



Architecture  
Interior Design  
Litigation Support

## CLIENT QUOTATIONS:

### DESIGN ABILITY:

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"We have had the pleasure of working with Eberhard Architects both as a customer and as a supplier on multiple projects. Their design excellence and creativity has been the signature of all of these experiences. As a customer, Bill took a late 1880's building and transformed it in to a state of the art showroom that has lead to a significant increase in sales. As a supplier, Bill has always pushed outside the envelope to successfully create new unique solutions and product applications."

Paul Johanni, Chief Operating Officer  
**S. Rose Company**

"Taking a historic building like The Higbee building, and designing functional, effective office space is no small task. Through the efforts of Bill Eberhard and his firm, The Higbee building, like much of downtown Cleveland, has undergone a great transformation. The preservation of this magnificent building is extremely important for the future character of Cleveland. Thanks to the design expertise of our design team, The Higbee building has returned as a grand icon of downtown Cleveland!"

Darin R. Haines, former Vice President  
**Greater Cleveland Partnership/ Positively Cleveland**

"We wanted to strengthen our brand image and create a unique and highly visible presence in downtown Cleveland with our project. This required a firm that was seriously committed to design excellence at the highest levels. Bill Eberhard and his team not only met that challenge, they drew us into an exceptionally creative balancing act of function, image and the technical elements of our program that was outstanding and fun. And it was a pleasure to work with them to define a path to a design that was impactful and functional."

Bert Brooks, Vice President + Project Manager  
**Dollar Bank**

"From working with Bill Eberhard and John Tellaisha, I learned how much of an impact thoughtful design can have on our daily professional lives, and how it becomes an integral part of an organizations ability to achieve its mission."

Rob Roland, Esq., Partner-in-Charge  
**Day Ketterer Ltd.**

"The Higbee Building (Greater Cleveland Partnership/ Positively Cleveland) was a sustainable project not only from the simple fact that this was the preservation of a historic building, but also from the involvement of the latest

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standards in environmental design. The client and the building owner both embraced such practices here and the design team used them to achieve a superlative result.”

Steve McQuillin, Principal  
**McQuillin & Associates, Building Preservation Consultants**

“In my career, I have been blessed with the chance to work with some great people on an interesting array of projects. In my capacity as owner of Rowe & Giles Millwork Company or while working with Darrell A. Young Corporation and O’Brien Construction, I have worked with almost every Architectural firm in Cleveland over the last 30 years. As an Architect, I recognize that everyone brings valuable expertise to their projects. I respect that it is the nature of our business that we cannot be all things to all people.

With that being said, from my experience there is no Architectural Firm with more expertise and experience or more demonstrated commitment to design in the practice of Interior Architecture in the Cleveland area. Bill Eberhard and his firm created or at least brought the concept of Interior Architecture as a business focus to Cleveland in the 1980’s and has been committed to the process of provided great design and great value to their customers for all of the twenty five years that I have known them.”

Philip M. Koepf, Architect  
**P. M. Koepf, Inc., Architectural and Construction Services**

"They designed a tremendous facility for Wayne Dalton Corporation. Everyone - visitors and staff, passes through this wonderful, light-filled rotunda at different levels no matter where they are going. It's a tremendously uplifting experience. Even the back of the building is beautifully designed and articulated!"

Peter Pran, FAIA, Design Partner, Peter Pran & H Architects LLC  
**American Institute of Architects Design Awards Jury Chairperson**

“We hired Bill Eberhard and his firm to design our new corporate headquarters because out of all the firms we interviewed, we could tell that they were the only firm that really understood that this was about a lot more than interior design - it's about interaction, communication, productivity and our culture. We view Bill and his firm as head and shoulders above their competition.”

Thomas Wilson, Vice President, Human Resources  
**M. A. Hanna Co./PolyOne Corporation**

"The office Bill designed for us reflects the function of a consulting firm. It meets our needs extraordinarily well. The function of the space serves as an extension of our values. It helps people do good work. There are many things about the space that are symbolic of the work we do and the values of the company, and because of that, it energizes the employees and the work we do. It attracts clients that have like values and our work has tripled since our occupancy. It has created a space and energy level that has propelled Catalyst to new heightened levels of the work that we do, and that makes us all very happy."

