

Mayline VariTask® Application



Southwestern Bell Telephone, (now part of SBC Communications) located in Wichita, KS, is a regional provider of telephone services with both business and residential customers. Of the 1,500 employees at this location, most work in an inbound customer service department servicing the states of Kansas and Missouri. When a restructuring move forced the department to cover an even larger territory, the two-shift operation was phased into a three-shift operation and the company decided it was a good time to assess the department's furniture needs.

Joey Rathbun, interior designer with Interiors Management in Wichita, was charged with the task of evaluating existing workstations and suggesting new alternatives.

"It doesn't matter how many ergonomic toys you give them if they won't use them. The VariTask offers every opportunity to have a healthy, comfortable work environment" said Rathbun.

"With the move to a 24-hour work environment, ergonomics became a much larger issue than in the past," said Rathbun. "Since the group already needed to move and expand, it was the right time for us to start over and do it right."

Electric, counter-force and hand-crank tables were all included in the evaluation process. Mayline's VariTask® Adjustable Workcenter was found to be the quickest and quietest unit, with no working parts capable of injuring the user. "Overall, it had a very clean and simple design," said Rathbun.

Southwestern Bell purchased 250 VariTask E-Series Adjustable Workcenter bases in a corner configuration. The units were arranged in a pod formation in groups of four, and integrated into a Herman Miller™ panel system that included a corner work surface, two returns and a storage module.

According to Rathbun, the response to the VariTask stations has been very positive. Walking through the department, she often finds people standing while working, and believes the biggest advantage lies in the table's quick adjustment. "For this many people to be able to just walk in and do their jobs--that's a big plus."

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