



COMMEND
**CORPORATE
BUILDING SOLUTIONS**

Advanced Security Building Communication

TRUSTED. COMMUNICATION. ALWAYS.

SAFE AND SMART: TRUSTED COMMUNICATION FOR
**COMPANY BUILDINGS, OFFICE
COMPLEXES AND CAMPUS GROUNDS**



EFFICIENT
THROUGH EVERYDAY LIFE



SAFE
IN EVERY AREA



PROTECTION
IN EMERGENCIES



WELCOME TO THE WORLD OF SMART BUILDING SECURITY

In modern office buildings, the need for reliable security technology has never been higher. Beyond **protecting** assets, these buildings must ensure operational **efficiency** and, above all, a sense of **security** for everyone inside, whether during everyday activities or in emergencies.

The central element enabling all this is the multifunctional control center. As a **Security Operation Center (SOC)**, it oversees every corner of the building or campus, scales easily, and adapts to changes. A wide range of functions ensures comprehensive security – simply, smoothly and most importantly! with all discretion.

But it's not just about meeting security needs; it's about catering to the everchanging user groups as well. This includes **flexible management** of data and functions, **reliable distribution** of communication channels, and **integration of new systems**. All these routing patterns must be easily and quickly adjustable.

Simultaneously, reliability and **cyber resilience** are of utmost importance. With **"Privacy and Security by Design"**, a certified ISMS according to **ISO 27001**, and a product life cycle process according to **EN 62443-4-1**, our systems are designed to withstand cyber-attacks and reliably protect infrastructure. Commend ensures sustainable, secure communication and supports the **business continuity** of its operators.

We are committed to a certified QMS according to **ISO 9001**, external **audits, pen-tests**, and close cooperation with integration partners, research institutions, and universities. Developing and promoting crucial international security standards like **IEC 62820** for ASBIS (Advanced Security Building Intercom Solutions) or **EN 50726** for EDRS (Emergency and Danger Response Systems) is also of particular importance. We stand by this with our name.

TRUSTED. COMMUNICATION. ALWAYS.

MODERN BUILDING ASSISTANCE IN USE

TEN INTERCOM HOTSPOTS FOR MAXIMUM SECURITY AND COMFORT

1 MULTIFUNCTIONAL INTERCOM TERMINALS

Our Intercom terminals ensure smooth operations and quick responses to security incidents in buildings, on campuses and in industrial facilities. Versatile touch user interfaces and the integration of audio, video and data offer intelligent communication solutions. They are available as wall-mounted devices, but can also be integrated into the building structure. Built-in Intercom modules allow for customized solutions.

2 MANAGING PEOPLE FLOW

Advanced Security Intercom offers modern building assistance for access control, visitor management and company-wide information transmission over a seamless platform. Commend Intercom terminals are versatile devices for QR code registration, access control, info points and classic Intercom functions.

3 CLOUD SERVICES WITH AI ASSISTANCE

To ensure that all of this can be managed safely and conveniently in the future, Commend increasingly relies on cloud services and personal AI-based voice assistance.

Symphony Cloud Services and, above all, IVY Virtual Assistant, the world's first Intercom voice assistance system, are delivering early results. It demonstrates revolutionary possibilities for reducing workload at control and security centers while simultaneously improving service quality.

FOR INFRASTRUCTURES THAT ARE SAFE AND LONG-TERM

4 CENTRAL CONTROL CENTER MANAGEMENT

Handle incoming calls, switch video, and control integrated systems: The ergonomic user interface simplifies work at the reception or in the security control center. Shared access and parallel operation ensure a balanced ratio of on-site support and central control, beneficial during both normal operations and crisis situations.

5 SOUND, INFORMATION AND 'TALKING CAMERAS'

Announcements and digital notices in halls, corridors, and open areas, as well as pre-recorded messages for information, warning and evacuation assistance, are valuable guides for employees and visitors in everyday life and emergency situations. And especially when video images alone are not enough. Hearing and, above all, being heard, as well as intervention options via direct audio connection, are valuable aids when it comes to security in buildings and on company premises.

