

Corporate Office, Data Centers and Branches Janitorial Solutions

Read how ABM helped one of the largest banking institutions in the U.S. improve the quality and consistency of their janitorial services, cut costs, increase efficiency, and more.

This leading global financial services firm is also one of the largest banking institutions in the United States, with operations worldwide.

CHALLENGE

Visited by tens of thousands of customers, high-profile clients, and employees daily, it was important for the company's Northeast operations facilities to reflect its world-class brand. To achieve this, and ensure a pristine work environment to one and all, they needed to improve the quality and consistency of their janitorial services.

The company recognized they needed a trusted facilities solutions partner to help. They also wanted a one-stop shop with a single point of contact who could manage and provide other specialty services for the operation's corporate headquarters, data centers, 1,000 branch offices, and 20 administration buildings.

They turned to ABM because of our expertise and proven track record of innovation and success.

SOLUTION

ABM developed a customized program that was efficient, flexible, and cost-effective. We implemented best-practice quality management that included detailed daily work schedules, continuous training, regular inspections and reporting, and corrective and preventive action meetings to continually improve our service.

The program integrated full-time day porters for the workday, after-hours night cleaning, and a host of other specialty services such as window washing, handyman services, and painting activity. By providing the appropriate number of highly-trained and qualified personnel, ABM's staff was able to more efficiently target specific area needs and requirements, handle daytime emergencies, and

deliver personalized services with minimal disruption to employees and high-end tenants.

Additionally, ABM implemented an Emergency Response Team (ERT) comprised of specially trained individuals to assist with flood issues, snow removal, and any other emergency required response. Now when natural disasters occur, ABM's ERT is immediately deployed, allowing the facilities to remain operable to staff and customers.

BENEFITS

Without jeopardizing quality, ABM was able to provide the client with service and satisfaction they were looking for. This type of service delivery embodies ABM's corporate purpose "to take care of the people, spaces, and places that are important to you."

Client benefits included:

- Delivered reliable, high quality, personalized service with minimal disruption
- Cut costs and increased efficiency with appropriate staffing numbers and quality
- Provided continuous improvement through best practice quality management services
- Improved communication between staff and the client
- Increased visibility and transparency of janitorial operations



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