



# Pharmacy Ludwigs-Apotheke

Vienna, 11th District



## Security and Communication

### Commend Austria Case Study



Photos: Commend Austria



## Project Details

### Customer

Ludwigs-Apotheke, Vienna, 11th District

### Type of Project

Modern communication solution for a pharmacy

### Project Details

The overnight on-call service is managed entirely via SIP Module ET 962A

The sales counter, recipe preparation room, delivery area and cellar are interconnected by way of Intercom stations and IP converters.

An induction loop amplifier module provides audio transmission to hearing aids at the sales counter.

### Technical Specifications

1 × compact Intercom Server **GE 300**

2 × Desktop Intercom Station **EE 411**

1 × Compact SIP Module **ET 962A**

2 × Desktop Station **EE 472 with gooseneck microphone**

1 × Master/Control Desk Station **EE 900 with headset**

2 × **Induction Loop Amplifier WSIL 50P** for transmission of audio signals to hearing aids

6 × IP Converter Box **ET 901**

## The Challenge

At the Ludwigs-Apotheke in the Viennese district of Simmering the rooms are very tall, which results in a distinctive background noise that can cause problems, particularly for the elderly and people with a hearing impairment. In addition to solving this problem, the required solution had to ensure clear communication between staff in various sections of the building, such as the sales counter, medicine preparation room, delivery area and cellar. Another challenge was the need for a communication link between the overnight counter and the room where staff are staying while on standby duty.

## The Solution

In healthcare, professional, decisive and targeted action is key. It is precisely these requirements that Intercom 2.0 has been designed to support. The solution provided for the Ludwigs-Apotheke is based on an IP Intercom system that interconnects three main areas.

### Internal communication

Staff working in different parts of the building (recipe preparation, goods reception, sales counter and cellar) are now able to communicate directly without delay. Five Desktop Stations provide fast, direct connections via a GE 300 make it easier than ever before to stay in touch across all pharmacy departments.







### Overnight on-call service

The overnight service counter is equipped with a loudspeaker/ microphone module. During overnight service, a push of the bell symbol button sets off a call to on-duty staff. When the pharmacy is closed overnight, pushing the button triggers a pre-recorded message informing customers that overnight service is not available.

### Sales counter

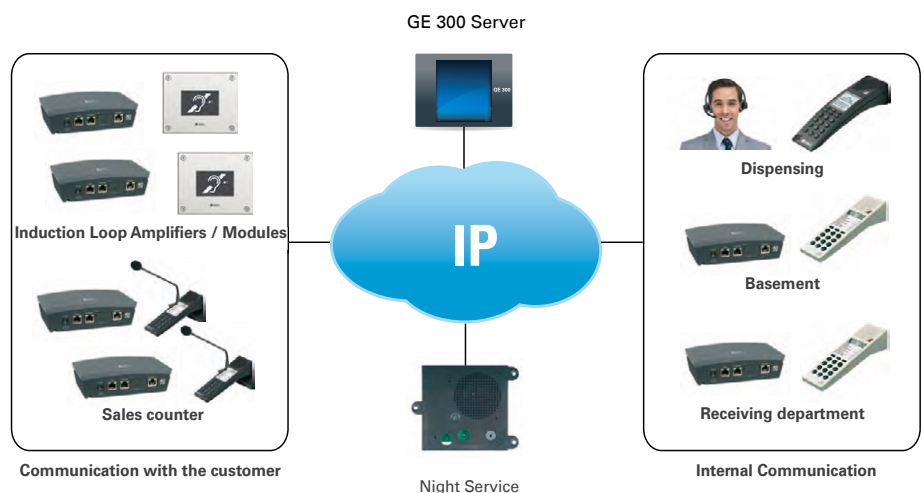
Two counters in the pharmacy's customer area were each equipped with an Intercom station, gooseneck microphone and inductive loop amplifier module. This way, the voice sound of staff can be transmitted directly to the hearing aids of hearing-impaired customers.

## Brief company profile

The Ludwigs-Apotheke in Vienna's 11th district specialises in health care, wellness and beauty care. Fast, competent service, quick sourcing of items not in stock, and excellent professional advice are benefits that customers have come to appreciate and would not want to miss. This is why staff try to keep waiting times even for complicated preparations as short as possible.

The Ludwigs-Apotheke is located just off the Simmering interchange, which makes it easy to reach by car as well as by public transport. 28 employees at the pharmacy serve and provide professional advice to an average 500 to 600 customers a day.

## Solution diagram





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“ Wellbeing is essential, which is why we have made it our mission to assist people in all matters of health, fitness and preventive healthcare. Clear communication is critical to meeting that goal. ”

Mag. pharm. (Certified Chemist) Dr. Dominik Kaiser  
Managing Director

### Real life makes for the best stories

How do the Commend solutions master the tough practical challenges of communication and security in all parts of the world? Real-life answers to this question are provided by the many case studies on customer projects – [www.commend.at](http://www.commend.at).

Your local Commend contact person will be happy to answer any further questions on individual customer projects.

### Secure communication systems by Commend

Can you imagine a system that millions of people rely on every day, where every word has to count? That's the world of Commend! Secure, reliable communication is our passion.

As global market leader with more than 40 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.

### Other Project References

Klagenfurt Clinical Centre, Austria

University Hospital Zurich, Switzerland

University Hospital Center Zagreb, Croatia

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