

## Case Study: Providence Fire Communications



### Product:

Profile Console  
Optimedia Storage Cabinets  
Rotary Resource Center

### Location:

Providence, RI

### Market Served:

Public Safety

### Application:

9-1-1 Communications

### Client Situation

The Providence Fire Communications Department coordinates emergency dispatching for all Fire and EMS calls in the city of Providence. When they decided to renovate their communications center, they visited several local centers to evaluate their furniture. After comparing different manufacturer's products, it was clear that only one company could provide the solution they needed —Eaton.

### Challenges

- Cable Management—a console solution that would effectively manage and hide the large amount of cables and wires associated with communication center gear
- Ergonomics—with dispatch personnel working eight and sometimes 16-hour shifts, height-adjustable solutions and ergonomic seating were critical to ensure operator comfort and good health
- Durability—a rugged, high quality system that could withstand the constant use of a 24/7 work environment

### Installation

Located in the Communications Building in downtown Providence, R.I., the Fire Communications Center is approximately 610 sq. feet. The center houses four console stations which are occupied by two dispatchers, one Lieutenant and one Captain.

### System Specifications

The four-person dispatch configuration consists of 8' x 8' consoles with a 90° stationary worksurface and integrated spring-assist keyboard platforms. The workstations are finished in black steel with cherry laminate tops to coordinate with the center's wood flooring.

Other Eaton products include an Optimedia® storage cabinet and Rotary Resource for shared storage, filing pedestals at each workstation for personal storage, flat panel display articulating arms, leather seating, desktop rackmount modules and CPU storage.



*Powering Business Worldwide*



**Rackmount modules safely and securely store 19" rackmount gear right at the desktop.**



**Profile is engineered to maximize the ability to service and store your technology while maintaining a progressive, state-of-the-art console appearance.**



**Available in 36" and 42" diameter models, Eaton's Rotary Resource Centers include a cable port in the worksurface that remains stationary while lower levels offer full rotation.**

To contact an Eaton salesperson or local distributor, please visit [www.eaton.com/wrightline](http://www.eaton.com/wrightline) or call 800-225-7348

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