Leslie A. Yerkes, President

**Catalyst Consulting Group**

“All of Bill Eberhard’s spaces sparkle- McKinsey, Hanna, Dollar Bank, Greater Cleveland Partnership, even Heinen’s Headquarters - they are all beautiful spaces created out of sometimes very average buildings.”

Joseph F. Denk, Jr., Principal  
**Denk Associates Inc.**

“Eberhard Architects works well with a wide range of company styles, budgets, visions, and constraints. Bill and his staff consistently provided innovative suggestions and recommendations to create a work environment that exceeded the needs of the company, without exceeding the budget. For example, they showed us the improved lighting quality and operational cost savings realized by installing indirect lighting. They helped us work direct with the manufacturer to implement this system in the most cost effective manner. This design recommendation made a significant improvement in the work environment, and helped reduce the eyestrain of our associates who spent long hours on computer screens.

Eberhard Architects has been instrumental in getting their clients to ‘think green’ long before this term was invented. Environmentally sound material selections and construction practices, and sustainable designs are their hallmarks. The space was designed with health consciousness in mind. Additionally, using these types of designs and materials made our space seem timeless and not dated.”

Diana Yount, Director of Facilities  
**OfficeMax Inc., InkStop**

“The Eberhard team worked closely with us to understand our culture and how we work and developed an extraordinary design that is both extremely productive and flexible, as well as aesthetically beautiful. We couldn’t be happier with our offices. They are the envy of our colleagues across the country.”

Jeff Sinclair, Managing Director  
**McKinsey & Company, Inc.**

“The Hammer Company presented design challenges for Bill and his firm. We are a family owned and operated wine wholesaler and distributor operating in the Cleveland market for 4 generations. Bill and the firm were tasked with designing an office space that had the needs of modern functionality while incorporating historic fixtures my family has acquired over the years. Examples - leaded stain glass windows, cornerstones, headstones, 2000-year old Roman amphora, and an archive wine collection. The results are a remarkable example of their skills.”

G. Daniel Hammer, General Sales Manager  
**The Hammer Company**

“The Krill Co., Inc. has managed and constructed over a dozen projects with Bill over the past 20 years, and I personally remain convinced that Bill Eberhard provides his clients with the most complete design services. His

ability to meet the needs of the client with function, color, aesthetics, space use, and technical expertise is an attribute to him and his firm. One can always recognize the artistic touch of an Oliver Design Group/ Bill Eberhard project with its clean and crisp appearance, and though the construction can be complex and demanding, the finish product comes together with perfection.”

Jeffrey R. Gliebe, Vice Chairman  
**The Krill Co., Inc.**

### **AFFORDABILITY:**

“We presented Bill Eberhard with a daunting task: Restore The Higbee building to it's original historic beauty, while maintaining historic tax credits for the landlord, and living within a tight construction budget. Through Bill's leadership, creativity, and design expertise, we were able to achieve our functional, aesthetic and financial goals.”

Darin R. Haines, former Vice President  
**Greater Cleveland Partnership/ Positively Cleveland**

“There was never any occasion when we were anything but thrilled with the quality of the services provided by Bill and his firm. The team assigned to our office consistently did what they said they were going to do. When faced with the inevitable conflict between design choices and financial realities, Bill Eberhard was instrumental in helping us to understand the options and often came up with unique and creative solutions.”

Rob Roland, Esq., Partner-in-Charge  
**Day Ketterer Ltd.**

“Affordability at the Higbee Building project was a key consideration. Eberhard Architects quickly considered and rejected a costly design concept of elevated platform floors in favor of channeling and then patching existing plaster-faced historic columns to invisibly run electrical and conduit lines, thereby preserving historic ceiling heights, original marble floors and saving considerably on the expenses.”

Steve McQuillin, Principal  
**McQuillin & Associates, Building Preservation Consultants**

“The ability of Eberhard Architects to help us effectively monitor and manage costs was a great benefit to the project. This was true of not only the construction costs, but also the furnishings. We are not always fortunate enough to have their high level of cost management skills on our projects.”

