



COMMEND
**DATA CENTER
SECURITY SOLUTIONS**

Security on Multiple Levels

TRUSTED. COMMUNICATION. ALWAYS.



SMART AND SAFE BUILDING ASSISTANCE FOR CRITIAL INFRASTRUCTURES COMMUNICATION AND CONTROL

Data centers are vital repositories for vast amounts of data, enabling businesses to process, analyse and distribute information while facilitating connectivity between businesses and service providers. Cybersecurity in line with standards such as ISO 27001 and IEC 62443-4-1 is a top priority. This calls for a strong focus on physical security as well, to prevent all kinds of security breaches. Advanced Security Intercom integration not only enhances the overall security infrastructure but also enables proactive monitoring and smooth response to potential security breaches. It provides real-time audio communication capabilities, enabling personnel to interact with and assess the intentions of individuals seeking access to secure zones.

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.

Clear communication to and from the security operations centers is crucial when it comes to a clear overview of the premises at all times. Intercom terminals, help points, loudspeaker and all kinds of alarm and security devices are integrated on a multifunctional platform for Advanced Building Security with centralized monitoring.



Networking of Sites

Calls can be forwarded automatically to other Control Desks or several buildings maintained by one Control Desk (at night).



Interfaces and Integration

Connect Commend Systems with various other systems and get unique benefits through automatization or just use the I/Os.

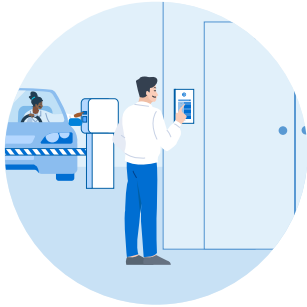


System Availability

High Availability through End-to-End self-monitoring to prevent outtimes.

PERIMETER PROTECTION

Prevent strangers from entering your premises with perimeter protection, public address and seamless integration with video surveillance systems. This perfect team ensures that your premises are protected from any external threat, such as physical attack or theft. Intruders are tackled directly from the SOC/Control Room: perfect support for your security personnel.



COMMUNICATION AT ACCESS POINTS

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. Other security and building management systems, such as access management systems, are seamlessly connected to the assistance system via standard IT interfaces. Despite the wide range of ambient noise, perfect speech intelligibility ensures that every word is understood immediately and problems are solved quickly.

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.



MULTI-PURPOSE INTERCOM STATIONS

Cyber resilient Intercom edge devices with touch display and different modes of operation, suitable for all kinds of internal communication, e.g. door communication to secure zones, office communication, help and info points, etc. In case of an incident, the display can be used to display additional instructions.

PUBLIC ADDRESS ON THE WHOLE PREMISES

Networkable IP loudspeakers and IP amplifiers are the perfect Intercom add-on: secure, simple and straightforward. Commend IP-PA systems provide for voice announcements and playback of pre-recorded messages for a single floor or an entire building, presenting information, as well as warning and evacuation advices.



Speech Intelligibility

Superior speech intelligibility regardless of background noise.



Cybersecure Connections

Multi-level cyber security offers the highest possible cyber resilience in times of increasingly sophisticated cyber threats.



Instant Call Answering

When it really matters, security and service personnel must be able to respond to calls immediately and without losing time.

TEN INTERCOM HOTSPOTS FOR MAXIMUM SAFETY AND SECURITY

1 MULTIFUNCTIONAL INTERCOM TERMINALS

Our Intercom terminals ensure smooth operations and quick responses to security incidents in buildings and on campuses. 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.

FOR INFRASTRUCTURES THAT ARE SAFE AND LONG-TERM

2 MANAGING PEOPLE FLOW

Advanced Building Security Intercom Systems offer 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 also offer 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 the IVY Virtual Assistant, the world's first Intercom voice assistance system, are delivering revolutionary possibilities for reducing workload at control and security centers while simultaneously improving service quality.

4 SECURITY OPERATION CENTER MANAGEMENT

Handling incoming calls, switching video, and controlling 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. 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 in the control room, the entire system becomes a comprehensive emergency and danger/hazard response system that proactively supports in managing incidents. This ranges from evacuation assistance with escape route displays and audio support, to the 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 support emergency operating plans.

... EVERYDAY AND IN EMERGENCIES

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 ensure reliable protection of critical infrastructures, from the perimeter to deep inside protected building areas. Seamless, secure communication for secure business continuity.

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 awareness 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.

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 present, Intercom terminals ensure smooth operations and rapid response to extraordinary events.

IN EVERYDAY LIFE - STANDARD OPERATION PLANS

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



IN AN EMERGENCY - EMERGENCY OPERATION PLANS

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 versatile and 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 and immediate contacts to the right service points, emergency centers, or security service providers, ensuring timely response, especially in critical situations.

Command 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. External content can be integrated as needed to ensure maximum flexibility and functionality.

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 features 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 needing 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 is 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

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 queueing - 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.

Evergreen Technology

Durable products, long-lasting technology and great scalability for maximum cost efficiency over the entire operating lifetime.

SECURITY SOLUTION

PERIMETER PROTECTION

Reliable all-round protection is essential when it comes to securing security-critical outdoor areas. Modern CCTV/ video surveillance does not provide any means of actively intervening in events on-site to defuse critical situations. Command solutions provide the essential audio component to make this possible. Bi-directional audio connections allow staff at the control desk to observe and actively intervene in ongoing events at the site under surveillance. The clear advantage over 'classic' video-only surveillance is obvious: a firm warning can defuse or even prevent security-critical activities like vandalism or theft much more quickly and more effectively.

