technology choices, and consistent updates, including vital cyber security fixes.

Commend International, situated in Salzburg, Austria, holds ISO 27001 certification for Information Security Management, demonstrating our steadfast dedication to maintaining the highest security standards. Additionally, our development and manufacturing processes align with EN ISO 9001:2015 standards, reinforcing our commitment to operational excellence.

Discover more about our unwavering security commitment at trust.commend.com

Do you want to know more about public transport solutions by Commend? Please contact us.