Bert Brooks, Vice President + Project Manager  
**Dollar Bank**

“Vocational Guidance Services’ Training Center encompasses forward thinking materials and a design that meet LEED Gold standards and, sans the LEED Gold Certification, came in on budget.”

Robert Comben, President  
**Vocational Guidance Services**

"Bill Eberhard was able to create a beautiful, unique design according to our family's vision while maintaining the cost parameters determined at the outset of the project."

G. Daniel Hammer, General Sales Manager  
**The Hammer Company**

"We are impressed with Bill's sensitivity to daylighting and a sense of classic, timeless, contemporary design to express our culture and values with quality without being ostentatious."

Martin "Skip" Walker, CEO  
**M. A. Hanna Co./ PolyOne Corporation**

"The flexibility and knowledge of costs on the Eberhard team were true assets on our projects. I worked with Bill on projects for one of my employers where the budget was open ended and the vision of the finished product was very high end. At OfficeMax, the budget was severely limited and the space design vision was minimalistic. Their ability to design effective, pleasing, and functional spaces was not inhibited by the restrictions."

Diana Yount, Director of Facilities  
**OfficeMax Inc.**

"Bill and his firm are innovative in finding ways to help clients be budget conscious. At Capital American, we changed company leadership, which resulted in a style change in office décor. Bill helped us to see the ability to reuse many of the existing pieces and have them refurbished to work in the new décor. Our case goods furniture, which had been light wood was stained to a dark wood finish with black trim. This allowed us to change the look of these pieces from contemporary to traditional and not have to purchase new pieces. Furniture was also re-upholstered in more traditional fabrics, and artwork frames were changed from metal to wood. The Herman Miller modular workstations were reused and some new panels with traditional fabrics inserted throughout to update the look without wasting any of the existing components. Without the innovative suggestions of Bill and his staff, we would have spent considerable money needlessly on new furniture and workstations."

Diana Yount, Director of Facilities  
**OfficeMax Inc.**

"Eberhard Architects designed a building that met our needs, yet had the flexibility of design that enabled us to adapt to our changing business. The building we came out of was a "bomb shelter", so we were particularly sensitive to this. It is sometimes difficult to design a building that covers today's requirements, and yet can give us the options that Bill's design eventually did."

Mark Hauserman, Chairman of the Board  
**Vocational Guidance Services**

“Bill Eberhard and his firm possess a strong understanding of building systems and requirements. Unique design solutions, such as the first floor heat pumps at the Greater Cleveland Partnership project, allow a space to be made fully functional for the user while incorporating the required MEP systems in a low impact and low cost fashion. Foresight and planning by the Eberhard team is often in contrast to a challenge of adapting systems to integration in the awkward and compromised space left over from a less comprehensive space planning effort.”

Joseph F. Denk, Jr., President  
**Denk Associates, Inc.**

“Our project came in on time, on budget, and on quality. A fantastic outcome on all dimensions.”

Jeff Sinclair, Managing Director  
**McKinsey & Company, Inc.**

### **RESPONSIVENESS TO PROJECT REQUIREMENTS:**

“Bill Eberhard and his team were very easy to work with and almost instantaneously seemed like they were part of our law firm. Getting close to what we do allowed Bill and his firm to design a space that actually helped us to increase our productivity. The unique aesthetic design created by Bill Eberhard really left a strong impression with the community and our clients. Even today, seven years later, we continue to regularly receive positive comments from visitors.”

Rob Roland, Esq., Partner-in-Charge  
**Day Ketterer Ltd.**

“During the renovation of our showroom and offices, we had many challenges to overcome. The scope changed multiple times over the two plus years we were under construction due to unforeseen building conditions and changing space requirements. Bill and his staff worked with us through out to accommodate the ever changing conditions and ultimately achieve the exceptional result we have in our completed space.”

Paul Johanni, Chief Operating Officer  
**S. Rose Company**

“Every organization is made up of people, procedures, equipment, and values. Value-added performance requires leadership and focus. Bill Eberhard and his firm have helped us immeasurably with macro and micro strategic issues at the highest professional level. They are responsive always, and are a delight to work with because of how they develop and focus their people, from top to bottom.”

