



## Major Telecom Call Center Study Reveals Fifty-Eight Percent Improvement in Employee Discomfort

*Contour Design RollerMouse attributed for improvement in productivity, user comfort and reduced ergonomic risk exposure*

Windham, N.H. (May 2, 2003) – An eight month long study on the impact of the RollerMouse™ in Verizon™ call centers revealed a dramatic improvement in lowering ergonomic risk exposure, user discomfort and motion savings in keyboard and mouse-intensive tasks. One study finding indicated an improvement in elbow discomfort alone by 58%.

The RollerMouse, an input device for standard business and personal computer systems positions typical mouse controls beneath the spacebar, reducing the repetitive reaching that normally occurs when using a standard mouse. This centrally located device offloads the repetitive stress on the mousing hand by allowing two-handed use.

A pilot study, conducted by Humantech, the largest occupational ergonomics consulting firm, hypothesized that the RollerMouse might be an effective solution for long reaches to the mouse and demonstrated the potential for improvements in productivity, user comfort and ergonomic risk exposure. Initial findings from the pilot study indicated that *RollerMouse reduced ergonomic risk exposure for the right hand/wrist, elbow and shoulder when compared to a conventional mouse.*

Recognizing the value RollerMouse could bring to a call center environment, a study was designed by Humantech and approved by Verizon's National Manager for Inside Ergonomics to test the theory that RollerMouse use will measurably decrease discomfort and ergonomic risk with no negative impact on productivity or quality.

Fifty-one customer service representatives from Verizon's southern California offices participated in the study and were asked to replace their current input device with the RollerMouse station. The control group used their original keyboard and input device that included any of the following: a straight keyboard, wave keyboard, touch pad keyboard and standard mouse. The study group used the RollerMouse station in place of their current input device.

All participants were asked to complete a discomfort survey to gauge their level of discomfort both before and after the 30-day product trial, as well as being observed by an administrator who captured participant's usage with a digital camera and camcorder for future analysis.

Prior to the installation of RollerMouse, the study group reported discomfort in the upper extremities (i.e., hands/wrists, elbows and shoulders). After the study trial, participants discomfort improved by 24% and elbow discomfort alone was improved by 58% for the study group.

Woody Dwyer, CPE, managing consultant for Humantech noted, "93% of the study participants did not want to return to their original workstation set up after the study and many noted an immediate reduction in discomfort in the shoulders, elbows and hands/wrists.

“It is critical that a new piece of equipment in a call center doesn’t hinder the service representative’s time and that productivity is not affected. The study hypothesis was confirmed at the completion of this study. RollerMouse is a viable solution to reduce the ergonomic risk and to potentially reduce employee discomfort without a negative impact on productivity.”

Contour Design will work with any company interested in setting up an ergonomic study at their facility. Companies interested in conducting their own ergonomic workstation study are encouraged to submit an inquiry to [study@contourdesign.com](mailto:study@contourdesign.com).

The resultant conclusions of the study will be presented in Contour Design's following exhibits over the next month:

- AOHC – May 6-9, 2003 in Atlanta, GA (Booth # 248)
- AIHce – May 12-14, 2003 in Dallas, TX (Booth # 917)
- Safety & Health Expo – May 19-22, 2003 in Birmingham, UK (Stand U82, Hall 12)
- AOTA – June 6-8, 2003 in Washington, DC (Booth # 140)

Please feel free to stop by these booths to test a Contour Design product or visit

[http://www.contourdesign.com/rollermouse/rollermouse\\_research.htm](http://www.contourdesign.com/rollermouse/rollermouse_research.htm) to view a complete copy of the study.

#### About Roller Mouse

The RollerMouse station is the first of its kind, roller bar mouse that is ergonomically designed, keeping user's hands in the optimal position for comfort and increased productivity. Recognized by Call Center Magazine as a 2002 product of the year, the RollerMouse places cursor control beneath the space bar so the fingers or thumbs from either hand can be used to slide, roll, and click the revolving shaft. For more information, visit <http://www.contourdesign.com/rollermouse/>

#### About Contour Design, Inc.

Contour Design, Inc. specializes in the development, research and design of top quality alternative computer input devices. Contour Design's devices can significantly reduce muscular discomfort while maximizing productivity, a result of qualitative research and meticulous attention to understanding the causes of pain associated with computer input devices. During the development stage, Contour Design rigorously refines their prototypes with extensive testing and continuous user feedback. Contour Design is committed to going the extra mile improving and reworking every input device, not stopping until the product is perfected. Contour Design is concerned for the health and well being of every customer and it shows in the ergonomic integrity of our products. For more information, visit [www.contourdesign.com](http://www.contourdesign.com).

#### About HumanTech

Humantech is the largest full-service consulting firm specializing in occupational ergonomics. Since 1979, Humantech's ergonomics professionals have guided organizations to ergonomics success through ergonomic risk assessments, process engineering, applied ergonomics training, design services and program management, helping thousands of companies to reduce injuries, improve cycle time, overcome barriers to production, quality, and morale – while demonstratively improving health and safety. To find out more about Humantech's Human Performance Ergonomics™, visit [www.humantech.com](http://www.humantech.com).

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