



CASE STUDY | TRANSPORT & INFRASTRUCTURE

ISTANBUL AIRPORT

Commend Elevator Emergency Communication ensures passengers safety



HARUN KARASAÇLI
Istanbul Airport Mechanical
Systems LET Manager

Commend has proven its technology leadership and management capability in its field with 662 emergency two-way communication devices and delivered the products with flawless operation and workforce for Istanbul Airport, the largest airport in the world, which is a pride of our country. Commend's **easy-to-integrate, high-performance emergency communication solution** including 332 elevator modules that have operationally critical importance for Istanbul Airport, is highly appreciated by iGA. We would like to thank all Commend employees who contributed to the Istanbul Airport project where a dream became a reality.



SINAN YILMAZ
iGA Project Manager at
Schindler Türkeli Asansör A.Ş.

Founded in Switzerland in 1874, the Schindler Group is a leading global provider of elevators, escalators, and related services. Schindler mobility solutions move one billion people every day all over the world. As Schindler Turkeli believe that excellence in safety, quality and customer service is key to our long term success. In the construction of Istanbul Grand Airport Project, one of our partner companies, Commend Solutions, met the demanding expectations of the customer to the full extent. Therefore we as Schindler Turkeli, are confident to recommend Commend as a **highly innovative and professional partner**.

COMMEND TURKEY



PROJECT OUTLINE

Designed in its final stage for an annual capacity of 200 million passengers, the new Istanbul Airport is a major aviation hub linking Europe, Asia and the middle East. Quality and innovation standards at this award-winning airport are extremely high. To enable security room staff to deal efficiently with issues at the passenger lifts, the operator needed an efficient, prime-quality communication solution. Reliable round-the-clock operation was essential, as was **barrier-free operation** and the need to **fit in with the available infrastructures**.

To meet the stringent requirements and standards, operator İGA decided in favour of an airport-wide Commend lift communication solution with well over 300 in-car terminals. The system has already proven its worth by enabling **efficient incident response**, ensuring a **high level of passenger safety** and **convenience while meeting crucial norms and accessibility standards**.

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 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.

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

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PROJECT DESCRIPTION AND THE RESULT

It was the quality, experience and security focus that made Commend the operator's solution of choice. Well over 300 Commend Intercom modules were integrated into custom-designed terminals and installed in the lift cars by integration partner Schindler. **Special audio functions** ensure crystal clear speech quality even in a crowded lift car and against the background noise of a busy airport. This is complemented by the **ability to play back pre-recorded messages** to provide situational information and reassurance to lift users. To ensure barrier-free operation, each terminal was fitted with an AFILEB module for transmitting intercom audio signals directly to hearing aids. Thanks to **full SIP PBX compatibility**, the lift communication modules **enable instant direct communication with the control room**; SIP Intercom stations connect the machine room and pit for service and maintenance purposes. For staff at the security room, having direct communication and control lines at their fingertips ensures **extremely short response times** in dealing with lift-related issues and coordinating maintenance work. Right from the start, the resulting efficiency benefit has been significant.

From the airport operator's overall point of view, Commend's direct lift car communication with **24/7/365 availability** has contributed to the airport's high security profile and operational efficiency. Streamlined incident response has also helped to optimise staff resources and **minimise incident-related costs**.

PROJECT DETAILS

Customer

İGA Havalimanı İşletmesi A.Ş., operator of Istanbul Airport

Project Type

Landside passenger lift communication solution

Technical Data

328 x ET962H IP-based Intercom Module

328 x AFILEB Audio induction loop amplifier module

54 x SIP-WS203V Vandal resistant station

30 x SIP-WS212V Emergency call station