empowered by

virtuosis
by commend

THE SYMPHONY SHIFT

Trusted. Communication. Always.

symphonic

Transition from classic on-premise Intercom solutions to the **future of communication** with the **Symphony platform**, unlocking a new era of advanced capabilities and seamless connectivity.
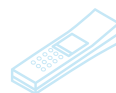
secure

Cyber Security is the dynamic shield that strengthens the **Symphony** ecosystem and the **VirtuoSIS** platform, guaranteeing the **security, integrity** and **confidentiality** – of your communication systems and valuable data.

evergreen

Crafting a sustainable classic by promoting **continuous compatibility** with the latest technologies, championing **sustainability** and promising a lasting return on investment.

'THE SYMPHONY SHIFT'

INITIATING THE LOGICAL EVOLUTION OF COMMUNICATION

Modernising existing on-premise solutions towards the latest VirtuoSIS server technology and access to the latest Symphony Cloud services is the way to go to make existing systems compatible for the future. **Transitioning to the world of Symphony is easy**, thanks to our Evergreen Technology approach, that allows existing classical equipment to be brought up to the new standard of advanced Symphony Cloud services like Ivy.

THE EVOLUTION JOURNEY

Commend makes it easy and flexible for you to **transition from classic Intercom solutions to the modern VirtuoSIS platform and Symphony Cloud**. Depending on your current system setup and individual needs, there are multiple upgrade paths available – all designed to keep your system compatible with the technologies of tomorrow while making the most of your existing investments.

Together, we define a **modernisation path that suits your specific situation**. Whether that means reusing existing cabling and devices or replacing components step by step, our approach offers the flexibility to modernise at your own pace.

The illustration outlines the available upgrade options for different system technologies (Analogue, Digital, IoIP).
With Commend, you can rely on a future-ready solution – tailored to your needs, secure, and built to last.

VIRTUOSIS AS THE KEY TO CLOUD

VirtuoSIS is our software-based Intercom server for on-premise systems and the technical requirement for connecting to Symphony Cloud. Unlike classic hardware servers, **VirtuoSIS allows you to access advanced cloud services via the Symphony Bridge**. It's the logical step if you're looking to modernise your setup while keeping your existing infrastructure.

Take advantage of our Symphony Cloud

Once your system runs on VirtuoSIS, the **Symphony Bridge activates access to the full range of Symphony Cloud services** – including the Ivy Virtual Assistant, the Web Client, and Mobile Clients. It's a solid foundation that brings flexibility, scalability, and future-ready features to your Intercom environment.

NUTANIX
VMWARE
HYPER-V

VIRTUOSIS HIGHLIGHTS

Up to 1,120 IP Subscribers per Virtual Machine

– **112 IP subscribers per instance / 10 instances per server**

– Supports IP-based (SIP/IoIP®) Intercom stations, modules, loudspeakers, amplifiers and third-party SIP-Telephones

100% flexible, 100% compatible

– Flexible licensing options – **expandable at a mouse click**
– **VoIP connectivity** via SIP trunk to IP-PBX servers and service providers, VoIP connectivity to PSTN via SIP gateways

Highly efficient

– **Optimum use** of existing resources: allows you to pool your common infra-structure resources as needed
– **Lower costs and less power consumption** thanks to reduction of physical server infrastructures and improved server/administrator ratio

Interfaces and Integration

– Where security and communication systems are concerned, it is essential for the many different components to work together smoothly.
– VirtuoSIS support open standards and offers a variety of **interfaces to third-party systems** like VMS, Access or Public Address.

THE INTERCOM CLOUD PLATFORM

Symphony Cloud – the world's first cloud-based Intercom platform **built around the principle of "Privacy and Security by Design"** – marks the beginning of a new era in security communication.

Our cloud-based solution platform is built on highly scalable cloud infra-structure, powerful software and extensive features, with the clear aim of harnessing the power of current and future cloud services incl. AI. **Symphony Cloud offers the right service for every size and requirement**.

CLOUD SERVICES

Symphony Mobile Client
The Symphony Mobile Client is the Symphony Cloud service for answering calls and unlocking doors and barriers conven-iently via smartphone or tablet.

Symphony Web Client
The Symphony Web Client is probably the world's most flexible, most easy-to-use Intercom station – and it does not even need any extra software!

Symphony Bridge
The Symphony bridge gives VirtuoSIS On-Prem solutions access to the services of Symphony Cloud, such as the Symphony Mobile Client or the Symphony Web Client.

