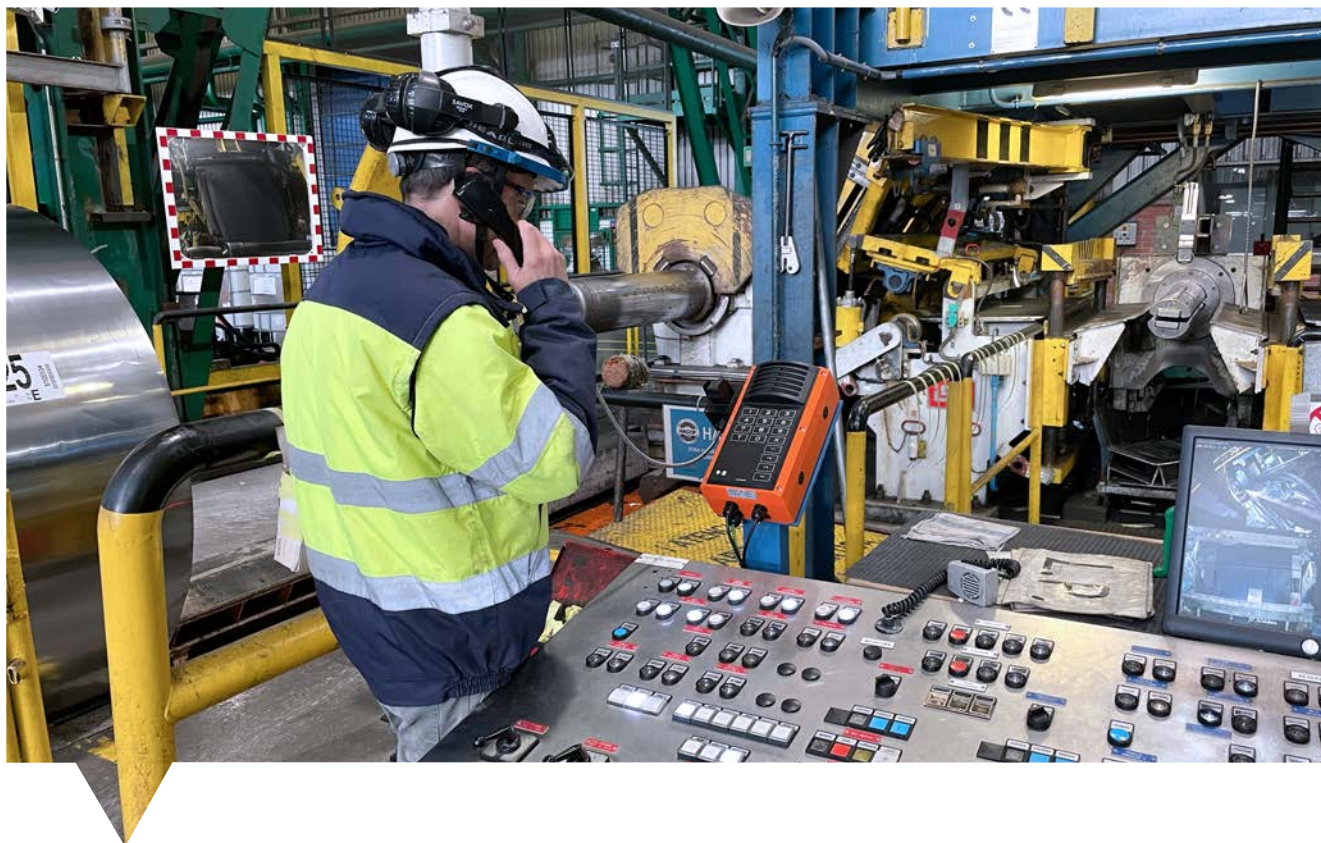




CASE STUDY | INDUSTRY

ARCELOR MITTAL (ETXEBARRI)

Supporting manufacturing operations in a very noisy environment, including operator voice communications through intercom, public address systems, and radio.

THE CLIENT

Arcelor Mittal is the world's leading steel and mining producer with operations in 60 countries and primary steel production facilities in 16 countries.

The Etxebarri plant is located in the metropolitan area of Bilbao. It manufactures tin-plated and chrome-plated sheet metal, using cold-rolled coils as raw material. Etxebarri has the capacity to produce 350,000 tonnes of tin-plated, chrome-plated and prepared steel sheet per year.



RAFAEL GARCÍA MARTÍN

Integrator

Commend provided a complete, end-to-end solution tailored to the factory's unique needs - combining powerful products, flexible integration, and seamless scalability. With decades of experience in the industrial sector, Commend brought both the expertise needed to meet Etxebarri's high standards.





CHALLENGE

At the Etxebarri factory, safety, quality, and environmental responsibility are core values. However, several challenges are affecting daily operations and productivity:

- **High noise levels** throughout the factory floor make effective communication difficult, especially in critical situations.
- **Existing communication systems** rely heavily on traditional telephones, which are not practical in noisy environments and do not support hands-free operation.
- There is a strong need to **improve team communication** in order to boost **workforce productivity** and ensure operational efficiency.
- The current setup lacks the flexibility to adapt or grow, so the factory requires a **scalable communication solution** capable of covering the entire facility.

The customer required a modern, reliable communication system that enhances coordination and safety without compromising productivity.

SOLUTION

The scalable and hands-free communication provided by Commend has transformed how teams interact across complex and noisy industrial environments.

1x GE800
15x EE7000 series
3x EE380 + 3x EM302
18x ET901D

Each machine is massive in scale – up to six stories high – and operated by teams of 5 to 6 people per unit, requiring constant coordination. Every machine is managed by a dedicated team leader, responsible for overseeing operations and synchronizing the team.

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

commend.com

Now, with the Commend system, leaders can instantly communicate key instructions, ensuring everyone is aligned in real time. As a result, all team members are aware of what their colleagues are doing at any given moment, improving safety, reducing delays, and enabling smoother workflows.

RESULT

Worker safety is a top priority, and Commend's solution provides reliable, hands-free communication in high-noise, high-risk environments—ensuring teams can respond quickly and effectively in critical situations. The system significantly enhances efficiency, enabling better coordination, faster decision-making, and reduced downtime across the production floor.

High audio quality and speech intelligibility are essential in such a noisy setting, and Commend delivers exceptional audio performance even in the loudest areas. The solution is robust and built for industrial environments, ensuring long-term durability and low maintenance.

One of the key advantages was Commend's ability to leverage the factory's existing infrastructure, including video cameras and network connections. By using only two cables and IP technology, the factory was able to reuse much of its current setup, reducing installation costs and complexity.