6 EMERGENCY MODE WITH ASSEMBLY POINT INTEGRATION

Thanks to their versatility, Commend terminals not only withstand the rigors of everyday operation as part of complex building processes, but also feature a unique capability: "Emergency Mode". With the push of a button, the entire system becomes a comprehensive emergency and danger/hazard response system that proactively supports in managing extraordinary events. This ranges from evacuation assistance with escape route displays and audio support, to use at assembly points and support for crisis communication in control centers.

7 COMMUNICATION FOR EMERGENCY AND DANGER/HAZARD RESPONSE

In buildings, very dangerous and highly diverse emergency situations can arise rapidly. Not only risks such as fire or smoke, but also medical emergencies, and, not least, acts of violence, including rampages and acts of terror, present completely asymmetric danger situations that require swift response. ASBIS - Advanced Security Building Intercom Systems by Commend meet all common norms, standards, and action recommendations.

8 CRITICAL INFRASTRUCTURE

Cyber resilience to protect building and corporate security is one of the highest priorities, and reliability is an absolute must. With "Privacy & Security by Design", Commend systems are designed to withstand cyber-attacks and reliably protect infrastructure. They ensure reliable protection of critical infrastructures, from the perimeter to deep inside protected building areas. Seamless, secure communication for secure business continuity.



... EVERYDAY AND IN EMERGENCIES

9 MOBILE SOLUTIONS

Symphony Cloud Web Clients and Mobile Clients serve as flexible and mobile control stations for use via browser or smartphone app. Both solutions ensure increased readiness and mobility, making call acceptance and information management particularly easy anywhere and any time.

10 SIMPLE COMMUNICATION MANAGEMENT

With definable scenarios for information management and priorities, all building operation challenges can be managed down to the last detail. Helpful information about current processes and response options thus reaches the right communication target quickly, reliably and at all times.

EFFICIENT BUILDING ASSISTANCE

THE SMART FUTURE OF BUILDING SECURITY

The efficiency of modern buildings is significantly enhanced by using advanced technologies and intelligent systems. Smart solutions, such as automated access controls, intelligent lighting, and climate-controlled environments, optimize daily operations and reduce operating costs. Cloud-based services like the Symphony Mobile Client and Ivy Virtual Assistant offer innovative approaches to integration and automation, enhancing not only efficiency but also security and comfort in buildings. These forward-looking technologies make building management simpler, more effective, and more sustainable.

COMPREHENSIVE BUILDING INFORMATION

Commend enables the reliable and targeted transmission of announcements via loudspeakers. The solutions also offer the option of displaying additional visual information in the form of text or graphics on the terminals. This applies to both routine information in the building and safety instructions for emergencies, for example to support evacuation or lockdown procedures.

FAST RESPONSE AND OPTIMUM SUPPORT

Commend Advanced Security Intercom offers multifunctional security solutions, which are also often referred to as smart building assistance systems. They provide adaptive or fully autonomous support for all critical building processes: from access control and visitor management with QR codes to company-wide transmission of information via audio, video and graphics. And they already offer a wide range of cloud services and powerful AIs for even better building operation services. Everything is seamlessly integrated onto one platform. Smart hubs for operational hotspots that provide information, orientation and help in an emergency to do the right thing in every situation.

SYSTEM INTEGRATION

In security and communication systems, it is essential that the different systems work together. Through the constant exchange of data, video and audio streams, these systems exploit their full potential in a well-coordinated interaction to offer operators and users perfectly integrated solutions.





VERSATILE INTEGRATION AND SEAMLESS COMMUNICATION ON ONE PLATFORM

A broad portfolio of Intercom devices (including flexible OEM modules) guarantees the perfect addition to any communication hotspot. QR code, cameras and access readers (RFID, BLE, NFC) can be integrated into the Intercom device or used separately.

Through IT standard interfaces, other security and building management systems, such as access management systems, are seamlessly connected to the assistance system on a unified platform. This 'one-platform' solution ensures perfect speech intelligibility despite various ambient noises, so every word is immediately understood and problems are quickly solved.



