



6 Reasons to Outsource Your Facility Services

6 Reasons **to Outsource Your** **Facility Services**

Outsourcing your facility services is a strategic business decision with many benefits. In a recent survey of executives worldwide, 59 percent said outsourcing offers an opportunity to save costs, and 57 percent said it improves quality.¹ In addition to reducing costs and improving quality, outsourcing facility services can give your organization a competitive advantage. It allows you to eliminate the need for extensive services oversight and free up time and resources that can be refocused on supporting other core areas of the business.

Many Fortune 500 companies are already relying on an outsourcing model for their facility services, and it is a solution that can provide ongoing value to large and small companies alike. Supply Chain Management says, "It's no longer an option as much as it is a necessity."²

In this guide, you will learn six primary benefits of outsourcing your facility services.

1 Deloitte Global Outsourcing Survey 2016

2 <http://www.supplychaindigital.com/supplychainmanagement/2263/The-Top-10-Outsourcing-Companies-in-the-World>

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Focus on Your Core Business

Your business provides specialized products or services. Most business functions that do not directly support, develop or improve your company's product or service offering can be outsourced. Your facility services are no exception. By partnering with a service provider to manage and perform your facility services (e.g., janitorial, parking, HVAC, electrical, engineering, landscaping, etc.), your organization will benefit from their years of experience and time-tested processes. You and your employees can then stay focused on your business' core competencies and objectives—growing the business. **According to Deloitte, “Value... is the new watchword, and will likely be measured by how service providers help empower business growth through innovation.”**

1 Deloitte Global Outsourcing Survey 2016 – Analysis, <http://www2.deloitte.com/us/en/pages/operations/articles/global-outsourcing-survey.html>



Reduce Costs

The cost-savings opportunities alone are a compelling reason to outsource. Business owners and executives know, retaining in-house employees is an expensive endeavor, and in-house facility services personnel are no exception. While these service professionals do not directly contribute to your core business capabilities, they require the same internal administrative oversight for payroll taxes, salaries, and benefits. The cost of tools, equipment, management, and training can further impact the bottom line. Outsourcing allows you to more tightly control operating costs by establishing a budget for these services, and ultimately frees up capital that can be re-invested into areas of your core business at a higher rate of return. If you turn over more than one service function to an outside provider that can support various facility services—integrated into one contract—you'll realize even more costs savings and benefit from greater reliability and consistency.



Workforce Scalability

Another word for flexibility is scalability. Outsourcing allows business owners to easily adjust the level of staffing for facility operations on an as-needed basis. Quickly and easily scale your workforce up or down to address changing business demands or seasonal shifts. This flexibility allows you to control operating costs while avoiding the time-consuming process of recruiting, hiring, training and possibly re-training personnel.



Rely on Expertise for Improved Quality

Professional facility services providers are highly specialized companies, with the experience and proven processes to effectively manage your property's unique needs. The best facility service providers are at the forefront of technological advancements in the industry and ensure their clients benefit from time-tested, efficient processes. Those processes can also help extend the lifespan of your facility, which enhances their value in the long run. Additionally, when your facility services provider uses their own, well-trained employees instead of sub-contractors, you can expect tighter management control and consistent quality.



Implement Green Practices

Whether you are seeking a Leadership in Energy and Environmental Design (LEED) certification or just want to increase your sustainability efforts, leverage the expertise and existing practices of a facility services provider.

Implementing a green cleaning program, using non-toxic cleaning practices, benefits your facility, its occupants and your business. But, in order to go green effectively, you need deep knowledge of government regulations and proper cleaning practices. Why invest money and time training an in-house staff to become green cleaners, when a professional facility services company can implement a program more effectively? A proven green cleaning system will reduce cleaning's impact on people, as well as the indoor and outdoor environment.

Reducing your carbon footprint is also possible through energy savings and recycling programs—options that a facility services provider will help you explore and implement. Many such programs fund themselves through savings realized.



Find Peace of Mind

Running a business is a 24/7/365 job that requires keen attention to a multitude of important details. Worrying about who is tending to your facility needs shouldn't be one of them. By partnering with a trusted facility services provider and outsourcing your facility services, you can rest easy, knowing your needs will be met in the most professional, cost-efficient manner. To make your job even easier, your outsourced partner should offer consolidated billing (for multiple services and/or multiple locations) and web-based service requests, quality control, and reporting. The ability to assess, document, and communicate the quality of service you receive is invaluable to your bottom line and your peace of mind. **That's why 61% of companies surveyed transitioned to another outsourcing provider to remediate issues rather than move services in-house.**²

2 Deloitte Global Outsourcing Survey 2016



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