



Security and Communication

Case Study – Commend AG Switzerland



LIDL Distribution Centre

Weinfelden, Switzerland



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Project Details

Customer

LIDL Switzerland

Project

Access and communication system for their distribution centre in Weinfelden, Switzerland

Technical Details

1 × Control Desk EE 380 / EM 302 via ET901D, located in the on-site gatehouse

9 × WS 201 VICM Vandal-resistant CCTV-Intercom stations for controlled access to various sections on the premises

6 × WS 201 VICM Vandal-resistant Video Intercom stations installed in 4 entrance/exit gate columns (positioned at different heights to accommodate lorries, passenger vehicles and pedestrians)

2 × WS 810 PI Indoor Intercom stations, installed in strategic locations inside the warehouses

6 × WS 810 PI Indoor Intercom stations, used as desktop devices for various office workstations.

2 × WS 303 VICM VWT Entrance Intercom stations

2 × external fixed-dome cameras for displaying relevant overviews

1 × GE 300 EU Compact Intercom Server

The Challenge

Large industrial facilities such as distribution centres require proper protection against unauthorised access. The access system uses a pre-defined set of rules (WHO may go WHERE and WHEN) to ensure that only authorised persons or vehicles are granted access to the indoor or outdoor areas for which they have been cleared. This means that access permissions can be limited in terms of time and location.

LIDL Switzerland needed a reliable, easy to operate access and communication management system for monitoring and (on-demand) controlling of transactions on the premises of their distribution centre in Weinfelden.

Particular stress was placed on high audio quality and a durable design, as clear communication at the check-in and check-out points despite loud vehicle noise was essential.

An additional challenge was the required ability to monitor and process all system events from a central point of control and/or to refer individual transactions to other agents.





The Solution

The solution provided for the LIDL distribution centre in Weinfelden is a **classic access control and communication solution**.

A total of six WS 201 VICM Video Intercom stations were installed in four entry/exit gate columns at various heights to accommodate both lorries and passenger cars. Access to the premises requires checking in via the Intercom station at the gate. The calls are relayed to the on-site gatehouse, where they are answered by on-duty staff, who have the option of activating a video connection. Once the caller is authenticated and cleared for access, the operator opens the barrier conveniently from their control desk. Despite the high level of engine noise generated by the vehicles, superior Commend audio quality ensures crystal clear voice communication.

This way, **secure controlled access to the premises** can be maintained at all times. Automatic call forwarding to mobile devices ensures that calls will be answered when the reception desk is unattended.

Additional Video Intercom stations are placed at the pedestrian entrance gates, some of them with a protective weather cover.

Several WS 801 PI Indoor Intercom stations are placed at strategic locations throughout the warehouse, while others are used as desktop stations in the back office.

The decision in favour of Commend was based on the quality and durability of the Commend products, as well as their excellent audio quality in acoustically challenging environments. Another deciding factor for LIDL Switzerland was the straightforward, well-organised way that the EE380 Control Desk supports the handling of system tasks.

Brief profile of LIDL Switzerland

The history of the Lidl retail chain goes back to the 1930s, when the firm was established in Germany as a wholesale grocery business. The first Lidl stores opened in the 1970s near Ludwigshafen, and the chain soon grew and expanded throughout Germany until the late 1980s. As a result of further expansion into the international market since the early 1990s, Lidl today operates around 10,000 stores in more than 25 European countries.

This makes Lidl's retail store network by far the largest one in Europe. Lidl will continue to play a major role in the development of new markets.

Lidl Switzerland was established in late 2003, with first stores opening on 19 March 2009.

Lidl Switzerland operates two distribution centres, one in Weinfelden in the canton of Thurgovia, and one in Sévaz in the canton of Fribourg. They serve more than 100 chain stores all over Switzerland. Further stores are planned to open in the coming years. Today Lidl has around 2,000 employees – a number that is growing almost daily.

Vandal-resistant

Integrated AXIS colour video camera with illumination

Sabotage-resistant contacts, poke protection and special screws

OpenDuplex® and IVC for natural, hands-free communication at high volume levels



WS 201 VICM



Security and Communication for Logistics Centres

LIDL Switzerland



For us as owner and operator of logistics centres, the reliability and durability of communication systems is essential. Especially in outdoor locations excellent speech quality is a key decision factor when it comes to choosing a system. The Commend solutions we have been using so far have convinced us that this is the way to go. This means we will be considering Commend solutions for future projects as well.



Daniel Schürz, Project Manager, Immobilien Zentral, LIDL Switzerland

Real life still 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. They are available as downloadable PDF files in German, English and several other languages.

Your local contact person will be happy to answer any queries you may have regarding individual solutions.

Other Project References:

Tribunale Penale Federale Bellinzona (Federal Criminal Court), Switzerland

Baden Canton Hospital, Switzerland

Gravel and pre-cast concrete plant in Walliswil, Switzerland

Secure communication systems by Commend

Can you imagine a system that millions of people rely on every day, where every word has to count? That's the world of Commend! Secure, reliable communication is our passion.

As a 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 preferred choice for secure communication systems all over the world.

A strong network,. worldwide.

Commend is represented the world over by local Commend partners, providing enhanced security and communication through tailored Intercom solutions.

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