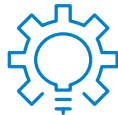
ALWAYS RELIABLY INFORMED, AT ANY TIME

SECURE INTERCOM SOLUTIONS FOR SMART BUILDING ASSISTANCE

Everywhere, whether in buildings, on campuses, or in industrial areas where high security challenges and security processes are demanded, Intercom terminals ensure smooth operations and rapid response to extraordinary events.

IN EVERYDAY LIFE

Communication terminals act as digital assistants, offering visitor guidance for reception areas, convenient door Intercoms for outdoor areas and interactive lift/elevator Intercoms.



IN AN EMERGENCY

In Emergency Mode, the solutions enable security communication, extended crisis communication, integrated video communication and round-the-clock self-monitoring (24/7).

INFO TERMINALS AND HELP POINTS

Info terminals and help points are just as versatile as they are valuable. They allow secure integration of building-critical sub-systems, such as RFID or QR code readers, answer routine questions and provide valuable additional information through touch and graphic displays.

Integrated communication solutions provide people seeking help with direct immediate contacts to the right service points, emergency centers, or security service providers, ensuring timely response, especially in critical situations.

Commend communication and emergency call solutions offer reliable, fast and high-quality video and audio assistance that you can rely on in any situation.



DESK KITS

Converts conventional wall-mounted microphone units into compact control stations, and enables the use of microphone units on office desks.



ACCESS READER HOUSING

Various empty housings enable the use of access reader systems, turning the normal wall-mounted intercom station into an efficient „doorman“.



EXPANSION MODULES

Additional I/Os and audio interfaces, connections for external loudspeakers, microphones and handsets, line-in/out connections and output contacts for door openers.

ID/OD TOUCH TERMINALS

Multifunctional touch Intercom stations are suitable for both indoor and outdoor use. Thanks to the IP65 classification, the outdoor version is well-protected against the elements. The customizable user interface allows for individual adjustments to the specific area of use, and external content can also be integrated as needed to ensure maximum flexibility and functionality.

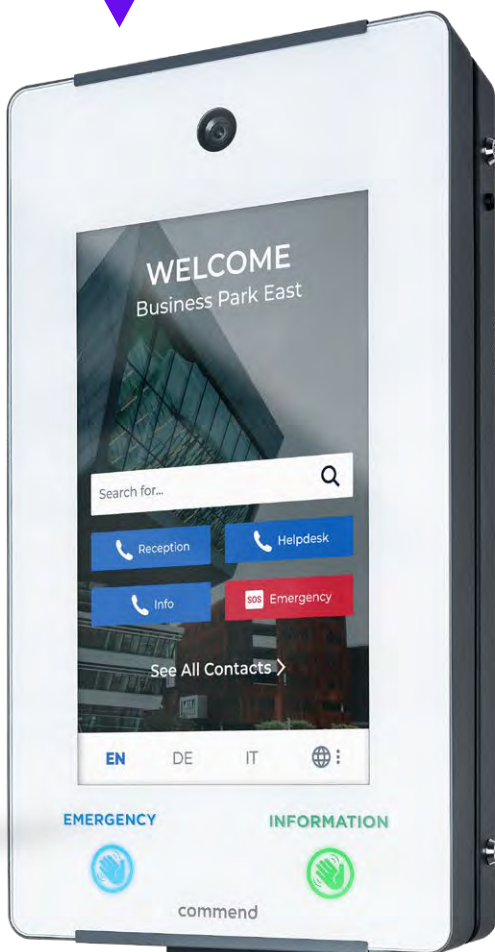
Hello, I'm ivy

AS THE WORLD'S FIRST AI-BASED INTERCOM VOICE ASSISTANCE I CAN HELP IN EVERYDAY SITUATIONS.

CHANGES EVERYDAY LIFE

Do you need a helping voice in your call center, help point or information terminal? Meet Ivy Virtual Assistant - the world's first artificial control center intelligence that can speak and respond to requests like a human!

Ivy was developed specifically for two purposes: to **support your call center staff** and to **take the customer experience to the next level**. To make all this possible, Ivy's conversational skills are supported by state-of-the-art AI technologies from machine learning to natural language processing. Deployed via our secure Symphony Cloud Services for reliable, resilient performance.



