



CASE STUDY | PUBLIC BUILDINGS

SINGAPORE MANAGEMENT UNIVERSITY

An intercom system to enhance campus safety and accessibility at SMU

THE CLIENT

Singapore Management University (SMU) is a leading university in Singapore known for highly interactive, collaborative, and project-based approach to learning, and its rigorous, high-impact, multi- and interdisciplinary research that addresses Asian issues of global relevance. Its modern campus is located in the heart of downtown Singapore, fostering strategic linkages with business government and the wider community. SMU is also well regarded for producing graduates who are highly employable, entrepreneurial and with a global mind.

<https://www.smu.edu.sg>



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CHALLENGE

Committed to maintaining safety and accessibility throughout the open city campus, the team sought a reliable help point communication solution to support both emergencies and general inquiries.

A significant challenge in the project was the design and customisation of the stand to support the intercom device. Since the units were to be deployed across an open outdoor environment, the stand had to be both functional and resilient against environmental factors such as strong winds and rain. It was critical to ensure that the stands would not tip over, shift, or degrade over time, maintaining a clean and professional appearance on campus while securely housing the intercom devices. In addition to the mechanical challenges, connectivity optimisation presented another hurdle. As the system relied entirely on telco services for communication, it was essential to ensure strong and stable network performance at all locations.

SOLUTION

The TKH technical team worked through multiple design iterations, experimenting with different materials, base structures, and mounting methods to achieve the right balance of stability, durability, and aesthetics for the help point column.

As intercom devices, SMU selected the following:
5 x C-ID5-TDCM for Help Points
1 x C-ID5-DK for Desk Station
1x C-S3 for IP Server

Id5 is a premium indoor Intercom station designed by Commend for seamless communication in interior environments.

Its wide-angle HD camera ensures clear visibility of all users, including children and wheelchair users. Its crystal-clear audio guarantees effective communication in busy indoor and outdoor settings. With a large touch display, flexible expansion options, and seamless integration with the Symphony Cloud platform, it provides a future-proof, user-friendly solution for campus safety and support.

During testing, it became clear that a single antenna was insufficient in some areas due to signal fluctuations and coverage limitations. To address this, a second antenna was integrated into the setup, significantly enhancing signal strength, improving redundancy, and ensuring uninterrupted two-way video and voice communication between the help points and the monitoring station.

RESULT

A new communication system powered by Commend's state-of-the-art intercom technology was implemented. Tailored to meet the university's operational needs, the system provides rapid response times and bolsters campus security for students, staff, and visitors.



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