



In its quest to create a safe place to work, the world's second largest airline in terms of passengers, Delta Air Lines, partnered with Workrite Ergonomics to install height adjustable workcenters for a majority of its more than 6,000 call center representatives, providing superior comfort while reducing ergonomic-related injuries and their associated costs.

Delta knew that giving agents the option to adjust their worksurface height to a comfortable seated position and the flexibility to alternate between seated and standing positions while working was a great tool for addressing problems with ergonomic injuries. In their search for the best solution, Delta evaluated several workstation options, including Workrite's Sonoma Series™ electric height adjustable workcenters, before making their decision. Although they had some previous experience with torsion-based height adjustable workcenters, they found that not only did the Workrite products provide superior reliability and ease of adjustment; the Workrite solution was more affordable and offered a cleaner aesthetic fit with Delta's existing furnishings.

Workrite Sonoma Series height adjustable workcenter bases were purchased for a number of Delta's North American reservations centers, including the largest, located in Atlanta. The bases were affixed to existing 42" by 30" desktops and integrated with a variety of post-and-panel systems in the different offices. The ease of installation meant minimal interruption to the operations of the call centers. "The reliability and ease of use of the units has been a significant plus for Delta," said Reggie Martin, specialist for safety planning for Reservation Sales.

The Sonoma Series workcenters have proved successful for Delta on a number of fronts. First, employee comfort and satisfaction has increased, helping them focus on providing customer service. Second, the company has seen a reduction in workers' compensation claims in the first year since the Sonoma workcenters were installed and expects future savings.

As always, the real test of workcenter comfort is the users. Mr. Martin stated, "Our call center reps love the comfort and adjustability of these units and they give us such flexibility, we could never go back."



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