FOR THE INDIVIDUAL STYLE



IM6 - INTERCOM MODULE

A versatile IP-based "multisensory" Intercom module that offers a wide range of possibilities. It supports touch displays via HDMI, has an integrated Class D amplifier for high audio quality and offers flexible connection options with RJ45 and USB ports. It also has integrated inputs and relay outputs, making it the ideal choice for a wide range of applications.



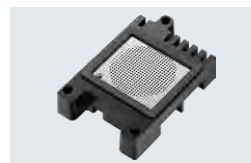
IM3 - INTERCOM MODULE

A super-compact IP-based Intercom module for setting up customer-specific intercom stations and OEM solutions. With smart audio amplifier technology, RJ45 and USB connectivity and integrated input and relay outputs, it offers excellent audio quality and user-friendly connectivity for seamless integration into various communication systems.



CM1 - CAMERA

An HD camera with HS-Link connection, specially designed for optimum performance with the im3 and im6 module series.



LSM - SPEAKERS

Powerful speakers for the im3 and im6 module series



AFIL - INDUCTION LOOP

audio induction loop retrofit kit for the transmission of intercom audio signals to hearing aids

HOLISTIC BUILDING SECURITY

PHYSICAL AND CYBER SECURITY ON ALL LEVELS

In **closely networked digital landscapes**, cybercrime against companies, infrastructures and supply chains is rapidly evolving. "Be aware and prepare" is the most important defense premise, and the key to prevention and maintaining **business continuity**.

To meet the growing **threats from cyber and physical attacks**, ever-stricter regulations and guidelines for the **protection of critical infrastructures** are being enforced worldwide.

In Europe, for example, from October 2024 the **NIS2 regulation (EU 2022/2555)** for the increased resilience and physical security of critical infrastructures will be regulated by national laws. And with it, the **RCE Directive (EU 2022/2557)** with special obligations for operators of critical facilities will be introduced.

Keeping up with the latest technology is therefore not only recommended but crucial for the resilience of a company.

Commend as the world's first Intercom manufacturer, certified according to EN 62443-4-3 and ISO 27001 Information Security Management System (ISM), offers its customers the necessary cyber security on multiple levels:

- Physical security
- Network security
- Data security
- Fail safety

We actively help our customers' IT departments, the better handle the enormous task of cyber security.

COMMEND - A PIONEER IN COMPLIANCE AND SECURITY

High outage costs, image damage, monetary claims, subsequent replacement of relevant components, data theft, etc. Just one possible weak point is enough to seriously disrupt operations. Therefore, at Commend, we are at the forefront of cyber security and always on the cutting edge of technology.



IT-SECURITY BY COMMEND

- "Privacy & Security by Design" (PSBD)
- External PEN-TESTS by TÜV Süd
- Use of secure standard Internet protocols
- Standard use of secure cryptography (PKI)



DEFENSE IN-DEPTH STRATEGY

- Development process with a systematic focus on cyber security
- Combinatorial security tests (threat modeling)
- Security advisory program for active vulnerability monitoring and disclosure policy



