



CASE STUDY | TRANSPORT AND INFRASTRUCTURE

INGATE CONTAINERTERMINAL

Centralised communication solution for safe and efficient access processes

CUSTOMER INFORMATION

Linz AG

Linz AG is a leading provider of municipal services in Upper Austria, supplying the region with energy, telecommunications, transport and a wide range of other infrastructure services.

As an operator of critical infrastructure, the company places particular emphasis on secure, reliable and future-proof communication solutions. As part of the expansion and redevelopment of the INGATE Container Terminal at the Port of Linz, a modern communication solution was required to ensure smooth operations across the entry and exit areas.



ENRICO TIRINGER

Head of Container Terminal

What particularly impressed us was the excellent speech intelligibility and high level of functionality offered by the Commend solution. Instead of having numerous separate systems, all essential media and functions are now integrated into one central column. This significantly simplifies operations. The collaboration and professional support have also been excellent – we are completely satisfied with the solution.



PROJECT DETAILS

CUSTOMER

Linz AG for Energy, Telecommunications, Transport and Municipal Services

PROJECT

Ingate Container Terminal, Port of Linz

TECHNICAL DATA

- 3 × CS4 columns, height 2,500 mm
- 2 × CS4 columns, height 1,800 mm
- 9 × SIP-WS201V Intercom stations
- IM3 module with LSM and MIC480S
- 8 × WSDUAM-87x87 card reader modules
- 4 × WS-Key for fire brigade cylinders
- GEC882 window intercom station - reception at the terminal building
- Integration into the existing SIP server
- Communication solution for HGV, car and pedestrian access points
- Operation and barrier control via the centralised communication solution

PROJECT DESCRIPTION

As part of the redevelopment and expansion of the INGATE Container Terminal at the Port of Linz, a new communication infrastructure was installed for the access and control areas. The aim was to provide a reliable and user-friendly communication solution for HGV, car and pedestrian traffic.

The project was planned and implemented in close cooperation with the responsible teams at Linz AG. Initial budget planning began in early 2022. Following detailed planning in 2024, the systems were supplied and successfully commissioned in summer 2025.

The installed solution ensures safe and efficient communication between the access areas and the responsible staff, supporting the smooth operation of the terminal.

CHALLENGES

The expansion of the container terminal created the need to equip all entry and exit areas with a high-performance communication solution. Particular emphasis was placed on excellent speech intelligibility, ease of use and seamless integration into Linz AG's existing communication infrastructure.

One of the key technical challenges was the considerable distance between the individual communication points and the resulting cable lengths. At the same time, the solution had to be fully integrated into the company's existing SIP telephone server to enable efficient handling of enquiries and convenient operation of the barrier systems.

In addition, the components had to meet stringent requirements in terms of robustness to ensure reliable long-term operation in the demanding environment of the container terminal.



BENEFITS AT A GLANCE

- Excellent speech intelligibility
- Easy operation and fast communication
- Direct connection to the company's existing SIP server
- Reliable barrier control and access communication
- Robust hardware for outdoor use
- Future-proof and scalable communication platform
- All functions integrated into a single system

SOLUTION

Commend Austria implemented a modern SIP-based communication solution at the INGATE Container Terminal to support the entry and exit processes.

Several CS4 columns in different configurations were installed for HGV, car and pedestrian areas. The columns were equipped with SIP-enabled Intercom stations featuring call buttons, enabling direct voice communication with the responsible staff. Additional modules for card reader technology and a fire brigade key switch were integrated to support access and control processes.

A key element of the solution was its direct connection to Linz AG's existing SIP server. This enabled seamless integration into the existing infrastructure without the need for additional user interfaces or complex system environments.

Particular attention was paid to ensuring excellent speech quality and reliable operation even across long distances. The Commend systems provide clear and intelligible communication even over extended cable runs.

Planning and implementation were carried out in close coordination with the responsible teams at Linz AG. Thanks to the long-standing partnership between the customer and Commend, the requirements were implemented efficiently and the system was commissioned on schedule.



For further information, our team will be happy to assist you.



COMMUNICATION WITHOUT LIMITS



INTERCOM



VIDEO



IT



ACCESS



AUDIO

SECURE COMMUNICATION SYSTEMS FROM 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 50 years' experience in developing voice technology, we have integrated not only video and interfaces to third-party equipment that complies with international norms and standards, we

created new opportunities to integrate overall solutions. Commend can combine individual systems for example video, intercom- or access control to an overall solution and enables within a situation picture an accurate capture of reality in real time. Therefore, Commend ensures and protects people, buildings and values.

Commend is the natural choice for hands-free voice communication systems all over the world.



**Long-term relationship with
both customers and suppliers**



**Project consulting for
customized solutions**



**Highest quality ensures
long product life cycle**

TRUSTED. COMMUNICATION. ALWAYS.

COMMEND products are developed and manufactured by Commend International in Salzburg, Austria. The development and manufacturing processes are certified as per EN ISO 9001:2015. To ensure information security, Commend is also the first ISO 27001-certified Intercom company.

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