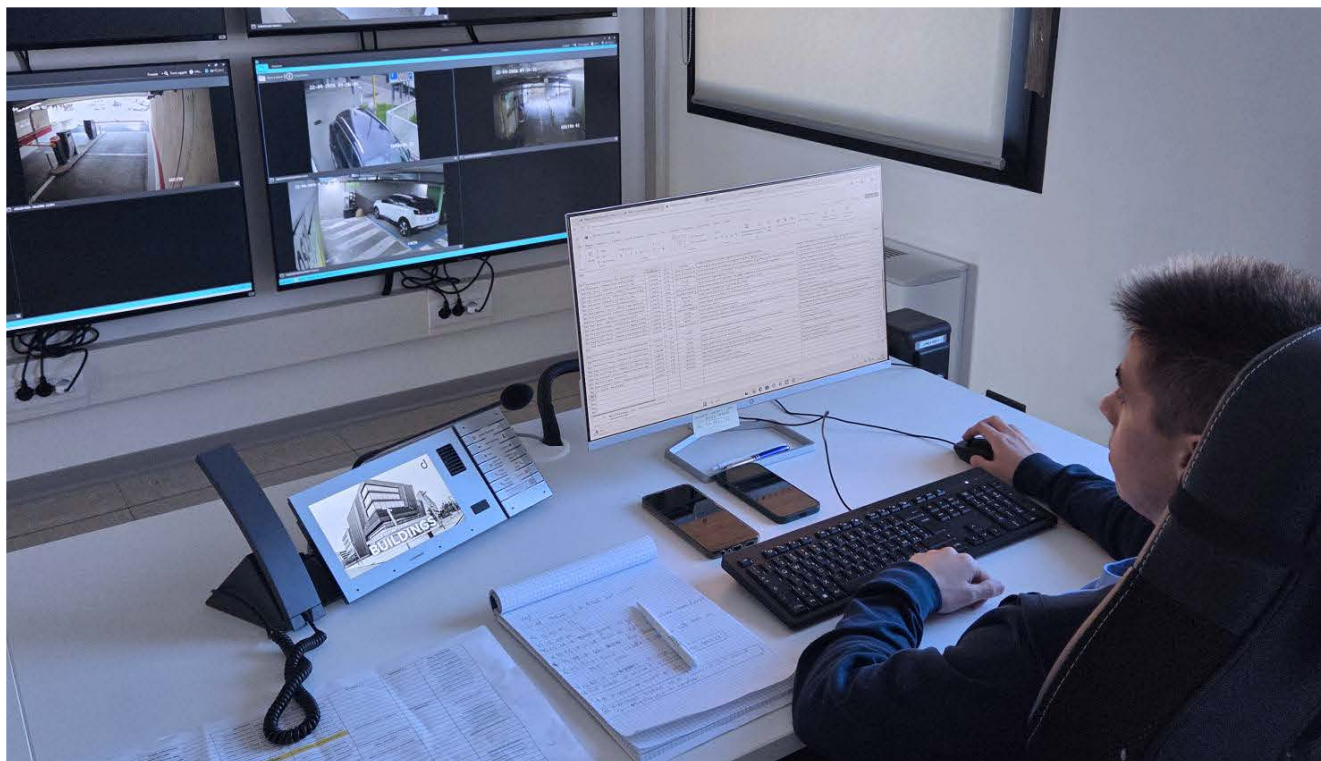




CASE STUDY | PARKING

ABACO MOBILITY

A solution for centralising the management of over 40 multi-storey car parks.

ABACO S.P.A. DIVISIONE ABACO MOBILITY

www.abacospa.it

Abaco has been operating in the local government services sector since 1969. It was initially established as a sole proprietorship, founded by Mr Gianni Gallo, and subsequently, to better meet changing regulatory requirements, incorporated as a public limited company (S.p.A.). It currently has an organisational structure of around 800 employees, based at its registered office in Padua, its administrative and operational headquarters in Montebelluna (Treviso) and in around 100 local offices spread throughout the country, concentrated mainly in the regions of Northern Italy, Tuscany, Marche, Puglia and Sardinia, which correspond to the areas most served by the company. The services offered by ABACO are grouped into six main divisions: Single Property Tax, Property and Waste, Debt Recovery, Legal Assistance, Mobility.