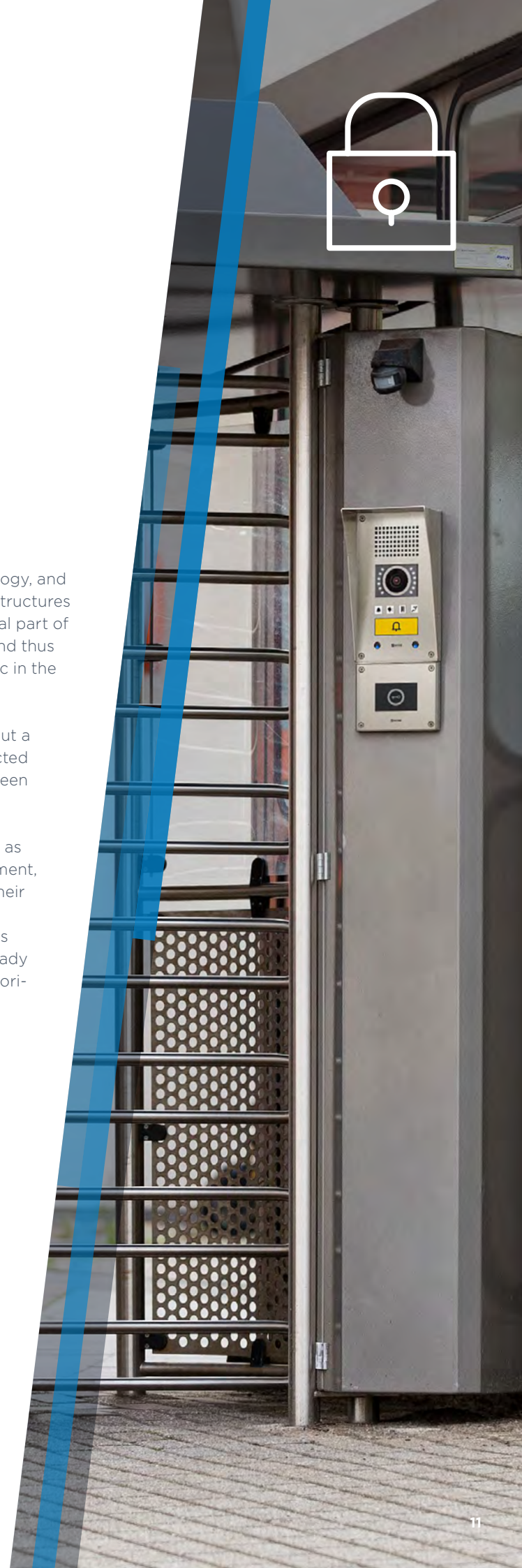
NETWORKED SECURITY FOR GENERAL AND CRITICAL INFRASTRUCTURES

With security technologies like access control, video technology, and Intercom systems, perimeters and entrances to critical infrastructures are effectively protected. But more precisely, they are integral part of the connected digital ecosystem, part of the IT landscape, and thus vulnerable to the same cyber threats that are wreaking havoc in the online world.

A cyber-attack on these systems is not only a security gap but a high risk for a serious disruption of operations. Every connected device can become a Trojan horse, and the boundaries between physical and cyber security disappear.

Operators are strongly advised to implement measures such as reporting requirements, risk analysis, crisis and risk management, and the creation of robust emergency plans to ensure that their security measures are appropriate, proportionate and technologically up to date. In countries where corresponding laws based on regulations such as NIS2 (EU) and NIST (USA) already apply, compliance with these measures is monitored by authorities and government agencies.

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COMMUNICATION IN "ADVANCED SECURITY MODE" MORE PROTECTION FOR PEOPLE IN CRISIS SITUATIONS

Commend's multifunctional security communication systems are ideal for enhancing building security. They support emergency and danger/hazard response at any time with state-of-the-art technology. The heart of a powerful Advanced Security Building Intercom System (ASBIS) is a robust communication server. This server connects an unlimited number of strategically placed emergency call points and alarm systems in the building. It serves as an interface to all relevant security components such as video surveillance, loudspeaker systems, digital radios, and the telephone network.



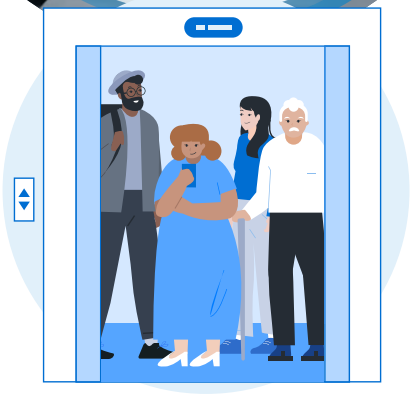
EMERGENCY MODE FOR RAPID EMERGENCY RESPONSE

ASBIS - Advanced Security Building Intercom Solutions perfectly support routine operation. When an incident occurs, the system switches to emergency mode and becomes an emergency and danger/hazard response system (EDRS). They meet the high requirements of ISO 62820-2 and support the procedures described in ISO 62820-3-2.