AUTONOMOUS WARNING SYSTEM

If a person approaches the secured premises, a self-sustained, sensor-driven IP loudspeaker issues a specific pre-recorded voice message.

AUTOMATIC WARNING ANNOUNCEMENTS, LIGHTS, VIDEO

Sensor-controlled IP loudspeakers can trigger automatic action sequences, e.g., turning on the lights, placing a call to the control desk and activating a CCTV camera.

LOCATING, INSTRUCTING AND RECORDING

The operator at the security control desk receives a call. A map, video image and action checklist are shown, and recording starts automatically.

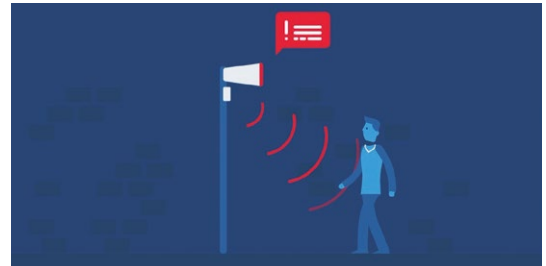
PROACTIVE INTERVENTION

By addressing the person(s) at the site directly via Intercom, the operator can take proactive steps to resolve the situation.

SOLUTION FOR CRITICAL INFRASTRUCTURES

Securing critical infrastructures is of highest importance. This is why the perimeter of power plants, transformer stations and especially data centers is being fully fitted with combined video surveillance and PA solutions.

The solution will respond to persons approaching the premises and issue pre-recorded warnings. Staff at the central control room are provided with real-time data connections over the network, allowing them to address unauthorised persons directly and taking appropriate measures.



HOLISTIC BUILDING SECURITY

PHYSICAL AND CYBER SECURITY ON ALL LEVELS

In **networked digital landscapes**, cyber attacks 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**, stricter regulations and guidelines for the **protection of critical infrastructures** are being enforced worldwide.

In Europe, for example, from October 2024 the **NIS2 (EU 2022/2555) and RCE (EU 2022/2557)** directives for the increased resilience and physical security of critical infrastructures will be valid by national law.

There are three elements beyond using secure protocols and cryptography that are crucial for the resilience of a company:

1. Certifications: ISO 27001 and IEC 62443-4-1 show that a company adheres to strict rules. Audits document that the supplier takes these rules very seriously, and this is vital to a secure development environment. Commend's certifications can be downloaded from our website!

2. Software Updates: Most software will be protected against cyberattacks at the time of delivery. However, new threats appear on a daily basis. Serious suppliers provide regular software updates, ideally with the possibility to subscribe.

3. Security Advisories: Serious suppliers publish vulnerabilities and the recommended action as soon as they become aware of a risk. Endusers can subscribe to our advisories and will always be aware of new threats.

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

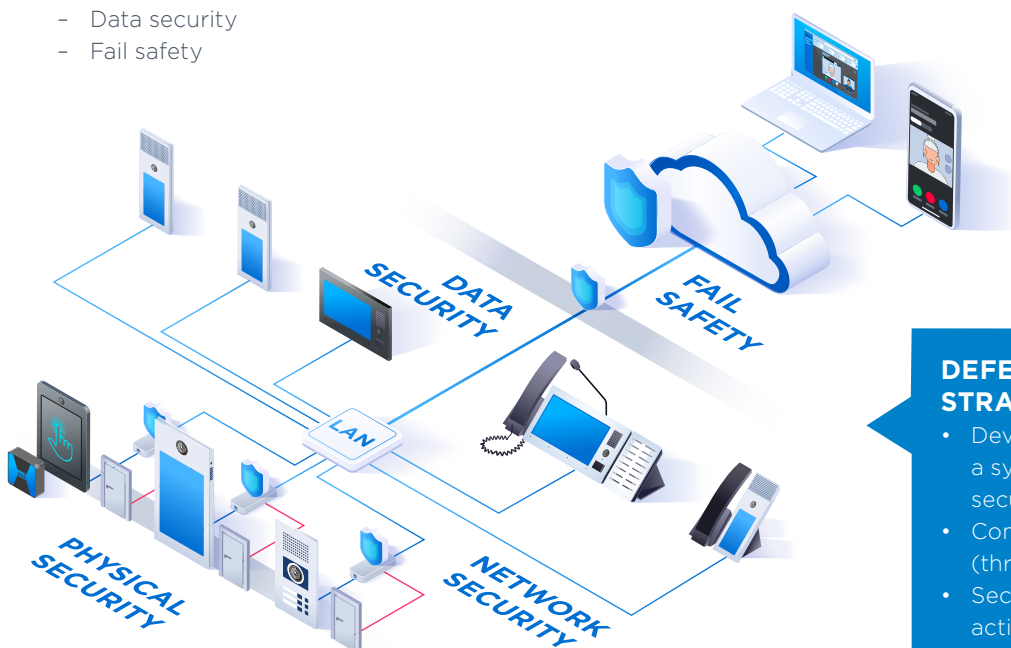
COMMEND - A PIONEER IN COMPLIANCE AND SECURITY

Besides all hard facts there is one more aspect, which is crucial: **Trust**. Commend proves that **as a supplier we are worth this trust**. We offer our customers the necessary cyber security on multiple levels:

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

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.

Security is an active decision: Make sure to follow Best Practices. Commend is an important step to strengthen security in Data Centers as well as for all other Critical Infrastructures.

trust.commend.com





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