



## 9-1-1 Emergency Call Center Edison, NJ

**Problem** A 9-1-1 Emergency Call Center needed to upgrade their computer hardware including 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 expansion. 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 growing capabilities of the system.

There are three shifts daily and each operator adjusts desk, keyboard shelf and monitor positions regularly to maximize comfort and reduce fatigue. 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 piled on the dispatch desks themselves.

**Objective** To specify 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 organization system was needed to provide easily accessible storage on and around the desktops.

**Solution** The Axxess™ Tetra Support System (TSS) for LCD monitors from the NPSG "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 Axxess™ Slatwall System. This system enables Tetra posts to support extruded aluminum rails that hold Slatwall organizing accessories like pencil cups, paper trays and other desk organizing products. These products, made of powder-coated steel, are designed to keep work surfaces 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 upgradeable to 18 monitors. Two 48" Slatwall Rails were cut to fit between the posts providing up off the work surface storage and organization.

The large 30" LCD received the same post and arm thus allowing height, reach and tilt adjustments on a monitor that normally would sit on the desk surface. TSS-902 Quick-Release plates were fitted to every arm.

**Axxess™** The 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 that includes phone arms, trays, and information organizers as well as custom-made products like Plexiglas dividers and sorters.

Contact Sandy d'Emery at [morespace@npsg.com](mailto:morespace@npsg.com) or 732-625-8427 for more information.



New Product Specialties Group  
317 Fairfield Road, Freehold, NJ 07728  
732-625-8000 732-625-8100 fax  
[www.npsg.com](http://www.npsg.com)