HEAR, SEE, REACT

The security control center / control room is the heart of all security measures. Here, the Commend solution provides visual support for quick and accurate situational awareness. All relevant information is bundled and displayed on one platform. This facilitates making the right decisions and initiating appropriate measures.



STANDARD-COMPLIANT EMERGENCY CALL AND COMMUNICATION FOR LIFTS/ELEVATORS

Security at all levels: Safety communication for lift/elevator users in the cars and for technicians in the shafts and machine rooms is extremely important. The implementation of the European standard EN 81 has further increased the priority. Customized Intercom systems for the car, pit, machine rooms and car roof fully comply with the relevant regulations of EN81-28:2018.

ADVANCED SECURITY MODE



Routine operation / everyday

Clear and simple communication prevents accidents and critical situations.



Event / Emergency

An unexpected incident or threat is detected, causing the system to automatically switch to Emergency Mode.



Alarm

Time-saving through quick alarm activation via various devices, manually or automatically.



Verification

Thanks to screen visualization and video displays, operators in the control room keep an eye on everything. Alarms can be quickly verified via voice communication to avoid costly false alarms.



Response / De-escalation

React correctly and establish immediate connections to internal and external intervention and rescue services for the exchange of important information.



Emergency response plans

The solution supports control centre staff in adhering to action plans, ensuring correct response procedures and stress reduction.

The system carries out customized action sequences, including predefined actions, pre-recorded announcements for different zones, visual and audible alarms, as well as the control of doors, barriers and lighting, for example for „dynamic lock down“ solutions.



Prevention and after-care

The Commend system creates seamless logs and records calls and video streams as required. This enables a detailed analysis of events in order to optimize emergency plans and develop preventive measures. Official investigators can verify that all possible steps have been taken to minimize damage. Operators can thereby demonstrate that they have implemented appropriate risk management.



FOR DESKTOPS. FOR CELL PHONES. FOR... ALL!

SYMPHONY CALL MANAGEMENT

Discover Symphony Call Management – a revolutionary solution that puts the power of a dynamic service or control center in the hands of every back-office employee. A virtual intercom station that is incredibly adaptable and easy to use – without any additional software!

Whether in the office or on the go, calls are answered effortlessly around the clock. The user interface is so intuitive that you can quickly access contacts, favorites and the call list. Incoming calls are handled seamlessly with advanced call center functionalities such as call waiting and call forwarding. Communication and perfect service available around the clock!



CONTROL CENTER FUNCTIONS

Call queue - call forwarding - call pausing - remote access - activity log with snapshots

CLOUD-BASED

Seamless access via the Symphony mobile app or web browser, with cloud hosting to ensure everything is up to date

EVERYTHING UNDER CONTROL

Through live streams from up to two video cameras and browser notifications for incoming calls

CYBER SECURITY

Developed according to the principle of "Privacy and Security by Design".

HIGHLIGHTS OF A COMMEND SOLUTION FOR COMPANY BUILDINGS



Location Networking

Central call management enables comprehensive support everywhere and anytime, without ever missing a call in the system.



Speech intelligibility

Every single word is heard clearly and distinctly, even under the most difficult acoustic conditions, e.g. at entrance barriers or next to noisy building technology.



Immediate Call Response

When it matters, security and service personnel must respond to calls immediately and without delay.



System Availability

Automated self-monitoring of the devices saves manual functionality checks.



Inclusion

More accessibility through communication for people with disabilities or language barriers.



AI-supported

Ivy Virtual Assistant improves service quality while reducing employee workload.



Integration Possibilities

Interfaces to other assistance systems such as access control, visitor management system, mobile solutions, or video surveillance.



Cyber-secure Connections

Cyber security at multiple levels provides the highest possible cyber resilience in times of increasingly sophisticated cyber threats.