COMMEND ITALY



ING. MATTIA TESSARO

Project Manager ABACO Mobility

We were looking for a technological solution to remotely manage and monitor a large number of car parks spread across the country, with centralised management carried out directly from our new control room in Montebelluna (TV). Previously, this service had been outsourced to third parties. Consequently, this was a project that needed to be built from scratch. The features we were looking for were: high-quality communications in noisy environments, system flexibility, the ability to utilise existing equipment across a diverse range of car parks in terms of brands and models, integration with our telephone system, management of multiple operator stations with display of context cameras during communications, reporting of call events, as well as all aspects related to IT security and business continuity. Today, we can confirm that all our initial expectations have been fully met by Commend's solutions, which allow us to manage our existing car parks flexibly with control room operators and offer seamless scalability for newly acquired car parks.



CONTROL ROOM ABACO MOBILITY

ABACO S.p.A.'s ABACO Mobility division was seeking a solution to centralise the management of over 40 multi-storey car parks, specifically for intercom communication, in order to provide car park customers with an excellent support service for access, payment and exit procedures.

THE CHALLENGE

The objectives were: to ensure fast and easy communication, with excellent audio quality capable of delivering perfect intelligibility even in conditions of high background noise; to rely on a redundant infrastructure and system solution to ensure service continuity even in critical conditions; the ability to utilise Commend intercom terminals/modules already installed in various car parks operated by leading market brands, including those supported by older technologies (4-wire analogue), and to equip additional car parks with the latest generation of IP terminals, as well as to temporarily centralise those car parks that use a telephone line; a control room with user-friendly terminals, which simultaneously allow all calls to be managed whilst also displaying the contextual video feed from third-party cameras already installed in the car parks; managing reports with data sharing via third-party software platforms that enable the tracking of all calls and responses handled by control room operators.

THE SOLUTION

1x VirtuoSIS	1x E-RPT-CPF
2x L-SIS-SIP-8B	1x E-RPT-SPD
4x L-SIS-IP-32B	2x C-ID8-TD
2x L-SIS-SIP-2D	2x C-ID8-DKDDM
1x L-SIS-SIPT-8D	2x C-ID8-DKHS
1x L-SYM-BRIDGE	2x C-ID8-GM
1x Y-IT-E-CC-CTF 1.0	42x C-ET908HMI
1x L-SIS-ICX	40x C-ET901A

ABACO Mobility, mindful of the importance of cyber security, has opted to subscribe to the SUS (Software Upgrade Subscription) service for five years (VirtuoSIS and Studio/RPT), which ensures that the software provided and the firmware of all intercom terminals are kept up to date.

THE RESULTS

ABACO Mobility needed to set up a control room to manage audio/video communications from multi-storey car parks across the country, which featured a mix of brands and models of existing systems. The aim was to manage communications based on existing systems, adapting Commend's 'evergreen' technology where necessary. Some car parks still had 4-wire analogue systems, and the requirement was to retain the existing installations whilst enabling them to interface with new IP technologies.

In this way, Commend was able to meet the requirements, whilst also offering – with a view to the future – the use of the brand-new services based on Symphony Cloud, such as Ivy, Ivy Live Translation and Symphony Mobile Client. Clear and perfectly intelligible communications enhance the quality of services offered to car park users, improving the management processes of the car parks themselves.

SPECIAL BENEFIT

Commend's VirtuoSIS infrastructure, running on a VMware environment, delivers the levels of service continuity and reliability specifically requested by ABACO. The constant monitoring of the terminals installed in the various car parks is a feature that is particularly valued. The required operational continuity is guaranteed by the VirtuoSIS infrastructure and the features typical of Commend solutions.

For further information about communication and security solutions, please visit our website or contact Commend Italia.

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