Symphony Device Management
With Symphony device management, as many or as few devices and services can be added and configured as needed.

Ivy Virtual Assistant
The virtual assistant was developed with one goal in mind: to relieve staff in call centres and control rooms so that they can concentrate on the important issues and incidents.

~~DATA IS~~ ~~NOT SECURE~~ IN THE CLOUD SECURITY GETS A BOOST

Cloud infrastructures offer essential advantages such as redundant servers, redundant gateways in combination with load balancing for high availability and cyber security. **Only an up-to-date system is a secure system**, and the Symphony Cloud is constantly updated without downtime and IT resources. A highly available cloud service is only as good as the software that powers it, and Commend's specialists ensure everything is taken care of to ensure the **Symphony Cloud is there for you when you need it!**
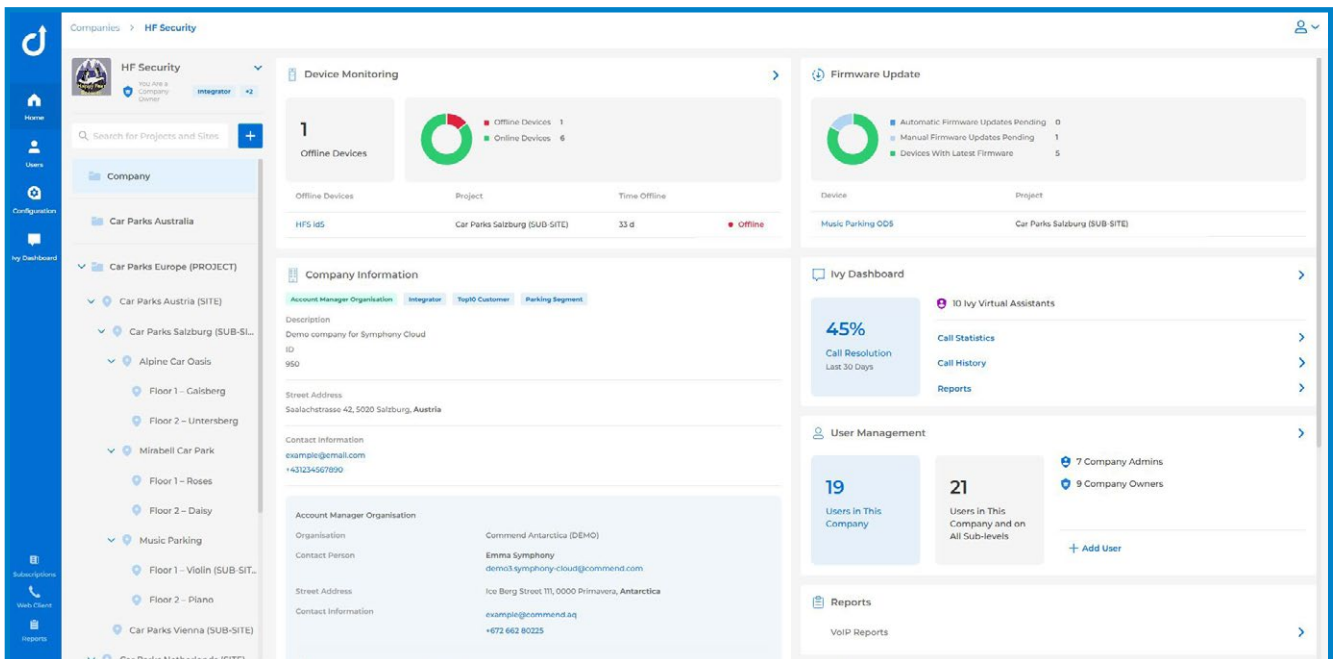
THE NEW HARMONY OF
SYSTEM MANAGEMENT

We are **introducing a new and improved version of System Management via Symphony Cloud**. A new way to manage users, devices and customer projects. And why is that? A clearer view, **more transparency, more security and a better user experience** for system integrators, account managers and the cloud user!

The new System Management offers a **user-friendly dashboard**, a **well-organised menu** for the customer's individual administrative structure and **improved control options**. It clearly separates device and user management and ensures better traceability.

THE COMPANY DASHBOARD FOR A BETTER OVERVIEW

The Company Dashboard is easy to use and designed with the user in mind. It serves as a central hub for managing user, device and project activities. The user receives a real-time overview of important information and will enjoy an improved user experience when navigating through the platform

ROLES AND PERMISSIONS

Different roles and permissions allow **more precise control over who can access what**. Roles such as owner, admin, viewer, account manager and web client user offer different access levels and functions.

