

Mercatus and Symbiote

In order to understand what Mercatus' and Symbiote's qualifications are, I will introduce myself as someone qualified enough to rate Mercatus and Symbiote. I have 16 years of Residential and Commercial Plumbing experience. I spent 17 years in the hospital environment as the Director of Engineering and Project Development. I am currently the Building and General Maintenance Manager at Biodesign Institute at Arizona State University which is one of the top 10 research institute in the world.

The Biodesign is a 750,000 square feet of biological research, half of which is labs with thousands of feet of work surfaces and storage systems. When we were asked to do a new lab build-out and make it blend with or current lab set-ups we were tested by the fact that the company that did the original labs 12 years ago was no longer in existence. We reached out to 4 different companies and Mercatus and Symbiote was one of them. With my past experience in dealing with furniture and equipment contractors I would say I am not the easiest person to impress. I have heard about every line a Sales Manager can toss out about their company, products and employees, which I don't care to hear.

Then I met William Rathsburg! Bill reached out to me several months before the big lab project and asked if he could give a tour of some work he had done for University of Arizona. I was impressed by the finished product. I tried Mercatus on a few small projects and found that their attention to detail was very impressive. With the large project they just completed for us, Mercatus broke the records on every levels. Bill spent an unbelievable number of hours of unpaid design visits and estimating, not even knowing if they had the job. Once Mercatus was chosen for the project the number of hours Bill spent with the completed plans and then an amazing number of changes with no complaints was nothing short of incredible! Then came the Symbiote product. Not only did it get delivered faster than the other companies promised their product, it was twice as fast and better quality. Time is Money, and Symbiote is aware of how important that is. To complement Bil's ability there is an excellent team of installers led by Jon Schaffer and Darren Lavery. The work ethics, and production is unparalleled in today's market. I would be remiss in not saying that the Team of Mercatus and Symbiote are the best I have every worked with.

Harl Alley

Building and General Maintenance Manager

The Biodesign Institute of Arizona State University

P.O. Box 875001

Tempe, Arizona 85287-5001

Office: (480) 727-9278

Cell: (602)327-1377

Fax: (480) 965-3334

E-mail: harl.alley@asu.edu

Website: www.biodesign.org

improving human health and the health of our planet

727 East Tyler Street Mail Code 5001
PO Box 875001, Tempe, AZ 85287-5001
Ph: 480.727.8322 Fax: 480.727.8305

