



Greater Anglia

Network-Wide Help Point Upgrade, UK



Security and Communication

Case Study Commend UK



Photos: Commend UK

Project Details

Customer

Greater Anglia

Project Type

Network-wide upgrade and replacement

Technical Data

- 220 x Passenger Information & Assistance

Points across all 133 stations

- IVY

- EVC/Disabled Refuge Systems

Overview

Greater Anglia is part of a wider transport group, Abellio Transport Holdings, who also operate the Merseyrail concession, East Midlands Railway, West Midlands Railway, plus bus services in London and Surrey. They are owned by 'NS' in the Netherlands who operate the rail services, stations and facilities on much of the Dutch network so are well placed to bring real improvements to services. Department for Transport (DfT) awarded a further contract for Greater Anglia to operate services until 2025.

The Challenge

Greater Anglia required the very latest technologies to ensure both unrivalled reliability and future-proofing of its investments along with the best products available to further enhance their customer experience. Pin hole cameras were required in the Help Points so that the Operators could see the Passenger using the Help Points. Audio Frequency Induction Loops were also required along with the units needing to be fully IP Rated.

The Solution

Commend deployed the very latest technologies via the use of its VirtuoSIS Virtualised IT Platform. VirtuoSIS is the worlds first 100% software-based intercom server which has been specifically designed to integrate seamlessly into the flexible and dynamic world of virtual IT environments.

The new Help Point system from Commend allows passengers to obtain up-to-date and reliable help, information and assistance at the touch of a button. The Operators are also able to view the passengers via the built-in cameras, enhancing safety and security measures.

Commend's Reporting and Recording Software is also provided to allow Greater Anglia to obtain real-time data on how the system is being used, call durations etc. The system is kept fully up to date with a dedication support contract. This provides vital software updates and security patches to keep the system working at its best.

Alongside this system, we also supplied Greater Anglia with our Disabled Refuge Systems at numerous stations in the form of SP401Ds, MP199DRs and GE300s to provide a BS5839/BS9999 compliant solution networked to the VirtuoSIS Virtualised IT Platform.

Next steps

Once fully deployed across the network, Greater Anglia also took advantage of other technological improvements from Commend in the form of our IVY Software. This allows information calls to be answered by the Commend BOT (known as IVY) which provides live updates, journey planning and wayfinding information – improving the customer journey and experience and reducing the number of calls being routed through to the Control Room to improve call response times.



greateranglia



Security and Communication for Railways, Buses and Cable Cars

Products and Integration for a true end-to-end solution.



Right from the word go, Commend UK were with us at the design, the implementation and the support stages of our Help Point implementation. For Greater Anglia, it was important we used a supplier that not only supplied leading edge Intercom/VoIP technology, but one that understood how the rail industry, and more specifically Greater Anglia, worked, and how best to implement that technology in our vast estate. Commend UK were able to do that brilliantly.



Gary Forest
Senior IT Project Manager, Greater Anglia

Real life makes for the best stories

How do Commend solutions cope with the tough real-life communication and security challenges at locations all over the world? Real-life answers to this question are provided by the many case studies on customer projects. - www.commend.co.uk

Your local Commend contact person will be happy to answer any further questions regarding individual solutions.

Secure communication systems by Commend

Can you imagine a system that millions of people rely on every day, where every word counts? This is the world of Commend! Secure, reliable communication is our passion.

As global market leader with over 40 years' experience in developing voice technology, we have integrated video and interfaces to third-party equipment that complies with international norms and standards. Commend is the natural choice for hands-free voice communication systems all over the world.

Other Projects

Brunel University, UK

Docklands Light Railway, UK

Reading Station, UK

A strong worldwide network

COMMEND is represented the world over by local Commend partners, ensuring enhanced security and communication with tailored Intercom solutions.

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Natural Communication



Audio Bandwidth



High Volume



Background Noise Suppression



Loudspeaker-to-Microphone Monitoring



Loudspeaker Line Monitoring



Induction loop module