Close

CASE STUDY


Canada Revenue Agency (CRA)

Ottawa, ON

Network Operations Center

Product(s): Dispatch™

8 Operators



The Challenge

The client, Canada Revenue Agency, was looking to update its Ottawa Network Operation Center. An ergonomic, operator-friendly solution was required to meet the needs of this demanding environment.

Due to year-end budget requirements, the client required an extremely quick turn-around delivery of their project. The client was looking to work with a company that would be able to consult them on the various options they had for effectively using their space. Airflow, lighting, aesthetics and audiovisual component integration were of utmost importance to the client.

The Evans Solution

In-house design and manufacturing processes allowed Evans to rapidly respond to the client's request and work with the time constraints that the client was dealing with. The entire project took only three weeks from ordering to delivery, which was exactly what the client needed to meet their budget requirements.

Because Evans custom builds all its consoles, it was able to meet the client's specific CPU needs. Multiple CPU's were to be installed in every console and the specific ventilation requirements for the machines were included in Evan's design as well.

On this project Evans was not only responsible for the design and manufacturing of the sit-stand consoles and storage units, it also extensively consulted the client on the optimal positioning of the consoles. Evans' advice enabled the client to enjoy proper traffic flow and plenty of personal space for all the operators. As part of Evans' consulting role, a floating slat wall partition with monitor arms attached was suggested and implemented. Furthermore Evans suggested to place the operator's phones on specially designed shelves, which would result in an additional increase of available work surface.

Evans in-house capabilities allowed for a fast-tracked project, without sacrificing quality or customized features. This gave the client the ability to work with a completely customized solution, which they can comfortably use for the next decades.

[\[close window \]](#)