

AIRPORT COMMUNICATIONS
CONNECTING THE WORLD

Revolutionising your passenger journey.

UK_V3

TRUSTED. COMMUNICATION. ALWAYS.



INFORMING – ASSISTING – WARNING – CONNECTING VERSATILE SOLUTIONS FOR AIRPORTS

REVOLUTIONISING THE PASSENGER JOURNEY WITH SEAMLESS INTEGRATION

Navigating airports can often be a daunting task, that's why our platform revolutionises the experience with its seamless integration of advanced audio, video, and interactive screens. From the moment passengers arrive, they are guided effortlessly through every stage of their journey.

With decades of expertise in managing car parks and transport hubs, our intuitive help points provide personalized, real-time assistance. Offering on-demand guidance, travelers can access crucial information when and where needed, ensuring a smoother, stress-free journey with updates on routes, amenities, and more.

PARK WITH CONFIDENCE

Seamlessly integrated communication modules within barriers, register systems, and ticket machines ensure improved communication and operational efficiency for the operator, streamlining the airport.

EFFORTLESS NAVIGATION AND ASSISTANCE

Whether arriving by car or public transport, passengers are guided by strategically placed screens and audio systems offering real-time updates and directions. Our advanced touch devices (OD5, OD10, and OD22) allow passengers to easily check flight details, locate check-in desks, or find the fastest route through the terminal. Powered by the Ivy, your AI assistant, these devices provide conversational support in 32 languages. Ivy also optimizes lift operations with EN81-compliant solutions, recommending the best lift based on passenger flow.

INFORMATION TERMINALS AND EMERGENCY CALL STATIONS

Vandal-proof and DDA/ADA compliant communication stations, the OD22, for waiting areas, passenger airlocks, and lifts, either wall-mounted or integrated into columns or check-in machines.



FOR SMOOTH OPERATION...



INTEGRATED SERVICES AND ENHANCED OPERATIONS

Passengers can easily purchase fast-track services via our touchscreen devices, such as the OD22, saving time and enhancing their experience. Our platform integrates with access control and radio systems for seamless activation. In emergencies, touchscreens display critical information, such as fire escape routes, to guide passengers to safety.

UNMATCHED SECURITY AND AWARENESS

Our platform's AI offers advanced video analytics that integrate with existing Video Management Systems, allowing any IP camera to connect seamlessly. It can detect security issues like abandoned bags or missing children, instantly broadcasting alerts via the PA system or notifying operators for quick action.

CRYSTAL-CLEAR COMMUNICATION

In noisy areas, our platform's noise suppression technology ensures that audio remains clear and intelligible, a vital feature during incidents and emergencies. This enhances the ability of operators and passengers to communicate effectively, even in challenging environments.

LIFT EMERGENCY CALLS

The safety of passengers in the lift cars and of technicians in the lift shafts and in the machine room is of paramount importance. It is further ensured by the European EN 81 series of standards, which guarantees compliance with all mandatory requirements.

PUBLIC ADDRESS AND INFORMATIONAL ANNOUNCEMENTS

IP Loudspeakers and IP Amplifiers, designed to elevate communication across terminals, shuttle buses, and parking facilities. Whether coverage for all terminals or a zone-bound solution is needed, our advanced technology ensures seamless audio distribution and optimal communication of announcements, predefined messages, background music, or live announcements.



...AND A WELL-MANAGED PASSENGER EXPERIENCE

A DYNAMIC PLATFORM FOR EVERY NEED

The versatility of our system means it adapts to both routine operations and critical situations. By linking audio, video, screens, and AI into a unified solution, we deliver not only a superior passenger experience but also a more efficient and secure airport operation.

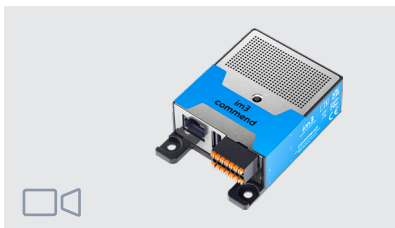
Here at Commend, we know that every journey begins at home, but with our platform, it continues far beyond the airport. From the moment passengers plan their trip until they reach their destination, we offer a comprehensive, connected experience that ensures efficiency, safety and convenience at every step. Our team is ready to guide you through the innovative solutions that Commend provides, from seamless communication to advanced security systems. Explore the endless possibilities that can enhance your operations, optimise passenger flow, and improve safety. Together, we can create a smooth, safe, and exceptional journey for travelers worldwide.