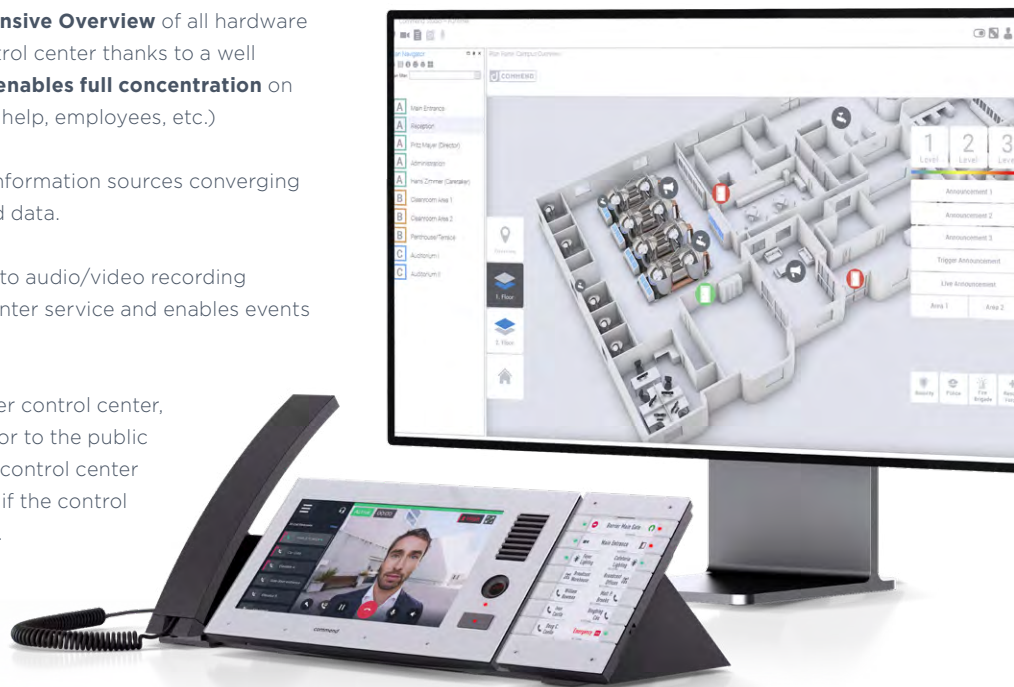
CONTROL CENTER MANAGEMENT AND NETWORKING

YOUR ASSISTANT FOR COMPREHENSIVE OVERVIEW AND CONTROL

Commend control center systems provide a complete overview of the entire system, enabling personnel to act quickly in emergency situations. Even complex Intercom networks or video and control functions can be managed easily and reliably thanks to the user-friendly interface.

BENEFITS OF A CONTROL CENTER SOLUTION FROM COMMEND

- **Effortless Operation and Comprehensive Overview** of all hardware and software components at the control center thanks to a well thought-out operating concept. This **enables full concentration** on the callers (visitors, people who need help, employees, etc.)
- **Simplified control Functions** for all information sources converging at the control center: audio, video and data.
- **Seamless Documentation** extending to audio/video recording improves the quality of the control center service and enables events to be traced seamlessly.
- **Automatic Call Forwarding** to another control center, Intercom station (stationary/mobile), or to the public telephone network. This ensures that control center personnel are always reachable, even if the control center itself is temporarily unmanned.
- **Optimum Response Times** thanks to automatic call distribution to several control stations during high call volumes and prioritization of calls, e.g. emergency calls.



THE RIGHT CONTROL STATION FOR EVERY BUILDING SIZE



STUDIO - Visual control center management

Clearly designed graphical user interface for comprehensive control with the aid of visualization and functions for call recording and logging.



CONDUCTOR control desk system

Modular control station system with display, full keypad, programmable buttons, expandable with one-touch button module. Supplemented by a gooseneck microphone and handset module for flexible communication.



id8 - Symphony control center intercom

Control station with 8-inch touch display, freely programmable button and optional camera. Expandable with one-touch key modules for immediate response via direct connection.



Desktop intercom stations with control station functionality

Master and control station intercoms with LCD display, optionally with gooseneck microphone, handset or speed dialling module



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.

Ready for innovative Commend solutions in your company building? Contact us now!

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

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