ACCOUNT MANAGEMENT

Integrators have a **clear overview of all customer projects**. This makes it easier to manage the sales network. Of course, there is no automatic access to the respective customer's system. However, it can easily be granted for support purposes.

DEVICE MONITORING

The new system management **makes audits, compliance and troubleshooting easier.** In the section device monitoring, users can immediately see whether a device is online or offline, what firmware version it is running on and whether an update is required.
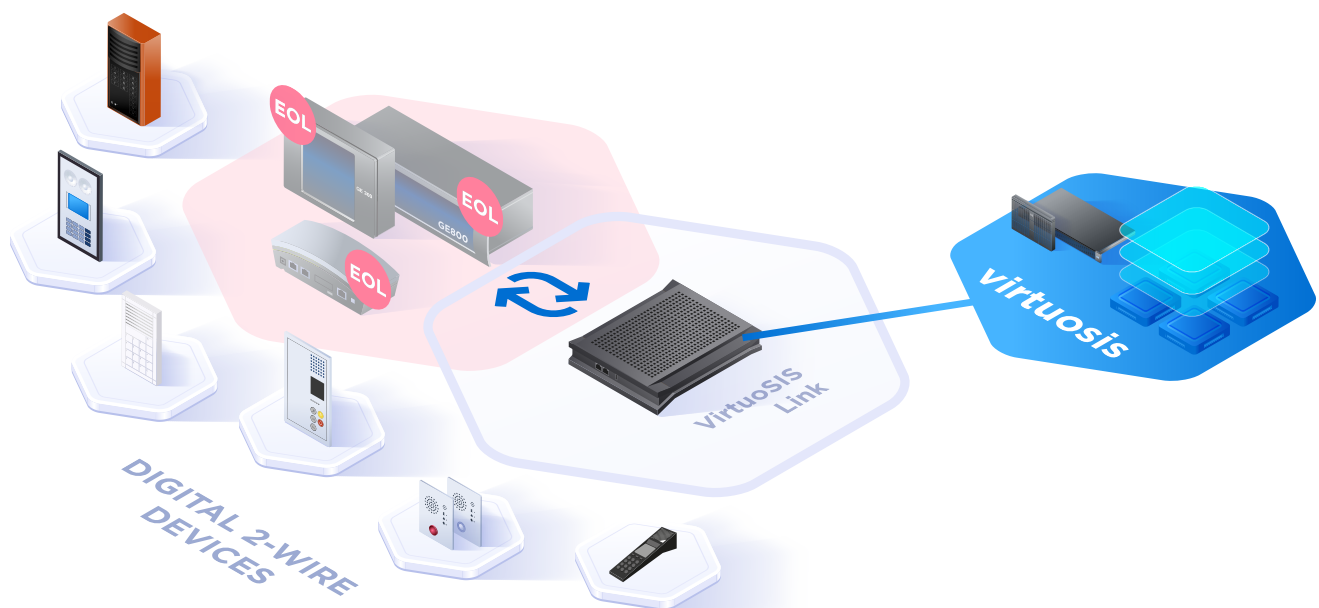
VIRTUOSIS LINK

CONNECT CLASSIC DEVICES TO THE FUTURE

Thanks to Commend's Evergreen Technology approach, **existing digital 2-wire devices can be seamlessly integrated into VirtuoSIS-powered systems**. **The key component is the VirtuoSIS Link** – a compact, plug-and-play interface that connects classic hardware to the VirtuoSIS server environment.

This integration not only preserves your existing investment but also enhances your system with improved cyber security and full access to Commend's communication and control features. Even more, it enables legacy devices to connect to Cloud-native Symphony services via the Symphony Bridge – including advanced features like the AI-powered Ivy Virtual Assistant, Mobile Clients, and the Web Client.

