

⌘ ssoe. making clients successful.



SSOE, circa 1952



VALUE  
PROMISE

### **Saving money through a long-term relationship**

**Opportunity:** By building a long-term relationship with a Fortune 500 manufacturing company, we developed an intimate knowledge of its processes.

**Action:** We routinely provide a wide range of process engineering services spanning 46 facilities in 11 countries.

**Results:** Saved the client more than \$4.6 million in the last six years alone.



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# making history together.

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125 of our clients have been with us for over 20 years. Decades later, we're still finding new ways to impress them.

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**The SSOE Experience: the combination of our Value Promise and Great Client Service that results in trusted relationships.**

Successful projects have a common characteristic. They're built on solid relationships. Building them involves caring to learn all about your business and how we can contribute to your success. We develop a rapport between our teams by adopting your protocols and learning how you like to work. The stronger—and longer—the relationship, the more value we add.

Successful projects are the SSOE Experience.



Founders Jack Steketee and Al Samborn



VALUE  
PROMISE

**Saving time on the schedule**

**Opportunity:** An ethanol manufacturing company needed to double its existing capacity.

**Action:** We engaged our Shanghai office for 24/7 engineering design support and reduced this phase by 30%.

**Results:** Client reached full capacity ahead of schedule and saved \$1.8 million.

# yes, we make promises.

Our clients have consistently seen over 40% of our fee returned to them in project savings.

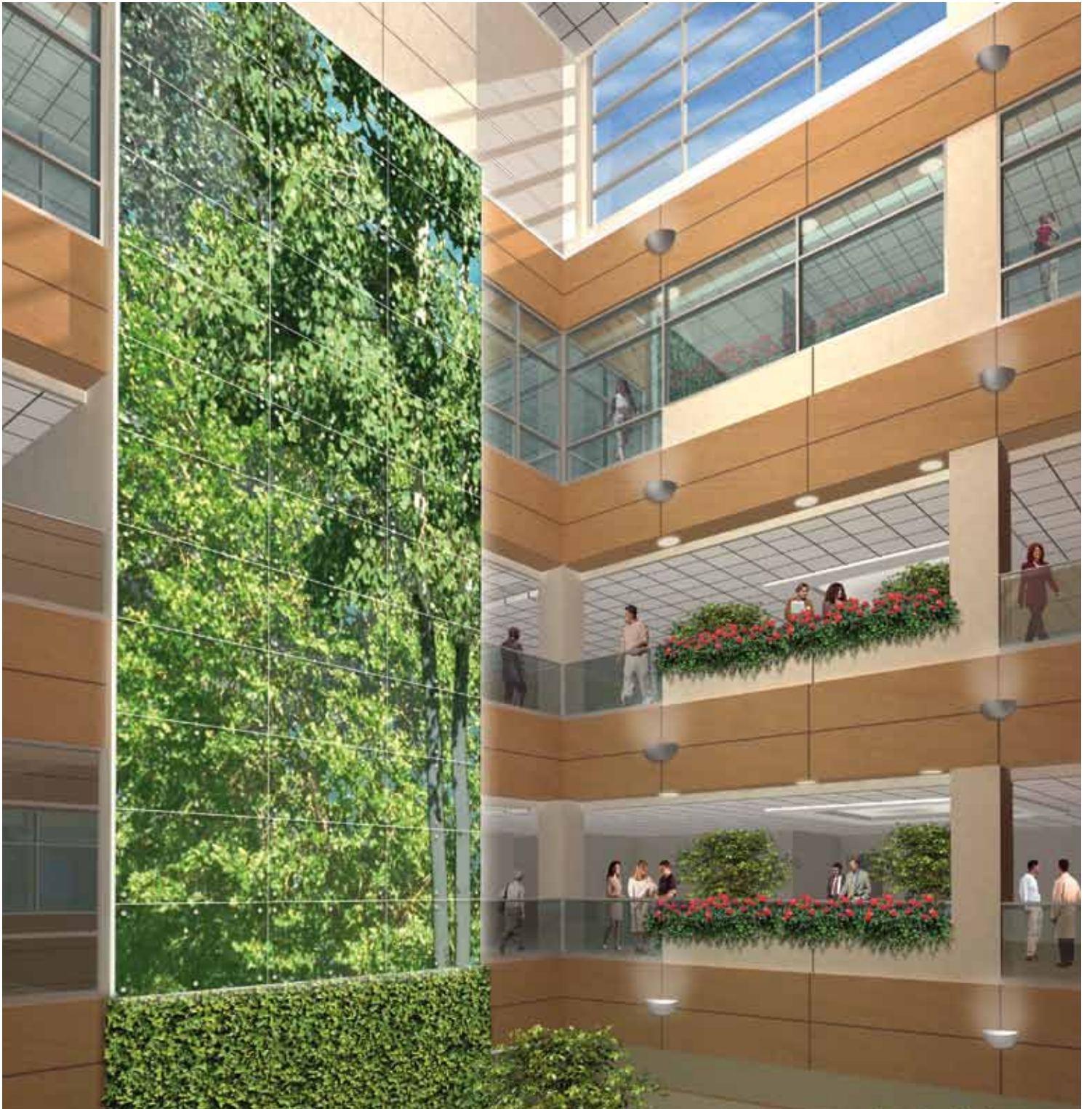
**Our Value Promise: to deliver high quality projects, on schedule, with fewer problems, and for lower total cost. This saves clients time, trouble, and money, and makes them successful!**