COMMUNICATION FOR EVERY AIRPORT'S UNIQUE STYLE



IM6 - INTERCOM MODULE

A versatile IP-based, multi-sensory intercom module that offers a wide range of possibilities. It supports touch displays via HDMI, has a built-in Class D amplifier for high quality audio and offers flexible connectivity with RJ45 and USB ports. It also has built-in inputs and relay outputs, making it an ideal choice for a variety of applications.



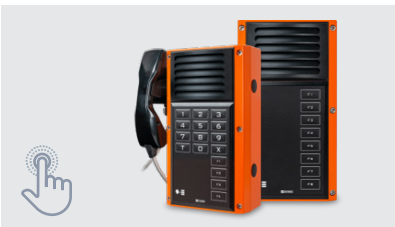
IM3 - INTERCOM MODULE

A super-compact IP-based intercom module for building custom intercom stations and OEM solutions. Featuring Smart Audio Amplifier technology, RJ45 and USB connectivity, and built-in input and relay outputs, it offers outstanding audio quality and easy-to-use connectivity for seamless integration into various communication systems.



PARKING GUIDANCE

The M5 Smart-Sensor uses cameras to detect, identify, and count vehicles in parking spaces. Powered by smart AI algorithms, the sensor continuously processes camera images to track parking occupancy, and it can stream footage for surveillance. Plus, its durable IP66-rated housing keeps out water and dirt, ensuring reliable performance.



BAGGAGE HANDLING

These stations are specially designed to handle tough conditions, with the durability to resist extreme temperatures, high humidity, and dirt. They maintain crystal-clear communication, ensuring high speech intelligibility even in noisy environments like baggage make-up areas, delivering excellent speech clarity no matter the conditions.



Hello, I'm ivy

I CAN ASSIST IN EVERYDAY SCENARIOS AS THE WORLD'S FIRST CONVERSATIONAL AI VOICE ASSISTANT FOR PUBLIC SPACES.

TRANSFORMING YOUR DAILY ROUTINE

Need a helping voice at your call centre, help point or info terminal? Meet Ivy – the world's first artificial control centre intelligence that can talk and respond to requests like a human would!

Everything in and about Ivy is designed specifically with two purposes in mind: to **empower your call centre staff** and to **elevate customer experience** at your business to the next level. As the world's first conversational AI voice assistant for public spaces, Ivy's artificial intelligence allows her to communicate exactly like a human, as well as learning from each request and continuously improving her service.

What more, Ivy can communicate in any language which allows her to provide increased levels of customer experience in virtually any environment.



BETTER CUSTOMER EXPERIENCE

Conversational AI technology can enhance the customer experience by providing a seamless and efficient 24/7 availability for customers to interact through direct messaging.



POWERFUL HUMAN-AI SYNERGY

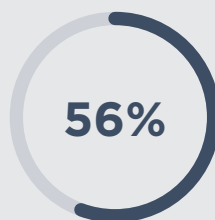
Empower your team with conversational AI. Automated routine and empty calls are identified and filtered out, allowing your team to focus on high-priority calls.

ENHANCE SERVICE QUALITY AND LIGHTEN OPERATOR WORKLOAD SIMULTANEOUSLY



TIME SAVED

Empty calls are simply handled by Ivy, freeing the operator to deal with urgent calls



JOURNEY REQUESTS ANSWERED

While employees handle urgent support requests, Ivy automates handling of wayfinding inquiries or tedious repetitive tasks



CALL PICK-UP TIME

The average time can be reduced to less than 0.5 seconds, which represents an improvement in service quality

WELCOME TO THE AGE OF COMMEND AI

The world is changing, populations are expanding, and habits are evolving. Cities, buildings and public spaces are having to plan & adapt faster than ever to keep up. Commend Ai provides the platform that enables those who see these challenges, to not only manage them but embrace them.

Commend Ai is an Audio/Video-based service for evidence-based safety, designed to empower environments. With a smart integration of computer vision AI, audio biometrics, big data, and enterprise messaging, Commend Ai allows cities, buildings & public spaces to adapt to ever-changing threats to combat 21st-century problems such as pandemics, overcrowding, missing people and crime whilst simultaneously provide a better experience for all.



FEATURES AND USE CASES OF COMMEND AI

Unattended & Missing Items

Detect unattended items in public spaces within a set time threshold and trigger alerts for loud sounds, gunshots, breaking glass, and screams. Maintain consistent video quality despite low light, high brightness, low frame rates, or signal loss.

Missing People & Detection

Detect faces from any angle, building a robust descriptor as the person moves. Monitor missing, wanted, or staff lists and search by photo, name, or passport number. Identify appearance features like gender, age, race, and more, and detect spoofing attempts in access control systems.

