

REDRICK TECHNOLOGIES CASE STUDY: MORNING STAR SECURITY OPERATIONS CENTER

Client: The Morning Star Company

Location: California, USA

Industry: Agriculture & Food Processing

Solution: RedRICK Custom Ergonomic Security Consoles

BEFORE



AFTER



BACKGROUND

Morning Star, a leading food processing company, operates several facilities across California, monitored by their Security Operations Center (SOC). Ensuring efficient and around-the-clock monitoring across multiple locations presented challenges due to outdated equipment, which led to discomfort and inefficiencies for the security team. Shane Eccles, Security Coordinator at Morning Star, was tasked with finding a solution to upgrade the SOC to improve both comfort and functionality for his team.

"RedRICK was so easy to work with and had outstanding communication throughout the entire process. They asked the right questions and delivered a solution that was beyond our expectations."

– Shane Eccles, Security Coordinator, Morning Star.

CHALLENGES

- 1. Lack of Ergonomic Support:** The previous security consoles were rigid, non-adjustable, and offered poor cable management. These deficiencies led to physical discomfort, making it difficult for operators to maintain focus during long shifts.
- 2. Monitoring Flexibility:** The existing setup was ineffective when a guard had to monitor multiple screens simultaneously. When a team member was called away, there was no easy way for the remaining staff to efficiently view and manage all monitors.
- 3. Complex Equipment Management:** Cable clutter and lack of adjustability complicated the operators' ability to perform their tasks, contributing to frustration and reduced productivity.

SOLUTIONS

Morning Star sought a solution at the ISC West event, where they were introduced to **RedRick Technologies'** **ergonomic security consoles**. RedRick's solution was particularly attractive due to its focus on ergonomics, flexible monitor mounting technology, and exceptional cable management—all designed to ensure optimal comfort and productivity for the SOC team.

Key features implemented for Morning Star included:

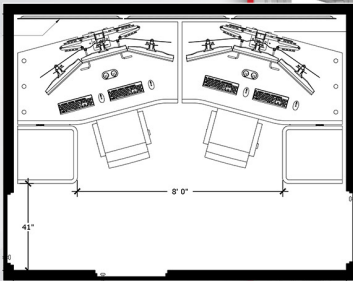
- **ComfortView™ Monitor Mounting System:** This system allows the team to adjust monitors for height, depth, and angle at the push of a button. The motorized adjustments provide the flexibility to allow one operator to manage multiple monitors efficiently when another is called away.
- **Improved Ergonomics:** The new workstations provide personalized configurations for each shift, significantly reducing strain and fatigue. Operators can now adjust the height, tilt, and positioning of their equipment, creating a comfortable and inviting workspace.
- **Enhanced Cable Management:** RedRick's design ensures clean, safe, and intuitive cable routing, preventing tangles and improving the overall aesthetics and functionality of the workstations.

FINAL 3D RENDERING



OUTCOME

The installation of RedRick's custom ergonomic consoles transformed Morning Star's SOC. Security personnel experience a more organized and comfortable work environment, leading to improved focus and communication during their shifts. The adjustable stations allow guards to quickly take over monitoring tasks, enhancing operational efficiency.



PRELIMINARY DRAWING

RESULTS

- **Increased Vigilance:** The ergonomic improvements help the guards remain focused, even during long hours of monitoring.
- **Enhanced Communication:** The upgraded workspace fosters better collaboration and efficiency.
- **Improved Comfort:** Operators report reduced physical strain, which contributes to higher job satisfaction.

WHY REDRICK?

Morning Star chose RedRick because of their proven ability to customize solutions that meet the specific needs of high-demand, multi-monitor environments like security operations centers. RedRick's attention to detail, from the design phase to installation, ensured a smooth and successful project implementation.

ABOUT REDRICK TECHNOLOGIES

RedRick Technologies specializes in designing and implementing ergonomic workstations tailored for demanding, multi-monitor environments such as security operations centers. Their commitment to innovation, comfort, and functionality ensures clients receive solutions that not only meet but exceed their operational requirements.



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