

Social Media & Networking Service

Dynamic Soft Services Portfolio Delivery

Providing a “Disneyland” experience for employees and guests was critical for this popular and fast-growing social media company to attract and retain its bold and creative workforce. Learn how flexibility and service excellence allowed facilities services partner ABM to provide a next-level experience, enhance service responsiveness, increase sustainability, and much more.

This popular social media and networking service company strives to make the world more open and connected through information sharing. Now a Silicon Valley giant, it employs more than 17,000 people around the globe and boasts an average of more than 1.2 billion daily active users.

CHALLENGE

Helping pioneer the hip “hacker” culture that characterizes high tech software and internet businesses today, this famous company encourages creativity and bold, out-of-the-box thinking. The company is committed to providing a “Disneyland” experience for employees and guests at its campuses — offering open workspaces, flexible hours, and amazing amenities and conveniences that include an arcade room, a fitness center, niche food kiosks, health clinic, social spaces, cafes, climbing walls, event centers, micro kitchens, farmers markets, and much more.

Maintaining all these amenities was critical to its ability to attract and keep the best and brightest tech talent. However, its existing facilities services provider was unreliable and couldn’t keep up with such a dynamic expanding work environment. The company needed a facilities partner who was innovative enough to provide consistent service excellence despite a rapidly growing workforce and unconventional facilities.



SOLUTION

ABM provides the expertise and reliability, as well as the flexible, scalable, 24/7 support this dynamic high tech company required. Over the years, ABM worked with each of the company’s business groups to develop customized solutions, and gained more responsibilities as the company grew.

ABM now cleans and maintains the entire headquarters campus, including all workspaces, specialty spaces, food areas and cafes, labs, health care clinic, outdoor gardens and athletic fields, and more. ABM also manages the mail operations and event support and management including weekend farmer markets and all hands meetings, and performs light mechanical and plumbing services.

Leveraging mobile technology, ABM is able to efficiently and cost-effectively schedule and allocate resources in real time, when and where they are needed most. It also allowed the creation of a 24/7 response team that can be deployed immediately for any type of facility emergency.

Knowing sustainability is a priority for the company, ABM established a recycling and composting program that reduces waste going to landfills by 90 percent. And, ABM helps promote social responsibility through a unique work program that employs and utilizes disabled people to assist with facility support. This program gives back to the community and helps people with unique challenges be self-sufficient.

Technology & Manufacturing

Case Study: Social Media & Networking Service

BENEFITS

ABM is able to support the next-level, immersive experience this company envisions for its employees, customers, and guests alike. As the company has doubled in size, ABM has expanded the team to continue to meet the company's standard for innovation and service excellence.

Benefits ABM has provided include:

- Improved overall service consistency, efficiency, and quality through best practice processes, client engagement, and mobile technology solutions
- Enhanced service responsiveness through establishment of a 24-hour quick reaction emergency team
- Improved regulatory compliance for on-site health clinic cleaning
- Increased sustainability through recycling/composting programs that diverts 90% of waste
- Improved community relations by hiring local talent and hiring disabled workers for special programs
- Enhanced scalability that allows service scope to grow with the company without sacrificing quality

About ABM

ABM (NYSE: ABM) is a leading provider of facility services in the United States and various international locations. ABM's comprehensive capabilities include janitorial, electrical & lighting, energy solutions, facilities engineering, HVAC & mechanical, landscape & turf, mission critical solutions and parking, provided through stand-alone or integrated solutions. ABM provides custom facility solutions in urban, suburban and rural areas to properties of all sizes - from schools and commercial buildings to hospitals, data centers, manufacturing plants and airports. ABM Industries Incorporated, which operates through its subsidiaries, was founded in 1909. For more information, visit ABM.com.



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