



CASE STUDY | PETROL STATION

TOTALENERGIES: REIMS CHAMPAGNE NORD SITE

A robust call and assistance system for safer, more efficient petrol stations

TOTALENERGIES

TotalEnergies operates a network of more than 3,200 petrol stations across France, covering the entire country and supporting the evolution of mobility, from conventional fuels to electric, hydrogen and compressed natural gas (CNG) solutions. Within this network, Reims Champagne Nord, located on the A4 motorway, is one of the high-traffic sites, used daily by a large number of passenger vehicles, heavy goods vehicles (HGV) and electric vehicles. The site offers all the services expected from a modern motorway petrol station: retail shop, food services, dedicated truck facilities, passenger and HGV parking areas, and EV charging stations. It is also TotalEnergies' first motorway site equipped with hydrogen, making it a strategic location for the deployment of new mobility solutions.



EMMANUEL COLLET

France Network / Engineering & Methods /
TotalEnergies Marketing

“ We've been rolling out Commend SIP intercoms for the past two years, building on a long-standing partnership. Moving to SIP was a natural step: the solutions deliver the robustness, audio quality and integration we need.

This is a long-term collaboration grounded in reliable products and consistent technical support. Commend understands our operational constraints, which streamlines each deployment. Together, we're standardising equipment, improving performance and strengthening long-term site security.”

COMMEND FRANCE



THE CHALLENGE

TotalEnergies required a reliable intercom and assistance solution to manage:

- Assistance requests at fuel pumps,
- Payment incidents,
- Issues in truck lanes,
- And support for high-energy areas (EV / H₂), where safety and supervision are critical.

Key requirements identified:

- **24/7 customer assistance** across the entire site (fuel pumps, H₂, parking areas).
- **High audio quality** in a noisy environment (traffic, trucks, wind).
- Enhanced **safety** for staff and customers, particularly around sensitive H₂ zones.
- **Centralised supervision** from the operations room or remotely.
- **Scalability**, essential for a pilot site that is evolving rapidly (new chargers, new energy solutions, new traffic flows).

THE SOLUTION

Commend deployed an **IP intercom solution** based on :

- A **serverless SIP solution**,
- **Call stations** installed at fuel pump islands and technical areas,
- Dedicated **stations for the truck area**,
- A **master station** in the office / back office to manage all calls,
- Optional integration with:
 - **video surveillance** systems,
 - **IPBX**,
 - **multi-site supervision** platforms.

THE RESULT

Faster response times for customer assistance. Enhanced safety, especially in H₂ and EV areas where risks are critical. Centralisation of all calls within a single user interface. A scalable solution, well suited to a site undergoing continuous transformation.

1. **Call stations** are connected to TotalEnergies' IP network.
2. When a customer initiates a call:
 - the operator receives the audio,
 - and, where applicable, the **video feed associated with the area**.
3. The operator can:
 - communicate directly with the caller,
 - trigger actions (opening, lane shutdown, reset),
 - or forward the call to a remote control centre.



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