

# MANNREPORT™

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## ACC Construction A Class Of Its Own

The opening of Tiffany & Co. at 37 Wall Street that day marked the first time in its history that the legendary jewelry and luxury goods retailer had opened a second emporium in Manhattan. It was a return to lower Manhattan and a total affirmation of the revitalization of Downtown as a center of finance and emerging upscale residential area.

Serendipitously, it was the jewel in the crown for ACC Construction, the construction management firm that meticulously built-out the extraordinary 11,000 sq ft store with its ornate 35-ft high soaring ceilings and custom glass and millwork. The newly completed interiors are breathtaking, crowned by a 75-ft mesh and crystal sculpture by artist Ingo Maurer, which veritably floats 35 ft above the store in multiple, separate sections. The design also called for the fabrication and installation of an enormous and elegant curved glass and stainless steel center staircase, as well as custom Starphire Glass partitions and freestanding showcases, three-story elevator shaft and ornate millwork. Each of the glass pieces, manufactured primarily in Canada, had to be perfectly measured, detailed, and assembled. The intricacy of the detailing required frequent trips to Canada by the ACC project team and architects to coordinate directly with the factory supervisors and craftsman.

That morning, Tiffany & Co. rang the opening bell for the New York Stock Exchange with the world watching to celebrate the monumental opening. There were hundreds of glamorous patrons, politicians, civic leaders, and international press – all in attendance for the ribbon-cutting ceremony, which immediately followed the ringing of the opening bell.

This high profile, fast-tracked eight-month project was completed by an exceptional project team lead by Michele Medaglia, President & CEO, and James Galvin, Director of Operations. The entire ACC team worked 24/7, building the unique designs of Yabu Pushelberg and executing each perfectly laid out detail in the architectural plans by Ted Moudis Associates.

“From the beginning, ACC made it crystal clear that this was far more than just another project for them,” said Philip Bottega, AIA, Vice President of Real Estate Services Worldwide for Tiffany & Co. “Clearly, this is a firm that takes individual projects and enables them to evolve into long-term relationships. The senior management team of ACC has an old world mentality that is supported by a modern business model. They treated us as if we were their only clients; always one step ahead of us, anticipating details even before we did. We were always aware of their commitment and, frankly, this store has raised the bar higher than we could have ever imagined.”

For 24 years, ACC Construction has earned its reputation as a leading construction management and general contracting firm by producing outstanding work for some of the biggest developers, end-users, and architects in New York. Guided by Michele Medaglia and an executive team with decades of experience, ACC has long been known for its ability to fast-track projects, while exceeding clients' expectations with the finished products.

In addition to Tiffany & Co., the award-winning firm has worked on high profile projects for organizations such as Swig Equities, SL Green, L&L Holdings, Grubb & Ellis, NARAL, Amtrak, Us Tennis Association, and Commerce Bank.

### The ACC Executive Team

ACC's corporate culture is more reflective of Fortune 500 companies, atypical of mid-size construction firms. The strong foundation that defines ACC has been established for nearly a quarter of a century by its founder Al Medaglia. His guidance has been crucial to the firm's steady growth and long-term relationships with clients. To Al Medaglia, the quality of the work is critical, “If you build like your life depended upon it, nothing can stand in your way.”



In 1995, ACC's torch was passed to daughter Michele Medaglia. Since taking the helm, she has tripled the staff, and expanded its service lines to include high-end luxury retail and out of ground projects, along with its core business line of interior build-outs. ACC has also become expert in multiple vertical markets that include healthcare, hospitality, education, commercial real estate, corporate, and retail. Michele's passion for her business and commitment to customer service are respected and acknowledged industry-wide. "My passion is fueled from a burning desire to be the best at what we do; servicing our customers and building exceptional projects."

Director of Operations James Galvin has been instrumental in enhancing ACC's business structure. During his tenure, he has demonstrated a proven ability to build anything and has cultivated phenomenal relationships in the industry, which have brought personnel and clients to the firm. He has also revamped the estimating department and integrated state of the art technology solutions with ACC's project management systems, so that up-to-the minute data is available instantly to clients. A demanding director who believes in total accountability from project teams and subcontractors, he is instrumental in the firm's ability to provide exceptional customer service. "Our team will do whatever it takes to get the job done and stand by our word in the process," said Galvin. "We keep our cards on the table, identify the challenges, expose them, and overcome them."

Richard Settino, Director of Project Administration, worked side by side with Galvin to enhance the company infrastructure. A Major in the Army Reserves and Blackhawk pilot who served a tour in Iraq, Settino brings an unerring sense of discipline to ACC. As the "pilot" of the company's infrastructure, Settino has brought each and every technical component to new heights in order to accommodate the caliber of ACC's clientele. "My department is always on point," he said. "We are always seeking the most efficient method of servicing our customers." With a professional background that includes key positions for Banker's Trust, the US Department of State, and US Army, Settino believes in his staff's ability to exceed expectations. "No" is not an option. There is always a way and our team will make it happen."

ACC's Chief Financial Officer, Ray Swanson's comprehensive financial management background includes comparable positions for a major electrical contractor, construction company, and accounting firm. As the executive in charge of all the financial reporting, he orchestrates short-term and long-term strategic planning company wide. His knowledge and past experience at large firms are pivotal in guiding ACC in its evolution and growth. "The challenge is in executing on every opportunity, while our team relentlessly pursues our fundamental passion for business," Swanson said.

Chief Estimator, Jamie Cassara, who was recruited by James Galvin, is also ignited by the passion of ACC's corporate culture. Having grown up in the industry and graduating from Penn State with a degree in Business Logistics, he sees synchronicity in his professional and educational backgrounds. That education and experience, coupled with his "roll up your sleeves" mentality, have developed the estimating department's ability to successfully balance the architect's vision and the needs of the clients. "My staff understands that superior customer service begins in my department," said Cassara.

Elisa Zervos, Assistant Director of Operations, brings an expertise derived from years as the Manager of Regional Administration and Customer Service for Sam Zell's former company, Equity Office Properties Trust. Zervos' role is to take her extensive customer service experience and apply that Fortune 500 mentality to ACC's growth and clientele. Working in a position virtually unheard of in a construction company of

this size, her corporate focus adds a new dimension to ACC's internal culture and she succeeds in "bridging" together each department, creating cohesive and collaborative teams. Zervos' daily focus is on providing superior service that sets ACC apart from its competition.



Theresa Fleming, Kevin Flaherty, Joy Ligon, Richard Settino, Garret Branagh, Al Medaglia, Raymond Swanson, Elisa Zervos, Jamie Cassara, James Galvin, and Michele Medaglia

### **The Future of ACC Construction**

The success of Tiffany & Co. Wall Street combined with the strength, experience, and professionalism of this senior management team has catapulted the firm into a class of its own – a boutique firm with a Fortune 500 culture that lives and breathes customer service.

It is a level of service that has been achieved by a team of executives who have combined the nuts and bolts expertise of the construction industry, with a corporate culture focused on customer service, accountability, and transparency. It is an entirely new approach for the industry and a successful path for ACC Construction.

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