



CASE STUDY | CAR PARKING

LONDON STANSTED AIRPORT

Enhancing customer experience and operational efficiency in airport car parks through Commend's Help and Information Points.

BRIEF PROFILE

London Stansted Airport is one of the UK's busiest and fastest-growing airports, serving over 30 million passengers annually. Located in Essex, approximately 40 miles northeast of Central London, the airport offers a vital transport hub for both domestic and international travellers.

With flights to more than 190 destinations worldwide, London Stansted caters to a diverse mix of leisure and business travellers, many of whom rely on seamless and stress-free transit through the airport's infrastructure. In addition to its main terminal, the airport operates a comprehensive car parking infrastructure, including short stay, mid stay, long stay, and meet and greet options, designed to accommodate the diverse needs of passengers and visitors.

London Stansted is committed to delivering a seamless and efficient customer experience while maintaining the highest standards of safety, security, and innovation. Significant investment in modernising facilities and enhancing operational resilience ensures that London Stansted remains a leading gateway to the UK.

PROJECT DETAILS

Client

London Stansted Airport, Essex UK

Technical Data

- WS301
- Y-UK-SP101

THE CHALLENGE

One of the primary benefits of Help and Information Points is their ability to enable quick and seamless communication when issues arise. Whether it's a malfunctioning barrier, confusion over payment systems, or a vehicle breakdown, immediate access to assistance can prevent minor issues from escalating into larger problems that might cause traffic congestion or delays.

In emergency situations, these points become even more critical. They serve as lifelines for individuals needing urgent assistance - whether due to medical emergencies, security threats, or accidents within the car park.

The integration of audio communication with CCTV gives operators a fuller understanding of the situation, enabling a quicker and more accurate response. Hearing the tone of voice or distress in a caller's voice can often provide context that video alone cannot, giving "life" to the visual feed and helping operators make more informed decisions.

With thousands of passengers using these facilities daily, often under tight schedules or heightened stress, any delay or confusion can quickly cascade into operational issues. That's why London Stansted wanted a bespoke Help Point unit that would be highly visible, easy to use, and provide consistent service at all times.

Another significant challenge is maintaining rapid response times across a large and often sprawling car park estate. Unlike terminals, car parks can present logistical barriers to quickly reaching a customer in need, especially during peak periods or adverse weather conditions. At Commend, our devices provide crystal-clear communication, allowing the operators to then supply swift on-the-ground support when incidents occur.

In short, our devices needed to offer vital support within London Stansted's car parks, and their effectiveness depended on strategic implementation, reliable maintenance, and a customer-focused approach that met the demand of a fast-paced, high-pressure environment.



THE SOLUTION

Help Points and Information Points are increasingly becoming essential infrastructure within modern airport car parks, and London Stansted is no exception. To meet the high expectations of today's passengers while ensuring operational resilience, London Stansted implemented Commend's advanced Help Point solutions across their car parking facilities.

At Commend, our Help Points offer high-quality, hands-free audio communication, combined with seamless CCTV integration, creating an immediate and reliable link between car park users and operational control rooms. In day-to-day operations, these systems allow staff to manage queries remotely, provide real-time directions, assist with payment issues, and deliver customer support - all without needing to deploy personnel physically across the expansive car park spaces. This significantly enhances operational efficiency while ensuring passengers receive the support they need quickly and conveniently.

In addition to improving everyday service delivery, Commend Help Points serve a vital role in strengthening car park security. Their clear, prominent presence acts as a strong visual deterrent to anti-social behaviour and criminal activity. Through integrated audio-video communication, security operators can swiftly assess situations, intervene where necessary, and maintain a visible and proactive presence, contributing to a safer environment for passengers and staff alike.



THE RESULT

The presence of Help and Information Points can significantly improve the overall experience for passengers and staff while enhancing safety, operational efficiency, and incident management. Real-time communication helps ensure that traffic keeps flowing smoothly, reducing unnecessary stress for both passengers and staff. This not only saves time but also allows staff to be allocated more effectively, focusing on priority areas without sacrificing customer service.

The knowledge that assistance is only a button press away adds a layer of reassurance for users and can improve the overall perception of safety in the facility. In conclusion, our Help Points and Information Points are valuable tools that bring significant advantages to car park environments. From avoiding traffic jams and easing stress to managing emergencies and streamlining operations, these systems play a vital role in creating a safer, more efficient, and user-friendly space for everyone.





TESTIMONIAL

Spokesperson -
London Stansted Airport

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We're delighted with the solution delivered by Commend. It's clear to see the positive impact this will have, not only on the experience of our passengers but also on the day-to-day operations of our teams. We appreciate the professionalism and support from Commend throughout the entire process and look forward to building on this partnership in the future.

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 45 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.

**One of our team will be happy to
provide further information.**

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