

the **X**factor

The monthly newsletter about ergonomic health

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www.Xybix.com



Form • Function • Health • Performance

Dear Xybix Customer,

These are tough times for the 911 industry and their suppliers nationwide.

How can you tell if the company that wants to sell you dispatch furniture is financially stable? How do you know what their “warranty” is worth?

Bid/payment/performance bonds are cheap insurance for an agency which is contemplating a remodel or new construction for a 911 dispatch center. A vendor's ability to obtain a bond is a key indicator of their financial stability. Bonding companies are insurance companies which sell insurance to guarantee the future performance of their clients. In the case of a manufacturer like Xybix, they also back up the first year of the warranty.

These insurance companies are not in the business of taking over unfinished contracts, or providing warranty service, so they are experts at reviewing financial statements and determining the financial health of a business. They really like businesses with no debt and a long history of consistent, uninterrupted performance. Xybix is just such a business. Although we have a substantial line of credit (LOC) with JP Morgan Chase, our current balance on that LOC is zero.

Our recommendation is for all agencies to require bid bonds and 100 percent payment/performance bonds as a line item on the quote. The fact that a vendor is bondable is a good indicator of their financial stability. The agency can then choose to require the bonds or to waive the requirement.

If a vendor is not bondable, their warranty probably isn't worth much either. Requiring a bid and 100 percent payment/performance bond on your project is simply good due diligence on the part of the agency.

From all of us to all of you, thank you for your trust in Xybix. We look forward to talking with you or seeing you at any upcoming trade shows.

Sincerely,
Barry Carson
President

Success Story #398: Xcel Energy Denver, CO



Xcel Energy, a utility supplier of electric power and natural gas in many states throughout the U.S., including Colorado, is positioned to continuously grow by finding ways to achieve greater efficiency. The Xcel team is committed to operational excellence and dedicated to improving their environment for both their employees and surrounding towns by providing the leadership to make a difference in the communities they serve.

Xybix has installed new workstations in three Xcel Control Centers to improve their work environment and become more efficient. The most recent install took place at the LDC Control Center this past January; it was originally outfitted with a hodgepodge of odds and ends made of steel which created both excessive noise and an unprofessional work environment. With 25 dispatchers working around the clock it was time to spruce things up!

Tom Kjeseth, LDC Principal Control Center Leader, was given responsibility for this project and looked to Xybix for assistance. “We didn't shop around; our other Control Centers looked great and we have had such a good experience with Xybix,” said Tom. “I managed this project in addition to my usual responsibilities and Xybix made my job much easier.” Xybix recognized Tom's needs and responded with

Welcoming New Faces to Help Serve You Better!



Jessie Bortone

Jessie was born in Connecticut before moving to Steamboat Springs, Colorado when she was 13. She attended Northern Arizona University and received her degree in Interior Design. After college she got a job with Worldwide Express as an account manager for four years. Jessie was recently hired as Xybix's West Coast Territory Manager and has relocated to Southern California. Her territory includes California, Nevada, Oregon and Washington.



Emilee Super

Emilee grew up in Detroit Lakes, Minnesota and came to Colorado to attend the University of Colorado in Boulder. She received her BFA in Dance and taught at Park Athletics after graduation. From there she discovered her passion for sales and joined Worldwide Express for two years as a Senior Account Executive. Emilee has now signed on with Xybix as South Central Territory Manager and has moved to Dallas, Texas. Her territory includes Texas, Arkansas, Oklahoma and Louisiana.



Darren Hembroff

Darren grew up in Saskatchewan, Canada and moved to Winnipeg, Manitoba where he currently resides. Darren has his own installation business, Recon Installation Services. He's joined Xybix on a part time basis as Canada West Territory Manager. His territory includes British Columbia, Saskatchewan, Alberta and Manitoba.

Visit us at these upcoming trade shows:

- Minnesota Sheriffs' Association, Holiday Inn Hotel & Suites, St Cloud MN March 30th – 31st
- FL NENA Spring Conference, Crystal River FL March 30 – April 2
- International Security Conference/West, Las Vegas April 1-3
- Texas APCO State Conference, Galveston, TX April 26th- 29th
- Navigator, Las Vegas Hilton April 28th – 30th

Xcel Energy (cont.)

detail-oriented sales reps, creative and solution-driven designers, as well as an install team working around the clock.

Tom met with Josi Gebhardt, Xybix Designer and Troy Parson, Xybix Sales Rep to get started. Space was tight and there were several hurdles to overcome, so Josi worked closely with Tom to find solutions to these issues throughout the project. The result was not only a successful project, but it was completed in the expected time frame while the Control Center remained live!

"These new workstations promote organization and efficiency—even the cables are organized and kept out of the way of personnel," said Tom. "We are very excited about our new professional feel that provides our personnel a superb environment in which to work." As with any major project, there were unexpected challenges and problems along the way. Tom felt the Xybix designers and installers performed above and beyond to develop great solutions to make the Xcel install one to remember.

The Center is gorgeous, creates good workflow, is very organized and provides a superb environment for employees. The most beneficial factor is healthy work lifestyles provided by ergonomics through all new workstations, updated offices with height adjustable tables, and lockers.

"Xybix's core business is workstations for dispatch and control centers. I can confidently say they are the best in the business. Xcel Energy is very pleased with the outcome and looks forward to improving additional centers with Xybix as our preferred provider for height adjustable ergonomic furniture," concluded Tom.

