



CASE STUDY | BUILDING

LUFTHANSA AVIATION TRAINING

A cloud-based communication solution for visitors and delivery services

As wholly-owned subsidiary of Munich-based Lufthansa Aviation Training GmbH, the recently established training centre in Opfikon specialises in basic and advanced pilot and flight attendant training. However, the firm also offers courses for non-aviators. This enables the transfer of aviation-specific knowledge to companies in other industries. The course schedule covers topics from safety culture to teamwork ('human factor training') and customer focus. Private persons may also book full-flight simulator sessions and fear-of-flying desensitisation seminars.

COMMEND SWITZERLAND

COMPANY PROFILE

Lufthansa Aviation Training GmbH (LAT) is one of the world's leading providers of professional flight training. This is mainly thanks to its high-level competence in basic and advanced training for cockpit and cabin personnel at ten training centres worldwide. Headquartered at Munich Airport in Germany, LAT employs a total of around 1,000 staff at its worldwide training facilities. Its customer base comprises more than 250 nationally and internationally renowned airlines, including Lufthansa's affiliated airlines. In total, Lufthansa Aviation Training provides around 200 technical training devices. These include aircraft for pilot training, flight simulators for all common aircraft models, and emergency and service mock-ups for basic and advanced cabin crew training.

LAT's umbrella brand for the Lufthansa Group's flight schools is European Flight Academy (EFA).

THE CHALLENGE

"Lufthansa Aviation Training" recently moved into the Training Centre next to Zurich Airport. Staff noticed right away that the existing Intercoms did not meet their expectations. Communication with clients and delivery personnel at the various entrances and check-in points was managed with three different, mutually incompatible Intercom systems. User friendliness and customer satisfaction suffered as a result. To make things worse, the image quality provided by the Intercom stations' built-in cameras was rather poor, making it difficult to identify callers visually. The duplex Intercoms in the parking gates worked only sporadically, and automatic notification of staff via mobile phone was delayed.

At the training centre, safety and security always come first. This is why the system had to be raised to a higher level of quality and reliability. More operational flexibility and the ability to answer Intercom calls via mobile phone were key requirements to ensure smooth, location-independent workflows. The new system had to be flexible, modular and easily scalable.



PROJECT DETAILS

Customer

Lufthansa Aviation Training

Technical Data

- 3 × id5 Receiver Station
- 4 × ID5-CM Call Station
- 4 × ET908H Parking
- 10 × Symphony Mobile Client
- Symphony Cloud



THE SOLUTION

With Commend Symphony Cloud, the world's first cloud-based Intercom platform, the new training centre received a cutting-edge Intercom system that delivers digitally networked cloud-native services. Door calls can be answered and doors can be unlocked conveniently via mobile phone, independent of the recipient's location. The main entrance, reception area, delivery bay, and simulator check-in point have been equipped with **id5** terminals, Commend's powerful indoor Intercom stations, for visitors and delivery service personnel.

In the underground car park, the entrance and exit gates were fitted with Symphony Cloud compatible ET908H terminals.

The solution was implemented by certified Commend partner Spetec AG.



SYMPHONY MOBILE CLIENT

Push notifications

Never miss a door call.



Speed dialling

Pressing on a message to open a door and to answer a call or dismiss a call.



Communication

Getting a video image of the caller at the door.



Unlocking doors

Via PIN input, TouchID or FaceID as a protective measure.



Two doors / gates / barriers

Enabling functions above and beyond simple door access control.



Secondary camera view

Switching between camera views to provide a better overview and ensure a higher level of security.



Calling participants on a contact list

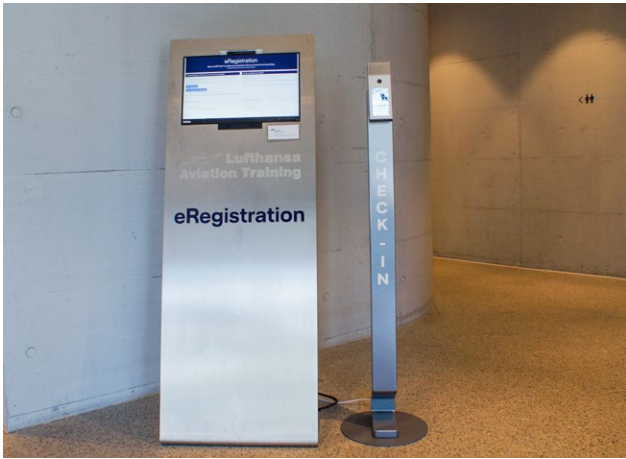
Using a mobile phone to call Intercom stations.



Configuration

Programming and managing call buttons and ring groups conveniently via the app.





JANA WAGNER

IT Project Manager and Application Developer

FABIENNE SPÄNI

Head of Infrastructure



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In the end we decided to go with Commend, because it's a proven, reliable solution that's already being used successfully at Zurich Airport and in the Circle complex of buildings. As a cloud-based system it comes with the extra benefit of lower operating costs. Instead of three different systems we now have a single solution from a single-source provider.

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Thanks to Commend, we now have an easy-to-use solution with add-on capabilities that's perfectly suited to our needs.

COMMEND COMMUNICATION AND SECURITY SYSTEMS

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

Commend is a global market leader with more than 50 years of experience in voice transmission technology. We offer integrated interfaces for video feeds and third-party system integration that conform to applicable legal requirements and international standards.

Commend is the preferred choice when it comes to secure communication systems.

We're happy to provide further information upon request.

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