Traffic Control & Number Plate Recognition

Read license plates from 30+ countries, allowing searches by vehicle number and owner data. Detect traffic issues like congestion and accidents, measure speed, and classify vehicle type, color, make, and model.

Antisocial Behaviour & Threat Detection

Detect guns and knives in public spaces, and monitor security areas for people and vehicles using tripwire or zone alerts. Ensure railway safety by detecting unauthorised personnel while ignoring trains and passengers. Detect parking and driving violations.

Crowd Control & People Flow

Detect and count crowd density in public spaces, with automated PA announcements to manage overcrowding. Identify people falling due to illness, accidents, or homelessness. Track foot traffic by counting people crossing a tripwire, useful for demographic estimation.

Track & Route Objects

Object, person, and vehicle mapping to allow tracking of routes and locations. This can be used to follow an object's movement, locate missing persons or persons of interest, and track stolen vehicles or identify traffic violation patterns.

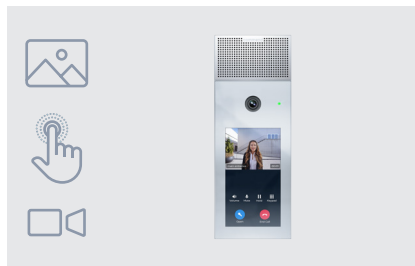


INFORMING, ASSISTING AND WARNING PASSENGERS



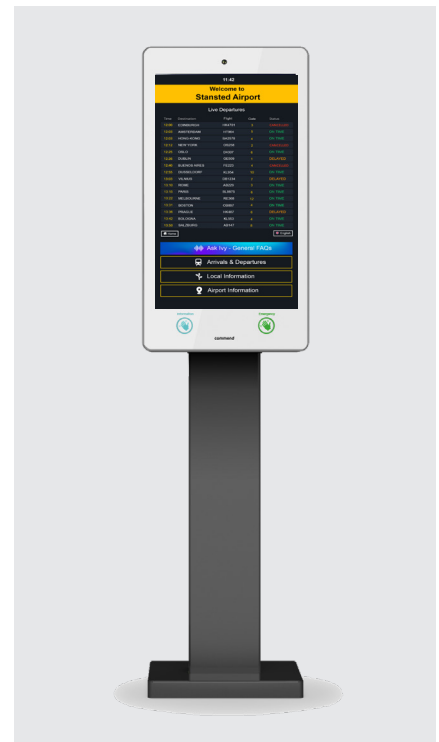
ID8 - CONTROL DESK STATION

Multi-functional desk station equipped with a brilliant 8-inch touch display, allowing optimal operation of symphony control desk functions, complemented by a freely configurable button.



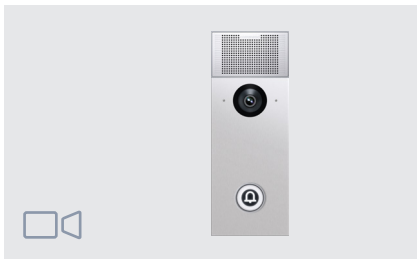
ID5 - STATION WITH TOUCH DISPLAY

Multi-functional indoor intercom station in its desktop version to efficiently manage operations and facilitate communication for running the airport.



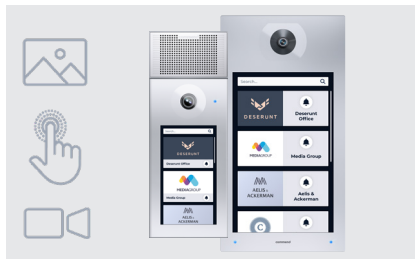
OD22 - INDOOR/OUTDOOR HELP POINT WITH TOUCH DISPLAY

The graphical user interface can be adjusted to suit the user's requirements from advertisement, to interactive content such as wayfinding. Dedicated emergency mode feature-set for managing crises events.



OD1 - VANDAL RESISTANT CALL STATION

Compact intercom station with camera and one large call button.



OD5/OD10 - OUTDOOR STATIONS WITH TOUCH DISPLAY

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



PA SPEAKERS

PA systems ensure clear communication for crowds, emergencies, and daily operations. They integrate seamlessly, adapt to noise levels, and allow pre-recorded announcements.



WS 300V SERIES

Equipped with sensitive camera sensors that offers a superior dynamic range. Excellent audio quality and comprehensibility independent of background noise.



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 take-off into the world of Airport Solutions by Commend? Please contact us.

commend.co.uk

QUALITY TESTED. RELIABLE. WELL-DESIGNED.

Digitisation 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 prioritise Privacy and Security by Design, guiding our product development, IT technology choices, and consistent updates, including vital IT 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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