Barry Goldberg, Director of Special Projects  
**Covia Partnership/ Apollo Travel Services**

“Eberhard Architects was very responsive to our program and our technical requirements. They were a great help in working with us to develop a budget and schedule for the entire project scope. When our people would come up with an idea on a change or when a field condition would present a challenge, they never lost sight of our essential functionality or our technical requirements to make sure that our response would succeed in achieving all of our objectives.”

Bert Brooks, Vice President  
**Dollar Bank**

“Eberhard Architects was responsive not only to the needs of their individual client, GCP, but also to the building owner. They went above and beyond their responsibilities and attended meetings in Columbus with preservation officials to facilitate the receipt of the federal rehabilitation tax credit, a major factor in financing this project.”

Steve McQuillin, Principal  
**McQuillin & Associates, Building Preservation Consultants**

"The real strength of Bill Eberhard and his firm is their absolute commitment to the project. They perform as though they have a personal stake in our organization."

Richard Intorcio, CFO  
**Health & Tennis Corporation of America**

“The difference is in the details – and Eberhard Architects manages the details extremely well. I never had to worry that items would be missed, overlooked, or slip through the cracks. They kept many balls in the air at all times and juggled them efficiently and smoothly. They do whatever is necessary to meet the requirements of the client – whether it be a tight time line, a budget constraint, a business specific challenge, or simply a last minute curve in the road. I have personally handed them some last minute decisions and found they pull out all the stops to be responsive and helpful. Their first and last concern is for the client and the success of the project – with success being defined as whatever the client thinks is success. When I began my career in Facilities Management, my education and background had not been in this field, and I had limited knowledge and experience. They helped me to learn and to grow in my profession by doing whatever it took to make sure I understood all the nuances of an issue. I learned a great deal from them.”

Diana Yount, Director of Facilities  
**Capitol Financial Group**

"We were interested in creating an office environment that would contribute to a high level of productivity and work quality. In addition, we wanted a design that reflected the values of our employees and would support our recruitment and retention efforts. Bill Eberhard and his firm took the time to comprehensively analyze our operating requirements and created a rich and warm environment which meets our high expectations. They were timely, friendly and very professional."

T. Stenson White, Director of Administration



**Booz-Allen & Hamilton, Inc.**

“Bill Eberhard and his team were a pleasure to work with. They are extremely knowledgeable, responsive and fun to work with.”

Jeff Sinclair, Managing Director  
**McKinsey & Company, Inc.**

“The team from Bill and Lynn on down became like family during the time we worked together. Everyone embraced our project as if it were their own.”

G. Daniel Hammer, General Sales Manager  
**The Hammer Company**

### **MANAGEMENT & DOCUMENT PRODUCTION CAPABILITY:**

“The Krill Co., Inc. has enjoyed a long successful working relationship with Oliver Design Group and Eberhard Architects on several fast track projects. Bill Eberhard has been instrumental in bringing the team together. The principals of the firm have the ability to determine the client’s needs and convey these needs through design, and lead the team of selective consultants and contractors through every step of the process, for a successful project. During the construction process, they are always extremely responsive to the Contractor and Owner in addressing any issues that occur. Their turnaround time on submittals and field questions is exceptional and well above the norm for architectural firms.

The quality and completeness of the firm’s construction documentation also exceeds what we normally work with.”

Doug Fischback, Vice President  
**The Krill Company, Inc.**

“There was never any occasion when we were anything but thrilled with the quality of the services provided by Bill Eberhard and his firm. The team assigned to our office consistently did what they said they were going to do. When faced with the inevitable conflict between design choices and financial realities, Bill Eberhard was instrumental in helping us to understand the options and often came up with unique and creative solutions.”

Rob Roland, Esq., Partner-in-Charge  
**Day Ketterer Ltd.**

“I had the opportunity to work with Bill Eberhard and his firm through some of the most difficult phases of design and early construction. Their project management methodology and attention to detail was second to none. Our project was unique in the many constituents that we needed to serve and engage. They were with us every step of the way, documenting project requirements, holding team members to task to ensure the project was completed on



time, within budget, and to our requirements. Those are the hallmark ingredients to successful project management services."

