

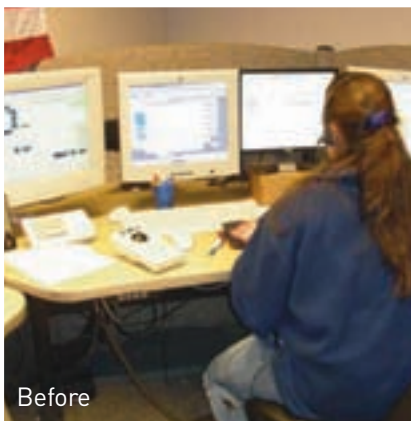
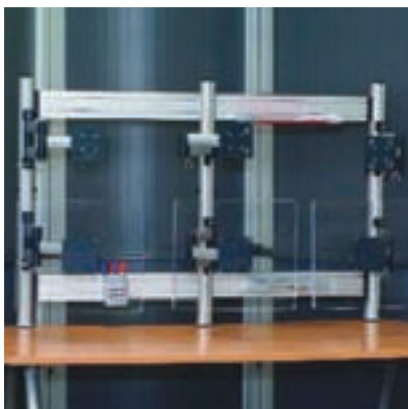
9-1-1 Call Center

PROBLEM

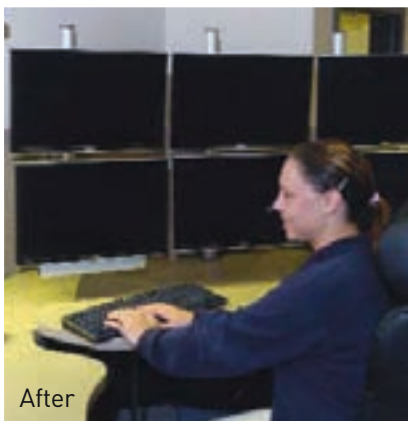
A 9-1-1 Emergency Call Center needed to upgrade their computer hardware to include the LCD monitors and monitor support arms on their nine Watson Dispatch height-adjustable workstations. The existing support arms each held one monitor but did not allow for growth. A 24" real-time CRT located to the right of each operator was also being replaced. In addition, future planning indicated that the quantity of monitors would increase with the capabilities of the system. The Watson desks can be adjusted for standing or sitting and the keyboard shelf raised, lowered and tilted for operator comfort. There are three shifts daily and each operator adjusts desk, shelf and monitor positions regularly to maximize comfort and reduce fatigue. The required monitor system would need 'round the clock durability, easy adjustability and maximum reliability. There is no place for storage on or around the work surface so loose papers, manuals, writing implements and office tools like staplers, etc., were either stored in adjacent cabinets or placed on the dispatch desks themselves.



Tetra Bolt-thru Post and Folding Arm 3



Before



After

OBJECTIVE

To find and install an easily expandable monitor support system that would permit monitors to be placed efficiently on the Watson desks and allow continuous adjustment by the operators; near instantaneous replacement of a monitor even in an emergency; and easy and economical expansion. To address the clutter situation, a means would have to be found that would allow organized, easily accessible storage on and around the desktops.

SOLUTION

The Access™ Tetra Support System (TSS) for LCD monitors from the New Product Specialties Group "More Space" program. The TSS features military-grade durability for 24/7/365 use; upgradeable flexibility to mount one or up to six monitors on each post; a total of 7 different attachment systems; easy adjustability including height, depth, tilt, swivel and rotation; and a quick-release system so monitors can be swapped out in seconds.

Another advantage of the TSS is its ability to link with the Access™ Slatwall System. This system enables Tetra posts to support strong extruded aluminum rails that hold Slatwall accessories like pencil cups,

CASE STUDY

paper trays and other desk organizing products. These accessories, made of powder-coated steel, are designed to keep work surfaces like the Watson Dispatch desks neat and organized. Placing (3) TSS 33" Posts with (6) TSS-965 Arms per Dispatch desk gave each operator 6 easily adjustable 20" LCD monitors and since each post can easily hold up to 6 monitors, a very large expansion capability. Two N48WRG 48" Slatwall Rails were cut to fit between the posts providing up off the work surface storage and organization. The large 30" LCD also received a 33" Post and TSS-965 arm thus allowing height, reach and tilt adjustments on a monitor that normally would have to sit on the desk surface. All arms are fitted with TSS-902 Quick-Release plates for easy swap-outs.

The **Access™ Tetra Support System** can be used to support a large variety of LCD monitors, Slatwall rails and Gridwall panels to hold a full series of More Space accessories including rail-mount monitor supports, a series of articulating space-saving accessories to include phone arms, trays, and information organizers as well as custom-made products like Plexiglas panel dividers and sorters.