In short: VirtuoSIS Link brings classic devices into the modern, cloud-ready world.
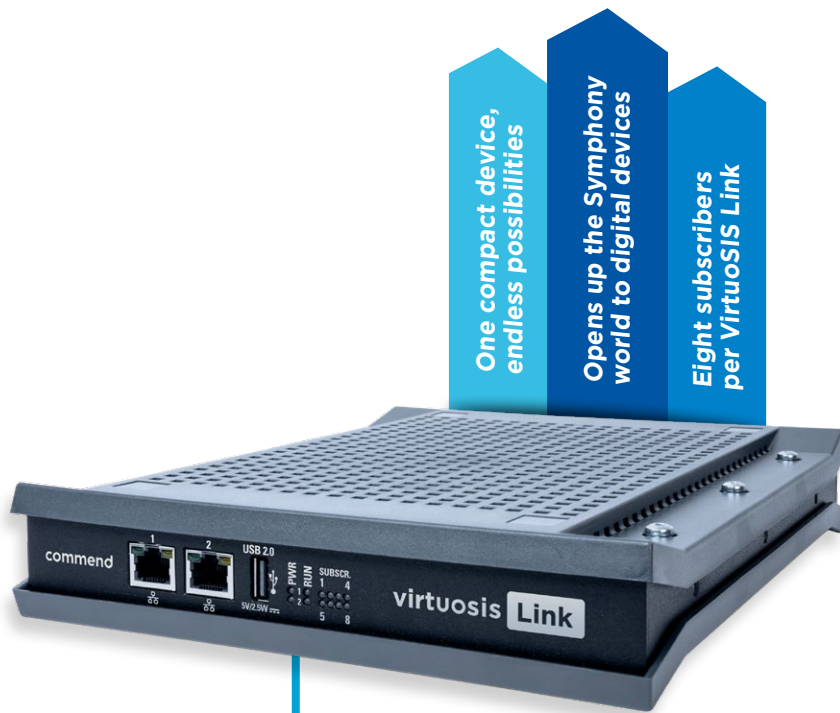

VIRTUOSIS LINK USE CASE:

Modernising the Intercom Solution for an leading Automotive Manufacturer

A leading automotive manufacturer with 2 production sites is currently running its lift emergency system with approximately **3,000 digital 2-wire Intercom Terminals or Modules connected to classic GE800 and even GE700 Intercom Servers**. In order to modernise at a manageable effort, the customer wanted to migrate gradually from branch to branch to the modern Symphony platform and virtual software Intercom Servers seamlessly integrating them into their existing IT infrastructure.

The transition occurs through the **use of the VirtuoSIS Link**, which connects each elevator to the VirtuoSIS Server, **replacing the classic servers**. This

approach allows existing Intercoms, some of which are intricately installed in lifts, and the entire cabling infrastructure to be retained, with **only the server side being replaced**.

This phased approach allows the customer to **bring their system up to date at a manageable cost while ensuring it is compatible for the future.**. In addition, it facilitates the direct installation of modern Syphony Platform Devices directly connected to the VirtuoSIS for future expansion projects.

One compact device, endless possibilities

Opens up the Symphony world to digital devices

Eight subscribers per VirtuoSIS Link

Stepwise System Modernisation
Customers can expect the possibility of stepwise system migration with the VirtuoSIS Link, allowing for the reuse of existing cabling and devices while ensuring a simple and fast replacement process.

Compatibility with VirtuoSIS
Seamless and cyber-secure connection between VirtuoSIS Link and VirtuoSIS-based Intercom Server.

Enables Cloud Integration
The VirtuoSIS Link simplifies Symphony Cloud integration for 2-wire devices through VirtuoSIS, making it easier to access cloud services such as Ivy, Mobile Clients, and Web Clients.

THE BEST INVESTMENT FOR YOUR FUTURE

since 1971

THINKING EVERGREEN

ONCE COMMEND, ALWAYS COMMEND

Commend's Evergreen Technology is a core principle behind our approach to system modernisation. It ensures that even older systems can evolve with new technologies – securely, reliably, and with minimal disruption.
Instead of replacing everything from scratch, our customers benefit from solutions that are designed to last. Existing infrastructure can often be reused, extended or adapted to work with new-generation platforms like VirtuoSIS and Symphony Cloud.

This is more than just a promise – **it's a proven strategy that keeps your communication system future-ready**.

BUILT TO LAST – THE VALUE OF EVERGREEN TECHNOLOGY

Commend's Evergreen approach ensures that your system remains compatible, secure, and cost-effective – even as technologies evolve. Thanks to software updates and backward compatibility, modernisation can happen gradually, without replacing everything at once.

Long-Term Cost Efficiency
Lower total cost of ownership through unmatched backward compatibility and minimal hardware replacement.

Secure by Design
Regular software updates and built-in cyber security keep your system safe and compliant without new hardware.

