



CASE STUDY | UNIVERSITY CAMPUSES

MOHAWK COLLEGE

Campus-wide communication for staff, students, and visitors

THE CLIENT

Mohawk College educates and serves more than 32,500 full-time, part-time, apprenticeship and international students at three main campuses in Hamilton, Ontario and learning hubs across Hamilton through City School by Mohawk, and at the College's Centre for Aviation Technology at the Hamilton International Airport. Mohawk is among the top five colleges for applied research in Canada. It has been named one of Canada's greenest employers seven years in a row, holds a GOLD STARS rating from AASHE for sustainability achievements and is home to the country's largest and first institutional building to receive dual certification for Zero Carbon Building Framework design and performance, The Joyce Centre for Partnership & Innovation. More than 130,000 people have graduated from Mohawk since it was founded in 1968.



ROBERT DAVIS

Operations Supervisor, Security Services
Mohawk College



Working with Commend has been an excellent experience. From the moment we first made contact, they worked closely with us to design the Commend system while incorporating existing wiring and locations to help reduce costs and labour. Commend did not actually install the intercoms and assistance phones, but they did provide continual support to the college and to the companies hired to install, program and commission the devices and software. The transition from our old systems to Commend was almost seamless in large part due to the advice and assistance provided by Commend. The products have since proven to be very reliable and easy to use and we are very happy to have partnered with Commend.

COMMEND AMERICAS



PROJECT OUTLINE

Mohawk College, founded in the 1960s, had a hardwired legacy intercom system in their buildings. There was no consistency in the types of installed devices, and many were mounted at heights that were not compliant with AODA (Accessibility for Ontarians with Disabilities Act) regulations. Maintenance on these devices was inefficient and time consuming, because they had to be manually checked to verify if they were functional. The parking lots had assistance phones (secondary intercom system) installed, and these were repeatedly failing.

Additionally, the intercom system was limited in its addressing functionality. Mohawk's buildings are labeled with letters of the alphabet, and the legacy system was unable to be accurately programmed to the required zones, resulting in many of the intercoms having to be improperly labeled.

The biggest complication was that Mohawk maintains the communication systems at two campuses, Fennell and Stony Creek. Since the legacy system could not communicate between the two campuses, each had to have their own security office. This was costly and inefficient, and the need to constantly staff two offices helped spur the search for an upgraded communication solution. Mohawk reached out to a local Commend Partner, who recommended Commend based on the college's needs.

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 / RESULT

Commend devices have been installed in buildings in compliance with AODA regulation. The parking lot phones have been replaced with stanchions combined with Commend intercom stations. Mohawk was able to have guards leave the office at the Stony Creek campus in order to patrol and respond to incidents, while managing all calls from one central location at the Fennell campus, making security operations far more efficient.

During the install process, Mohawk tried to use as much of the existing hardwired infrastructure as possible, which resulted in large cost savings. The new intercom system is now self monitored, and it sends an alert to the command center if a device is no longer functioning. This is typically due to degraded wiring, which is then replaced on an as-needed basis. The Commend devices have proven to be consistent and reliable.

Mohawk College's new solution ushered in an entire institution-wide rebranding. Previously, intercoms were assumed to be for emergency use only. This meant that people were hesitant to utilize them in situations that they weren't sure counted as an emergency. Mohawk decided to present Commend as a communication solution. Stanchions are colored yellow and labeled "Assistance" (as opposed to being labeled "Emergency"). Now, Commend devices are used by housekeeping staff, teachers, students, and visitors; anyone who needs a door unlocked, directions, or just has a question. Campus Security is able to provide assistance faster than ever, because they can identify the physical location of the device as soon as the call is made.

In the future, Mohawk seeks to expand the communication network into the elevators on campus.

Customer

Mohawk College

Project Type

Campus communication and security

Technical Data

1 x S6

4 x CSH 02

38 x USM 831A

79 x ES 831A

121 x ET 901

5 x ES 962H

37 x ES 941A