



SUCCESS STORY

During the build-out of a new, “green” building in Vero Beach, Piranha’s installation proved the importance of having a high-quality vendor who has attention to detail and provides superior service.

SNAPSHOT

Company: Kimley-Horn and Associates, Inc.

Location: Vero Beach, Fla.

In Business Since: 1967

Industry: Engineering

Project Type: Design and Install

Piranha Service Lines: Voice and Data Infrastructure, Audio/Visual

Real Estate: New construction

Square Footage: 40,000

Timeframe: 6 months

Project Challenges: A unique, “green” building with special attention on aesthetics

Takeaway: Focusing on the customer’s needs, from the bid through project close, can mean the difference between success and failure.

“They demonstrated a real commitment to client service.”

Ed Dalton, Kimley-Horn IS Professional

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Technology has become so ever-present in our offices, homes, schools and stores, that infrastructure isn’t given a second thought. The need for structured cabling has become second nature. But, during a recent project in Vero Beach, Piranha Technologies’ customer service brought voice, data and A/V into the spotlight.

Once construction began on a new, “green” office complex in the “Miracle Mile” area, Kimley-Horn knew it would need a reliable technology contractor. The parc24 building caters to tenants with a passion for innovative design and great sustainability. This type of project would require a firm that could do clean, quality work with great attention to detail, as aesthetics are a key element of the building’s appeal.

Kimley-Horn turned to its trusted consultant, CB Richard Ellis, for suggestions. Piranha was on the short list.

“They were highly recommended and we wanted to work with them.”

During the bidding process, it became clear that Piranha knew their business, and had the kind of focus Kimley-Horn was looking for. Ed Dalton, Kimley-Horn’s Information Services Professional, said, “They seemed to ask some more questions specific to the project ... others [vendors] just took the information and went with it.” He added, “I liked some of the questions they were asking about the project. It led me to believe they knew what they were talking about, and the information they were asking for would help them bid it properly.”

Even though a General Contractor (GC) was involved in the construction, Piranha was hired to work directly for Kimley-Horn to create the voice and data infrastructure. That infrastructure enables its employees to transmit data for Internet and VOIP telephone usage. They mounted cable hangers, established communication pathways and installed 50,000 feet of Category-6 copper cables to desktops. They also installed fiber optic cable to create a data link from the building to another structure.

While working side-by-side with a GC can often lead to conflicts, Piranha handled its role well. Their on-site team worked hard to communicate with the GC and coordinate schedules so that they could avoid stepping on each other's toes. "I think they eventually ended up with a very good relationship with the GC and the electrician, which was important with this project," noted Ed.

"Piranha did a great job working with and communicating with the GC."

The infrastructure also required some creative handiwork on Piranha's behalf. Ed said, "There was some uniqueness to this building ... Some drop ceiling and some open parts." He finished, "They did a really good job with it."

Piranha's services were also sought to design and build three audio/video systems for the LEED certified building. They installed VGA/RCA connectivity for the building's conference rooms, a White Noise Sound Masking and Paging Distribution System, and infrastructure

for cable television. Piranha's vast experience in this area was a great asset to Kimley-Horn, and something they weren't accustomed to from cabling vendor's they'd worked with in the past.

"I don't know that every company can do that [a/v consulting] as well as they did."

Ed remarked, "We were setting up some conference rooms with audio and video and we asked what they thought was best for us. We put some trust in them as far as what we should put and where we should put it; and, we bounced some ideas off of them." He added, "And likewise with the paging system and white noise. They had some knowledge in that area; and, it was nice to have them as a resource to help with it."

The real test for Piranha, though, came in the final moments of the project. The day the building was scheduled to open, Piranha sent several team members to the site to see the project through its completion. While Kimley-Horn was moving in, a rack they were planning to use in the server room (to mount servers and switches) was discovered to be too shallow for the space.



Piranha's team lead stepped in to make the situation right, and help Kimley-Horn avoid any project delays. He was able to find the correct part number and locate a vendor that had the appropriate, and rare, rack in stock. That same Friday afternoon, he had a technician personally drive the equipment from Orlando to Vero, and he got it installed on-time and as scheduled.

"We came in that morning and looked at the rack and said, oh no, wait, this isn't going to work for us," explained Ed. "Toby made a couple of phone calls and he had another one coming from Orlando in two hours. By the end of the day we were up and running. We didn't miss any deadlines or anything because of it. They didn't necessarily have to do that. I was impressed that they were able to turn it around that quickly. It just showed they were committed to helping their client get up and running."

"Piranha made good on it [their commitment]. That's for sure."

Ed Dalton has worked with many vendors over the years, and Kimley-Horn is an old pro at build-outs like this. But the unique details associated with this project left its mark. When asked about his overall takeaway on working with Piranha, Ed said, "They were great. They were very responsive, available whenever I needed them. Their work was good. Their quality was good. If someone asked me for a technology vendor, I would recommend them."