

CASE STUDY

“Magic Desk” helps CEO create healthy workplace culture

CEO encourages staff to move more throughout the day

User Replay (www.userreplay.com) has been focused on customer experience management since 2011. John Thompson joined the company as CEO in January 2013. Principle vertical markets served are financial services, insurance, retail and travel.

(Right) John Thompson, CEO, User Replay



WorkFit-T Sit-Stand Desk



User Replay is a digital customer experience management (CEM) business, based in San Francisco and on the outskirts of Reading in the UK.

As a fast growing technology business across the two countries, User Replay actively encourages a healthy working culture.

“We are a health-conscious business and are generally aware of the downsides that the modern, sedentary office environment can bring,” explains CEO John Thompson.

“Many of the team go out for a run at lunchtime, and I encourage everyone to take even small steps to increasing their mobility while they are in the office.”

This includes ideas such as asking his team to walk around while making phone calls or when they are having routine meetings with colleagues. “I genuinely believe there are both health and performance benefits in being more active around the office whenever you can,” he explained.

“I’m a very active person, but like many, I’ve had one or two back problems over the years and my interest in using a standing desk came about alongside a program of regular chiropractic treatment and general fitness.”



Thompson himself was an early adopter of sit-stand desk technology, having originally used products from Ergotron as part of a healthy regime. “I’m a very active person, but like many, I’ve had one or two back problems over the years and my interest in using a standing desk came about alongside a program of regular chiropractic treatment and general fitness.”

Now a user of Ergotron’s WorkFit-T sit-stand desk, Thompson estimates he stands for around one third of his working day in total, equating to half the time he is actually at his desk.

He uses the WorkFit-T sit-stand workstation, which is placed on top of his regular desk. When he wants to sit normally he can, but when he wants to stand, he finds the whole unit lifts very easily via two levers, raising the workspace to the right height for him when standing.

“I’m aware that my sitting posture is not ideal, so having the ability to easily convert the desk to its standing mode without interrupting my concentration is very useful,” said Thompson. “I can also spend significant amounts of time in the car, so the time I get to stand at my desk plays an important role in my efforts to look after my health.”

Thompson believes that his rounded approach to his workplace wellbeing, and his efforts to sit down less have delivered significant benefits. “My back is in dramatically better shape than a couple of years ago, my muscles have strengthened and I feel the benefits of my approach every day.” He attributes much of this improvement to the combined activity and treatment efforts he makes, and the important role his sit-stand workstation plays every time he is in the office.

He has also identified additional benefits from the time he spends standing. “I feel more engaged in what is going on around the office, and I have also noticed that my energy levels remain good throughout the day. Sitting down far less plays a huge part in creating these important effects.”

Thompson believes that those who make a commitment to sit less and stand more feel better and work more effectively. “Getting out of the sitting habit is something which everyone who works in an office environment should strongly consider. Whether it’s long-term health benefits that are important to you, or just having more energy and focus during your time in the office, something as simple as standing up can have a dramatic and lasting impact.”

Learn more about the entire WorkFit® line at WorkFit.Ergotron.com

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