Sustainable and Repairable
Durable product design, energy efficiency and recyclable components reduce electronic waste and support long system lifecycles.

evergreen.commend.com

A CORE ELEMENT OF MODERNISATION

Modernising Communication Systems isn't just about functionality or compatibility, it's also a critical opportunity to strengthen security. Commend integrates cyber protection into every layer of its solutions, from hardware to cloud services. Our "Privacy and Security by Design" principle ensures that every modernised system benefits from robust, up-to-date security – right from the start.

Built-In Protection

Security is integrated into the system architecture – with encrypted communication, access control, and tamper protection as standard.

Certified Security Standards

Commend is certified under ISO/IEC 27001 and IEC 62443-4-1, ensuring compliance with industry-leading security frameworks.

Ready for What's Next

Regular updates, external audits and cloud-native protection strategies keep your system secure as technologies evolve.
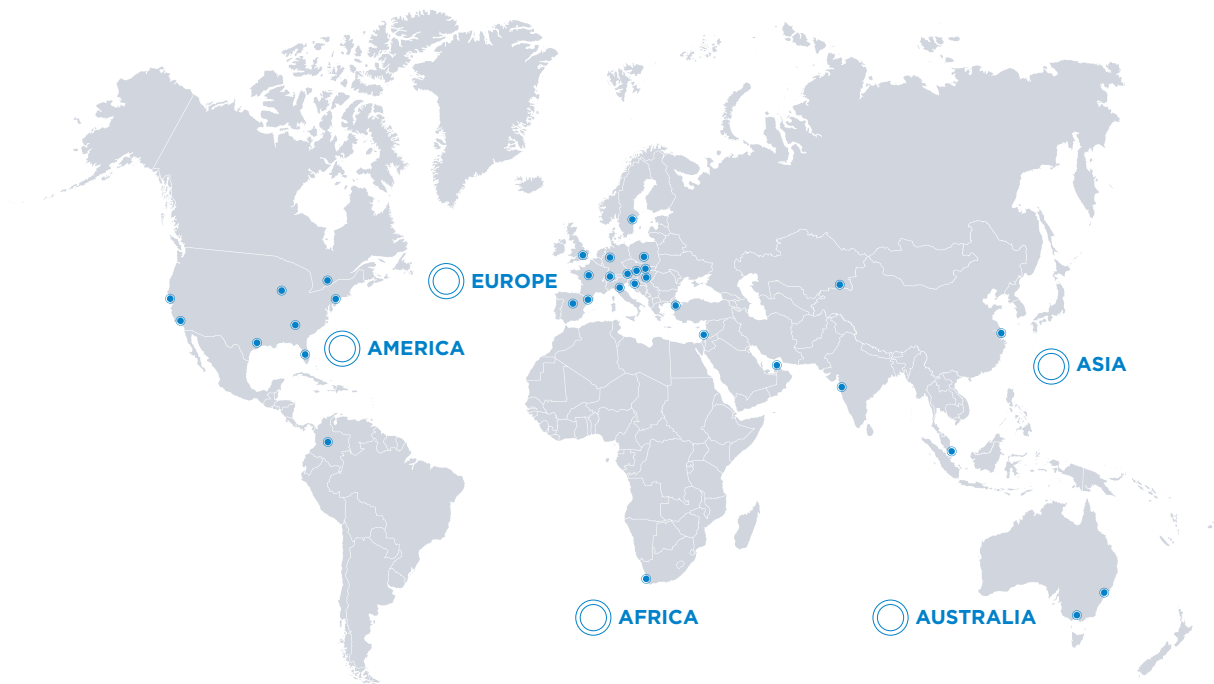
WHY IT MATTERS TODAY

As Communication Systems become increasingly connected, **Cyber Security has become a core requirement** – not just a technical detail. When modernising your system, security must evolve alongside functionality. This is especially true for critical infrastructure, where strict cyber security regulations must be met. That's why **cyber protection is one of the strongest arguments for upgrading** to a future-ready, cloud-capable platform.

trust.commend.com

COMMEND WORLDWIDE

23 sales organisations operating in over 60 countries.
More than 550 employees worldwide.

A TKH TECHNOLOGY COMPANY ‹

EUROPE

AMERICA

ASIA

AFRICA

AUSTRALIA

SECURE COMMUNICATION
SYSTEMS BY COMMEND

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.

**Want to learn more about System
Modernisation and upgrade options?
Visit our website or contact our team.**

commend.com

AUSTRIA

OBS
ESSIVE
ABOUT
QUAL
ITY

Quality tested. Reliable. Well designed.
COMMEND products are developed and
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opment and manufacturing processes
are certified to EN ISO 9001:2015.

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