COMMEND

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Corden Pharma S.p.A.

Management of clean room and plant entrance communications.
Italy

Project Details

Client
Corden Pharma S.p.A. - Plant at Caponago (MB)

Type of Project
Management of clean room and plant entrance communications.

Technical Specifications
1 x "VirtuoSIS" - C-L-SIS-PRO7 Intercom Server Software

1 x SIP Trunk 8 License, feature level "D" for Cisco - C-L-SIS-SIPT8D SIP Server interface

1 x - C-ET908H Intercom Module for Audio Feed

1 x - C-ET908H Intercom Module for Audio Amplifier Interface

28 x - C-WS800FI.C Aseptic IP Terminal devices for Sterile Environments

4 x - C-WS203VICE + C-IP-BRIDGE Vandal Resistant Terminal devices with Access Control Camera

2 x - C-EE980 Operator stations with touch screen

The Challenge

Corden Pharma S.p.A.contacted Alascom Services s.r.l. - Technological partner with Commend Italia - for the development of an intercom system for management of the built-in communications system at the Caponago plant.

Considering the Customer's business - pharmaceutical manufacturing - the technical/functional requirements were stringent.

General Requirements

– For maximum security and operational continuity, the **system had to be redundant**, thus ensuring the management of intercom calls and announcement broadcasts even if one of the two central servers malfunctions;
– **High quality hands-free communications** with devices suitable for installation **in sterile environments**: the system had to **ensure the intelligibility of communications inside the clean rooms**, allowing operators to communicate without interrupting their work;
– The ability to broadcast music through the intercom terminal devices, to offer a minimum of entertainment to staff working in the clean rooms;
– Integration with third-party systems (PABX telephone and sound system) for information exchange and the unified management of communications;
– Communications management of plant entrances with anti-vandalism devices equipped with video cameras;
– Communications management of two geographically distant sites, interconnected only by standard IP infrastructure.

The solution:

Alascom Services s.r.l., Commend's integration partner, who created the system, in agreement with the customer, chose to use the most innovative technology in the world of intercoms: Virtuosis, the Intercom Server Software.

Installed on the company's server, Virtuosis is a

– highly scalable and flexible system that will adapt perfectly to the customer's current and future needs,

– which, in a VMware virtual environment, makes the system redundant and therefore extremely reliable and functionally available.

Virtuosis has also provided for simple system integration:

– of the emergency and evacuation EVAC public address system;

– with the Cisco PABX telephone centre through the SIP Trunk

Thus providing for seamless interaction between the corporate telephone system, fixed and cordless, and the entire intercom system (aseptic terminal devices, operator stations, entrances). Finally, Commend provides easy management of communications among all intercom terminal devices using the IP infrastructure, without the addition of any local hardware.

Clean Rooms

The C-WS800FI.C aseptic terminal devices are perfect for meeting all specific customer requirements:

– protection Grade (IP66);

– easy to clean with the specific detergents used in the pharmaceutical sector;

– compliance with EN ISO 14644-1-Part 5 and IEC 60601-1 (2nd edition);

– high speech quality over the speakerphone.

Because the special membrane is an integral part of the terminal device, "covering" and sealing the entire front panel of the intercom station, its asepsis is not compromised. Despite this physical "complication", the voice quality is powerful, crystal clear and provides intelligible hands-free communications even 5-7 meters away from the terminal device.

Plant entrances

Vandal-proof IP terminal devices with WS203VICE video cameras, which communicate with two operator stations equipped with EE980 touch screens, are used for the surveillance of the plant entrances. If the operator stations are not manned, calls can be handled from any intercom station or from any terminal device in the telephone system.

Due to high costs, the update of the network infrastructure for some external terminal device management has not been possible. Therefore, an IP-BRIDGE converter has been used, which allowed the existing (telephone twisted pair) wiring to be used to connect the anti-vandalism terminal devices to the nearest switch.

Operator Stations

Ease of use, flexible and good speech quality are the characteristics of the EE980 station (Duetto) used for operators. A large 7" touch screen display provides clear visualization of images from the video cameras, and all the information required to manage calls and functions for the entire intercom system.

A brief profile of Corden Pharma S.p.A.

Corden Pharma Spa was acquired by the International Chemical Investors Group (ICIG) in 2009 as a global pharmaceutical manufacturing and service platform.

Corden Pharma is a comprehensive partner in the Contract Development & Manufacturing of pharmaceutical products and related packaging services with 9 manufacturing facilities in Europe and the United States and 1 R&D research laboratory, with a total of 1,870 employees.

Thanks to the Good Manufacturing Practices compliant network of innovative plants and procedures (GMP standards, which provide for manufacturing methods, equipment, means and management of production to ensure the appropriate quality standards), Corden Pharma S.p.A.'s experts translate complex processes, ideas and projects at any stage of development, into high value products.

Corden Pharma S.p.A., at its Caponago plant, specializes in:

– the formulation and packaging of parenteral dosage forms;

– sterile emulsion technology;

– the production of pre-filled syringes;

– the distribution of drugs for clinical trials;

– the development of pharmaceutical formulations.

Security and Communications for the manufacturing industry

Corden Pharma S.p.A. - Plant at Caponago (MB)

> We were looking for a reliable solution that would solve the various regulatory and functional aspects in the integrated management of communications with sealed and certified clean rooms, which are to be cleaned using specific detergents and which contain sterile products, and plant entrances and exits, which would ensure simple integration of the telephone system with the public address and sound system.
>
> It was essential for us to find a full IP solution for management of communications between geographically distant sites without having to implement any local network infrastructure.
>
> Ultimately, the new intercom system also had to be adaptable and expandable to meet future needs.
>
> In addition to being technologically suited to our needs, the Commend solution has proved to be comprehensive and flexible. We appreciate the speed, quality and effectiveness of the Commend products for communications, the management of which are especially problematic in manufacturing environments.

Sabrina Papetti
Information System and Technology (Corden Pharma)

The best stories come from real situations.

What are the solutions that Commend has used to solve difficult communications and security challenges around the world? Our case studies will give you the answer.

Other Projects:

Fratelli Beretta S.p.A.

Harley Davidson Shanghai Co. Ltd., China

AvtoVAZ, Fahrzeughersteller (Lada), Russland

Secure communications systems by Commend

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

Commend is a global market leader in voice transmission with more than 40 years of experience. We have integrated voice and video and created interfaces with external systems, which are compliant with international legislation and standards. When secure communication systems are required, Commend is the obvious choice.

A strong network The world over.

Commend, committed to improving communications and security with its customised intercom solutions, works with local partners in many countries throughout the world.

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