Darin R. Haines, former Vice President  
**Greater Cleveland Partnership/ Positively Cleveland**

"Eberhard Architects was always on top of, and usually ahead of the firm, in preparing necessary drawings and specifications. The bidding process and actual construction proceeded flawlessly because of the site supervision and attention to the fine details provided by Eberhard Architects."

Rob Roland, Esq., Partner-in-Charge  
**Day Ketterer Ltd.**

"On the two projects that we have worked with Eberhard Architects, the firm has provided excellent responsiveness and have shown outstanding design ability. As a general contractor, we are accustomed to working with dozens of design firms on all types of projects. We can honestly say that all of the drawings and details provided in the contract documents by the firm have always been highly constructible. When an issue did arise on a project, Their principal and project team were quick with responses and provided the information that was required. We look forward to constructing many future projects with them in the future."

Bill Franczyk, Project Manager  
**TEDCO Construction Corporation**

"Eberhard Architects is a terrific firm, and I have worked with many firms over the years. I love the drawings! I love the service!"

Richard Thomas AIA, Campus Architect  
**Cleveland State University**

"I have worked with many architects throughout my 40-year career in facility management and found the Eberhard Architects to be the most comprehensive, quality driven team I have had the pleasure to work with."

James Hudak, Vice President/ Owner's Representative  
**Vocational Guidance Services**

"We are a difficult client. We have to coordinate our own marketing, operations, administrative and security people on our projects, so there can be a lot of changes as one of our projects moves forward. And with our project with Eberhard Architects, the design was not our standard, so everything was new for everyone. And Bill's people did a great job helping to get every one on the same page and keeping us together throughout the project, including the consultants. Their documents were excellent and their involvement with and control of the construction phase was

exceptional.”

Bert Brooks, Vice President + Project Manager  
**Dollar Bank**

“At Eberhard Architects, every associate becomes an extension of the team assigned to any one project. For example, if I needed information and the firm’s person was in a meeting, anyone available would step up and help me at any time. You are made to feel that you are their most valuable client, regardless of the size and scope of your project. Each team member also worked well with all the players on any given project – so much so that to this day, I consider them friends.

The documents received from the firm are always complete, cohesive, and thorough. Attention is paid to every detail. Items that other companies miss, they find and ensure they are done correctly. They think of all the space needs clients don’t often think of – from coat closets to meeting spaces, from adjacencies to confidentiality needs. Documentation of all meetings and actions is always thorough. I have often relied on their documents from a project to use for internal communication and space assignments.”

Diana Yount, Director of Facilities  
**Capitol Financial Group/ OfficeMax Inc./ Ink Stop**

“The attention to detail and involvement in the general contractors payment process by Eberhard Architects allowed VGS to process accurate and substantiated records for payment. We were particularly grateful for their attention to detail during the final payment phase. Mr. Eberhard and his team earned our trust.”

Donald Carlson, CFO  
**Vocational Guidance Services**

“Eberhard Architects has a superior knowledge and data base of project costs. They have an understanding of the MEP elements of a job as well as an accurate opinion of the probable costs. They are able to coordinate and direct our activities and design elements to avoid "bid day" surprises. Their knowledge of costs also allows an efficient and effective evaluation of alternative methods and content to achieve the best design solution, while creating high design spaces within defined budget limits.”

Joseph F. Denk, Jr., President  
**Denk Associates, Inc.**

“Eberhard Architects not only worked well with a diverse client list and set of responsibilities in the design and development of offices for the Greater Cleveland Partnership at the Higbee Building, they also achieved a superlative design result while respecting functional and historic preservation considerations.”

Steve McQuillin, Principal  
**McQuillin & Associates, Building Preservation Consultants**

**CLIENT RESPONSIVENESS:**

"Eberhard Architects LLC treats all client requests, both big and small, as their number one priority. Prompt responsiveness to calls, emails and questions is their modus operandi."

Darin R. Haines, former Vice President  
**Greater Cleveland Partnership/ Positively Cleveland**

"Bill Eberhard did an amazing job on the VGS Training Center while I was Board Chair. Like probably all non-profits, we had plenty of ideas, but we really needed guidance to make it all work. Working with Boards must be one of the most challenging aspects of a professional's job; Bill Eberhard was wonderful. He was responsive to our ideas, and used his considerable experience to help guide us in the process; both with the Board and the staff."

