



<u>Client Name</u>	<u>Area (U.S.F.)</u>	<u>Total Staff</u>	<u>Seats</u>
ALLEGHENY POWER (FAIRMONT, WV) Renovation of an existing building for a 42,600 square-foot, consolidated customer service center for roughly 200 operators.	35,000 S.F.	210	136
ALLEGHENY POWER CSC EXPANSION (FAIRMONT, WV) Full-scope programming and interior design services for the addition of 3,000 more square feet to an existing customer service center.	3,000 S.F.	N/A	36
AT&T/AICS (PITTSBURGH, PA) Full-service programming and interior design services for the relocation of a 28,000 square-foot account inquiry center.	28,000 S.F.	238	234
AT&T/AICS McCANDLESS OFFICE EXPANSION (PITTSBURGH, PA) Full-service programming and interior design services for the expansion of a 250-operator call center to add 50 more seats.	18,000 S.F.	50	50
AT&T/AICS COMMERCE COURT EXPANSION (PITTSBURGH, PA) Full-service programming and interior design services for an expansion of space to allow for 50 more persons in a 238-operator account inquiry center.	7,000 S.F.	50	50
AT&T/BCS (PITTSBURGH, PA) Full-service programming and interior design services for the relocation of a 22,000 square-foot, 135-person sales office.	22,000 S.F.	135	N/A
AT&T/CSSC (PITTSBURGH, PA) Alternative site analysis, followed by full-service programming and interior design services for the relocation of a 37,000 square-foot, 150-person Customer Service Support Center.	37,000 S.F.	180	150
AT&T/CSSC (PITTSBURGH, PA) Full-service programming and interior design services for a 47,000 square-foot expansion of the existing Customer Service Support Center to allow for 180 more people.	47,000 S.F.	230	200
AT&T/CSSC (PITTSBURGH, PA) Modifications to add Routing room, PSO, Batch area and quality analyst room.	250 S.F.	20	N/A

**Kingsland
Scott
Bauer
Associates**

**ARCHITECTS/PLANNERS/
INTERIOR DESIGNERS/PROJECT MANAGERS**

3441 Butler Street
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Toll Free: 1-888-231-KSBA(5722)
FAX: 412-252-1510
Internet: <http://www.ksba.com>



Client Name Area (U.S.F.) Total Staff Seats *Page 2*

AT&T/GBS 40,000 S.F. 150 N/A
(PITTSBURGH, PA)
Full-service programming and interior design services for the relocation of a 50,000 square-foot, 150-person General Business Systems, Marketing and Customer Support Center.

AT&T TDD 28,000 S.F. 148 137
RELAY CENTER
(NEW CASTLE, PA)
Construction administration for the creation of a 28,000 square-foot, 137-seat call center north of Pittsburgh, PA.

AT&T/TEC 9,000 S.F. 9 N/A
(PITTSBURGH, PA)
Full-service programming and interior design services for the relocation of a 9,000 square-foot Technical Education Center.

BEST FOODS, INC. 10,000 S.F. N/A 70
(FAIRFIELD, NJ)
Complete design-build and project management services for the turn-key development of 70-seat Wholesale Customer Service Center for a Fortune 200 company.

B.C. HYDRO N/A N/A N/A
(VANCOUVER, BC)
Full-service programming and interior design services for the development of four small British Columbia-based call centers.

CARLSON WAGONLIT 30,000 S.F. N/A N/A
TRAVEL
(MINNEAPOLIS, MN)
Consulting design services for the development of a prototype layout for multiple U.S. call centers each averaging 30,000 square feet.

CNG RETAIL 33,000 S.F. 178 136
SERVICES CENTER
(PITTSBURGH, PA)
Full-scope programming and design services for a new, 33,000 square-foot, retail services call center for 136 representatives.

IDRC, Inc. 0,000 S.F. N/A N/A
(BUFFALO, NY)
Project just begun.

IDRC, Inc. 0,000 S.F. N/A N/A
(RENO, NV)
Project just beginning.

IDRC, Inc. 0,000 S.F. N/A N/A
(SAN DIEGO, CA)
Project expected to begin soon.

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LIBERTY MUTUAL 40,000 S.F. 376 330
INSURANCE GROUP
(PHOENIX, AZ)
Full-scope programming, space planning, interior furniture layout along with construction documents and construction administration for the development of a 40,000 square-foot, inbound call center in a flex-space, shell building. KSBA also assisted in site selection among three U.S. cities for this Fortune 150 client.

NEW YORK LIFE 12,000 S.F. 50 20
(PITTSBURGH, PA)
Full-service architectural services for the expansion and relocation of a 12,500 square-foot sales, training and support office.

PNC BANK 120,000 S.F. 1,200 1,000
NATIONAL FINANCIAL SERVICES CENTER
(PITTSBURGH, PA)
Full-scope architectural planning and design services for the development and relocation of a 120,000 square-foot inbound center in for 1,000 representatives.

PROMARK 1 11,533 S.F. 165 147
MARKETING SERVICES, INC.
(DULUTH, MN)
Full-scope programming, space planning, interior furniture layout along with construction documents and construction administration for the fast-track tenant fit-out of a new, 11,500 square-foot outbound center in Duluth, MN.

PROMARK 1 3,000 S.F. 48 48
MARKETING SERVICES, INC.
(DULUTH, MN EXPANSION)
Full-scope programming and interior design services for the addition of 44 more seats to an existing outbound call center.

PROMARK 1 16,000 S.F. 208 186
MARKETING SERVICES, INC.
(PITTSBURGH, PA)
Full-scope programming, space planning, interior furniture layout along with construction documents and construction administration for the fast-track tenant fit-out of a new, 16,000 square-foot outbound center in Pittsburgh, PA.

PROMARK 1 15,500 S.F. 200 192
MARKETING SERVICES, INC.
(RENO, NV)
Full-scope programming, space planning, interior furniture layout along with construction documents and construction administration for the fast-track tenant fit-out of a new, 15,500 square-foot outbound center in Reno, NV.

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**RITZ CARLTON
HOTEL Co., LLC**
(ATLANTA, GA)
Space needs assessment along with location analysis and site selection coordination for the development of an inbound, Florida-based, Caribbean resort reservations call center.

SITEL CORP. 40,000 S.F. 425 400
(LONGVIEW, TX)
Full-scope programming, space planning, interior furniture layout along with construction documents and construction administration for the fast-track fit-out of a 40,000 square-foot inbound call center (in an abandoned Wal-Mart store) designed to handle the customer service and product support needs of three Sitel Corp. clients.

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