

CUSTOMER SOLUTIONS CENTER

GLASGOW, DELAWARE

Our client, makers of clinical diagnostic machines, wanted to create an atmosphere that welcomed customers for demonstration purposes, as well as an area for instructional purposes. There are many interesting and unique features about the Customer Solutions Center. In particular, the "Vista Wall" was a large millwork fabricated piece designed in an oblong radius that flared out towards the ceiling. The wall incorporated lighting behind it and hundreds of acrylic openings, creating a showcase for their featured product. In addition, the space includes various stations that provide detailed descriptions via flat screen television panels and computer generated previews. For teleconferencing and presentations, a large lecture hall equipped with high level A/V equipment was constructed.

Almost every project has its challenges and this one was no exception. Since the client already occupied the space that was to be renovated, several hundred people had to be relocated within the building through several phases, including IT wiring, telephones, furniture and other amenities in order not to disrupt daily business. Daily communication among the project team was the key to success.



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