

the **X**factor

The monthly newsletter about ergonomic health

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www.Xybix.com



Form • Function • Health • Performance

Dear Xybix Customer,

The most important component of an E-911 Dispatch Communications Center is the people who staff the center 24/7/365. Yes, the dispatchers, call takers and supervisors who are the “front line” troops. Software, radios, phones, dispatch furniture and all the associated parts and pieces that make it all work are essential, but without a well trained, dedicated and happy staff – there is a potential for trouble.

Dispatch Furniture is the direct interface between these all important people and the performance of their job. It has a major impact on worker’s compensation claims, job satisfaction, absenteeism, turnover and training requirements. Because dispatch center employees come in all shapes and sizes– ERGONOMICS – is the single most important design element. While we would prioritize ergonomics at the top of the list, we also understand that wire management, stability and durability are important too. A solution that stays true to ergonomic design criteria and also makes it easy for the techs is a big win for the center management and employees alike.

Our territory managers and design staff are a source of experience and ergonomic knowledge that you can access to achieve an outstanding outcome in the design of a new center or remodel of an existing facility. We are eager to “team up” with you to create a really great communications center.

We are proud to announce that we have finally achieved the ultimate in service to our clients - full time Xybix sales consultants who are dedicated to helping you “stay on track” in the design of your center and really achieve an outcome that is the envy of your peers. If you want it done right – Xybix is the choice!

Thank you for your confidence in Xybix. Our goal is to become your partner in the operation of your 911 emergency communications center. Please feel free to call me personally with any questions.

Sincerely,
Barry Carson
President

Success Story #522: Richardson, Texas



The Richardson 911 Communications Center continuously strives to improve its police service to its 90,000 citizens.

With 26 dispatchers, three call takers and three supervisors, the dispatch center works around the clock with absolute concentration and focus on the part of each individual to get the job done.

Recently, Richardson realized that improved ergonomics in the dispatch center could have a positive impact on their environment by increasing the health and well being of its dispatchers while on the job. As such, they decided to replace workstations with a total ergonomic solution from Xybix. The Xybix Design Team began with a design process to understand and define the ergonomic and other special requirements of the center. From there, Xybix delivered a custom solution based on their configurable X Series height adjustable furniture system. Brenda Moreland, the Communications Manager, was especially interested in the features Xybix had to offer such as the climate control options as well as RollerVision. “I love that you can fit multiple screens and keyboards on these work surfaces as well as have ample storage for the CPUs.”

The Richardson Police Department worked extensively with Xybix’s Sales Rep and National Install Manager, Kelley Smith, who made useful suggestions about the equipment setup and pointed out potential problems with the choices they had made from a Xybix point of view. “I particularly like the professional feel and the amount of room we gained from the layout that Judi Jump,

Welcoming New Faces to Help Serve You Better!



Joanna Witherill

Joanna was born and raised on the coast of Portland, Maine. She graduated from Trinity College, located in Hartford, Connecticut, where she received her degree in Art History. Joanna left Trinity with a newfound ambition to learn about interior design. After pursuing this interest, she went on to work for an interior design firm in Washington, DC, where she lived for several years. With a yearning to return to the ocean, Joanna soon found herself back on the east coast. She was recently hired as the Xybix North East Territory Manager. Her Xybix territory includes; ME, NH, VT, MA, NY, CT, and RI.



Matt Scimone

Matt was born in Rockville Center, New York and spent most of his childhood in Walpole, Massachusetts. After graduating high school in 2000, Matt attended Saint Michael's College in Colchester, Vermont, graduating with a degree in Journalism and Mass Communication. After graduating, Matt worked as an Account Coordinator for Allsteel in Boston, Massachusetts. He later moved on to become a Marketing Manager for Allsteel in Philadelphia where he currently resides. Matt was recently hired on as a Xybix Mid-Atlantic Territory Manager based out of Philadelphia. His territory includes; NJ, PA, VA, DC, MD, WV, and DE.

Visit us at these upcoming trade shows:

- **APCO International 75th Annual Conference**
August 16 – 20 Las Vegas, NV Booth# 1015
- **Texas NENA/CSEC Conference and Awards**
August 24 – 26 Omni Houston Hotel, Houston, TX
- **North Carolina APCO / NENA Joint Conference**
August 30 – September 2 Sea Trails Conference Center, Sunset Beach, NC
- **NENA Keystone State Conference**
September 9 – 11 Toftrees Resort and Conference Center, PA
- **Missouri Chapter APCO International**
September 13 – 16 Capitol Plaza Hotel, Jefferson City, MO
- **GA APCO Conference**
September 14 – 17 Athens, GA

Richardson (cont.)

Xybix Director of Design, was able to provide for us," states Brenda Moreland. "Our older furniture was made of metal which was loud as opposed to the modular panel system Xybix has to offer which provides noise reduction, sound absorption and the space definition you need to enable maximum concentration for our staff."

Prior to the Richardson install, the cable management and the ability to access the equipment for service was extremely inconvenient at best. "After upgrading to the new Xybix workstation, both of these issues were solved and operations are running much smoother now," explains Brenda. The dispatcher's workflow is more streamlined due to the convenient placement of components within their primary reach zone. In addition, the dispatch center has a cleaner, more open appearance leaving the dispatchers excited about their new work environment. Brenda states, "We really needed more space and Judi's ideas were excellent with drawings and layouts that worked. Xybix was very accommodating and able to provide an effective resolution in a timely manner."

"Xybix customer service had been nothing but helpful. If anything were to malfunction, Xybix sends someone out to take care of it right away," states Brenda. "Xybix strives to keep our customers happy and to be professional at all times. Xybix's customer service team works day in and day out to respond to every email or call that is placed to headquarters in order to make sure all customers are happy with their Xybix product."

Ultimately, Brenda Moreland was pleased to find that the solution she preferred for her dispatch center was actually the least costly. The cable management and ability to add more screens has benefited the Richardson Police Department in a very positive way. Brenda is very happy with her Xybix work stations and looks forward to doing business with Xybix again in the future. She would highly recommend this product and stands behind her decision to continue to work with Xybix as an industry leader.