For decades, we've found ways to deliver greater value to clients. We promise to save you time, trouble, and money on every project and document the amount saved. It's our commitment, and we're willing to put our fee at risk to reinforce that commitment.

We focus on savings opportunities that align with your priorities and business objectives. If getting up and running faster is of prime importance, we'll hone in on compressing the project schedule. If construction costs are a concern, our procurement team can source the best value materials. Throughout this brochure, you'll see examples of how we've made good on our Value Promise. Every day we'll find ways to add value.

We keep our promises.





VALUE  
PROMISE

**Saving time on the schedule**

**Opportunity:** Obtaining a critical air quality permit threatened to delay the start of one client's critical operations.

**Action:** We helped expedite the approval of a 600-page permit in record time—30 days faster than any similar permit had been approved in the U.S.

**Results:** We preserved the schedule for this billion-dollar project, saving the client millions of dollars.



# service first.

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97% of our clients surveyed would recommend SSOE to their colleagues.

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**Great Client Service: to understand and exceed the client's expectations and deliver unexpected benefits.**

Delivering Great Client Service is our culture. We train our staff, monitor our performance, and improve our procedures so that each one of us contributes to an outstanding SSOE Experience.

It all starts with listening so we understand your expectations up front. Delivering the SSOE Experience requires us to determine how to exceed those expectations, put a plan in place to do it, execute the plan every step of the way, and measure the results.

Because we can't improve what we don't measure, we'll ask you to rate our performance. If we haven't exceeded your expectations, our step-by-step process kicks in so we will the next time.

Service always.



# comprehensive services. complete solutions.

**Project Delivery.** Where our Value Promise and Great Client Service come together to achieve your business objectives.

## planning

- Feasibility studies
- Site selection
- Master planning
- 3D visualization
- Sustainability master planning
- Public hearings
- Public relations
- Capital planning assistance
- Scope development
- Program / Project management
- Front end loading (FEL)

## design

- Programming
- Conceptual design
- Value engineering
- Code studies
- Sustainable design / LEED certification
- Facility
  - Architectural
  - Civil
  - Electrical / Power
  - Mechanical
  - Structural
  - Fire protection
  - Environmental
- Process
  - cGMP
  - Chemical
  - Controls and automation
  - Instrumentation
  - Material handling
  - Process machine design
  - Packaging

VALUE  
PROMISE

### **Saving money through design**

**Opportunity:** The project required extensive earthwork and piping.

**Action:** We used advanced 3D technology to change the siting of the facility.

**Results:** Saved \$20 million prior to beginning design phase.





## construction

- Health and safety
- Construction management
- Estimating
- Bid meetings
- Permitting
- Procurement
- Site management
- Owner's representation
- Constructability and construction strategy
- 4D sequencing
- Subcontractor management
- Commissioning
- Start-up
- Operator / Staff training

## professional services

- Onsite engineering support
- Maintenance engineering
- Inspections
- Manufacturing productivity enhancement
- Energy audits
- Sustainable and Renewable Solutions (SRS)
- BIM models to enhance facility management
- Disaster relief
- Six Sigma