Mark Hauserman, Chairman, Board of Trustees  
**Vocational Guidance Services**

"Eberhard Architects worked closely with Vocational Guidance Services from the beginning design stages through the entire construction phase, and have remained active, as needed, post construction completion."

Robert Comben, President  
**Vocational Guidance Services**

"Bill's firm successfully managed a difficult role working for an owner and tenant simultaneously. Balancing the needs and expectations of both was certainly a challenge. However, the firm's staff always provided a professional and talented service. I think our Cleveland office is recognized as Deloitte & Touche's most attractive and the best example of high quality design within a standards program."

Richard Lane, National Facilities Project Manager  
**Deloitte & Touche LLP**

"Eberhard Architects was exceptional at establishing relationships with many different people in our organization at the various levels. Not only did they also develop and maintain effective relationships with all of our vendors and consultants and coordinate their activities with their consultants, the contractors and subcontractors, they were also terrific with our marketing and public relations people as well."

One of the aspects of working with Eberhard Architects that surprised and pleased me was that their project team – the Principals and Architects and Interior Designers – they all shared a common image and understanding of our project, so they could all always back one another up and respond to questions or challenges and keep the project's schedule moving without sacrificing design quality, schedule or budget."

Bert Brooks, Vice President + Project Manager

**Dollar Bank**

"I want to make sure that you know how much I have appreciated your support and help on this project. I couldn't have imagined the level of issues we were going to run into and you were unflappable. Even with tension coming at you from every direction on this project. I think the result is one we can be proud of, even though it was like making sausage to get there. You, specifically, were great to work with. Thanks for being on the project and for getting us through this."

Steve Millard Executive Director, COSE COO  
**Greater Cleveland Partnership** (to John Christensen AIA, EA LLC Project Manager)

"Eberhard Architects was responsive to client needs throughout the project and in several instances, took the initiative to offer proactive solutions that expedited the design and review process."

Steve McQuillin, Principal  
**McQuillin & Associates, Building Preservation Consultants**

"I am in the service business and I know what people want when calling a professional. When I called Bill's firm, I could always talk to our project team. Everyone responded promptly. I had no experience and was a real learner. The processes and vocabulary were different and new. The relationships were new and they were a great help in guiding us. It flowed very well. They responded well to our style and expectations and were very adaptable to our preferences. They achieved a great use of space."

Jack Favret, Partner  
**Deloitte & Touche LLP**

"Eberhard Architects is a group of professionals who understood our needs, even those we failed to express! They hand-held when necessary and moved the project ahead while preserving the design integrity."

Grace Condelli, Office Administrator  
**Porter, Wright, Morris & Arthur LLP**

"Eberhard Architects has become more than a vendor – they are a trusted business partner. They are always a valuable member of the project team. They are involved in the process from concept to completion, and work well with everyone from company associates and officers, vendors, contractors, material suppliers, and service personnel. Their timelines are realistic and achievable – and they continually provide insight to steps and processes along the way to the client. Their participation at in-house, job site, and vendor/manufacturer meetings was invaluable as they brought a wealth of knowledge, experience, and technical understanding and acumen to the table."

Diana Yount, Director of Facilities  
**Capitol Financial Group/ OfficeMax Inc./ Ink Stop**

“The ability of Eberhard Architects to bring such a diverse team together and keep them on track to reach the final product was very efficient and effective in meeting our stringent deadlines. The Team worked extremely well together making sure each specification was adhered to ensuring a quality outcome.”

Jim Hudak, Vice President/ Owner’s Representative  
**Vocational Guidance Services**

“Eberhard Architects strongly benefits from the retention of long time staff. Working relationships are predictable and comfortable. A project benefits from the efficiency of communication that has been developed and the knowledge and experience that is effortlessly transferred from project-to-project.”

Joseph F. Denk, Jr., President  
**Denk Associates, Inc.**

“The Eberhard team was always available at any meetings with the contractors / builders prior to and during the time of construction. They provided needed input to resolve construction and design conflicts and issues that arose.”

G. Daniel Hammer, General Sales Manager  
**The Hammer Company**