



CASE STUDY | INDUSTRY

JSW GROUP

Supporting plant communication in a very noisy and corrosive environment, including operator voice and emergency communications through intercom and public address systems.

THE CLIENT

JSW Steel innovative and sustainable presence in various sectors including Steel, Energy, Infrastructure, Cement, Paints, B2B Ecommerce, Venture Capital, Defence, Green Mobility and Sports is helping the Group play an important role in driving India's economic growth.

The group is India's second largest private steel sector company. They have production capacity of 38.5 MTPA with 15 manufacturing facilities in India. Commend has supplied a large plant communication system for its production facility in Dolvi about 75 Kms from Mumbai.



COMMEND INDIA



VIPIN JHARIYA

Senior Manager - Centralized E&A

Prior to installing the Commend System, we faced several challenges with our communication setup, especially in high-noise industrial areas. Coordination between operational teams was often delayed due to poor audio clarity, lack of hands-free communication, and limited coverage. This impacted both operational efficiency and response time during critical situations.

The Commend System has significantly improved our on-site communication. Key benefits include: Exceptional Audio Clarity, Hands-Free Operation, Robust Build Quality and Scalability & Integration. Overall, the Commend System has contributed to improved coordination, safety, and operational efficiency at the plant.



CHALLENGE

At the modern plant in Dolvi, near Mumbai - safety, quality, and environmental responsibility are core values. However, several challenges are affecting daily operations and productivity:

- **High noise levels** throughout the plant make effective communication difficult, especially in critical situations.
- The **environment is highly corrosive** due to the fumes from the working processes.
- The **existing communication systems**, in the entire plant, are from different vendors.
- There is a strong need to **improve quality of audio** in order to ensure operational efficiency.
- The current setup lacks the possibility of **intercommunication** between various plants.

The customer required a modern, reliable plant communication system with perfect audio quality for operational communication and emergency calling.

SOLUTION

The scalable and hands-free communication provided by Commend is primarily used for operational and emergency communication.

650x SIP-WS800P
550x AF20A
550x CLS15
8x VirtuoSIS
8x Studio
SIP-Interface
CCTV-Interface

Each plant has around 20 to 30 call stations (SIP-WS800P) with an additional AF20A amplifier to drive the external speaker for paging. Desktop stations are used in control rooms and plant manager's rooms without extra speaker.

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

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An additional emergency button is connected to the call stations via the input contact for call activation. In some areas a flasher is used at the output contact of the call station.

In normal operation, paging calls are made to a certain zone from the control room/plant manager room. On hearing the paging call, the user can go to the nearest call station to get on a private call. Conference call channels are setup for managing operational requirements within the plant. The master control station has the facility to make announcements to plant wide basis. Call recording, EPABX integration and monitoring are the other facilities provided.

RESULT

One of the key advantages was Commend's ability to deliver a uniform IP based system ensuring effective communication across the factory. Public Address and Intercom perfectly combined in one system. 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, as well as Telephone, CCTV and Scada integration.

Serverless mode of operation in emergency situations, when the server fails, is an additional benefit to the customer which is very well appreciated.

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 the corrosion resistant call stations, built for industrial environments, ensuring long-term durability and low maintenance.