### VALUE PROMISE

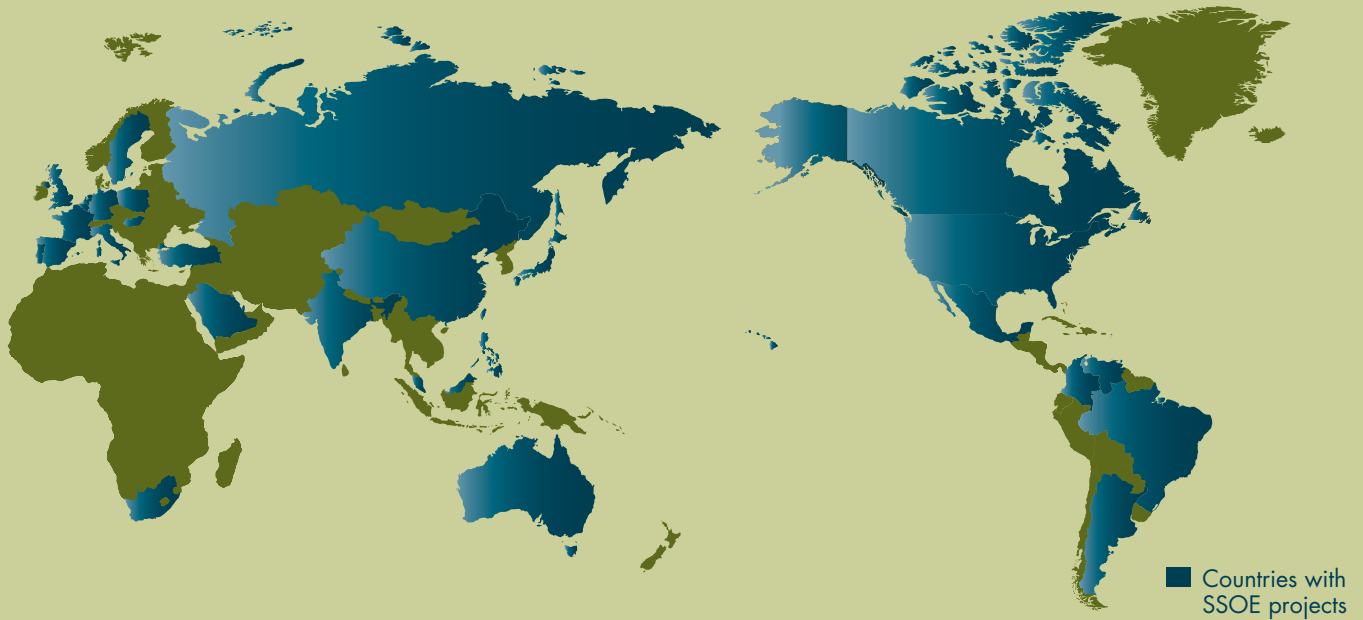
#### **Saving time, trouble, and money**

**Opportunity:** Clients lost revenue every day due to unexpected shutdowns or natural disasters.

**Action:** We responded quickly with unique solutions that allowed them to renovate rather than incur the cost and time to build new facilities.

**Results:** Nearly \$700,000 in recurring annual savings for one client and helped avoid huge public relations problems for another.

# we're where you are and where you want to be.



## Markets we serve

### Government

### Life Sciences

Education  
Healthcare  
Pharmaceutical  
Science and Technology

### Manufacturing / Process

Automotive  
Chemical / Petroleum  
Consumer products  
Food  
General manufacturing  
Glass

### Power

Investor-owned utilities  
Municipal  
Renewable energy

### Telecommunications

## OFFICE LOCATIONS

Alliance, OH  
Beijing, China  
Cedar Rapids, IA  
Chicago, IL  
Cincinnati, OH  
Columbus, OH  
Irvine, CA

Kalamazoo, MI  
Lima, OH  
Midland, MI  
Mumbai, India  
Nashville, TN  
Newark, OH  
Omaha, NE

Phoenix, AZ  
Raleigh-Durham, NC  
St. Paul, MN  
Sao Paulo, Brazil  
Seattle, WA  
Shanghai, China  
Tianjin, China

Toledo, OH  
Toronto, Canada  
Troy, MI  
Washington, DC

# our corporate values.

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Here's a look inside SSOE...  
an indication of what you can expect from us.

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- Integrity and the highest level of professional conduct
- Teamwork and collaboration
- Creativity and innovation
- Open and responsive management, demonstrating respect for the individual
- Commitment to employee development and a professional workplace
- Continuous improvement in processes and services
- Commitment to our professions, our community, and our environment
- Accountability and rewarding employees for exceptional performance
- Flexibility / adaptability



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## Rankings

*Engineering News Record, 2011*

- 1st Green Industrial and Manufacturing Design Firm
  - 6th Chemical Plant Design Firm
  - 8th Industrial Process Design Firm
  - 10th Solar Generation Design Firm
  - 11th Manufacturing Design Firm
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- Named one of the fastest growing private companies in the U.S.  
*(Inc. Magazine, 2011)*
  - Ranked among the top healthcare architects nationally  
*(Modern Healthcare, 2011)*
  - Ranked 7th largest engineering firm based on MEP revenue  
*(Consulting-Specifying Engineer, 2010)*
  - Ranked among the top 50 U.S. Federal Government design firms  
*(Building Design + Construction, 2011)*
  - Named “Best AEC Firm to Work For”  
*(Building Design + Construction)*

