

PROGRESSIVE CALL CENTER

Parma, Ohio

Herman Gibans Fodor, Inc. was commissioned to design a new, one-story call center building on Snow Road, near West 130th Street in Parma, Ohio. The new facility provides 70,000 square feet of new office space and amenities for up to 450 employees. The project was just one in a continuing professional relationship between HGF and Progressive Insurance.

The client's goal for the facility was a relatively economical building that would maintain their highly regarded standards for workplace environment and employee services. The building is sited and constructed for possible future conversion as a multi-tenant office/warehouse facility.

The building program is divided into two main sections consisting of open-plan office space for call center operators, and an amenities/training wing. The amenities/training wing features four large training rooms that are divided by operable partitions for class-size flexibility, a fitness center with locker and shower facilities, and a cafeteria served by an on-site, full service kitchen.

An effort was made to continue the basic exterior materials and color palette featured at Progressive's headquarters complex, and introduce compatible additional materials. The exterior materials used are aluminum panels, split-face concrete block, two colors of modular face brick, and exterior aluminum grilles and overhangs that reduce interior sun glare, as well as providing a dynamic design feature to the building's image.

