

Multinational Consumer Electronics, Software, and Online Service Provider

Janitorial Services, Pressure Washing, Electrical Services

Attention to detail is critical to the products and services this global technology company brings to the market. So when it came to keeping employees at its Texas campus comfortable, clean, and creative 24/7, they wanted a janitorial services provider who was flexible and could equal its need for exceptionally high quality.

In addition to providing cutting-edge software and online services, this well-known company is one of the world's leading computer and consumer electronics manufacturers. It is widely recognized for driving innovation and creating high-quality, distinctive products for the global market.

CHALLENGE

In the very competitive high-tech sector, high standards are key to attracting and retaining the most skilled employees and producing the most innovative solutions. This attention to quality extends to maintaining aesthetically pleasing facilities and offering the latest amenities.

This tech company's state-of-the-art Texas campus houses executive briefing centers, high-end open work environments and shared space, a wellness center with medical offices, a gym, multiple cafés, and more. Part of the corporate vision was to ensure the same attention to detail was put into occupant health, safety, and sustainability as was put into developing products.

To better reflect this vision, it was crucial to find a long term, stable facilities vendor with innovation, technology, and scalability to ensure the employee work environment is always clean, comfortable, and sustainable, 24/7.

SOLUTION

Based on its reputation for service quality and ability to customize services based on specific needs, the company chose ABM to create a janitorial program that would help align the Texas campus with its corporate vision. The incumbent contractor was unable to meet quality and growth requirements and needed to be replaced immediately. ABM successfully transitioned the portfolio in just five days.

ABM now provides around-the-clock clean room-level janitorial services for the entire campus. This better meets the needs of the employees, who tend to work

long, non-traditional hours. To support the company's high standards, ABM's management team developed a proactive staffing model that flexes with the site's dynamic work levels and results in consistent service delivery.

For example, restroom schedules are customized to target high, medium, and low usage service needs to correctly manage the quality and maximize productivity. And, service to the campus now starts in the parking garages to present an elevated brand image while extending the life of the company's facility assets.

ABM also incorporated out-of-scope services into the contract, through customized training, to leverage the workforce and drive costs down. ABM employees are trained to address cleaning issues when they spot them, not just according to the cleaning schedule. If a member of the cleaning staff sees a smudge anywhere, it is cleaned immediately, without waiting for the regularly scheduled cleaning frequency.

As one of the most innovative businesses in the world, the company often expresses an interest in trying the latest cleaning equipment. ABM is able to leverage its relationships with equipment manufacturers to provide expertise and demonstrations on cutting-edge cleaning technology.

And since sustainability is a key initiative for this company, ABM supports that goal with ABM GreenCare[®], a program that uses green cleaning products, equipment, and processes where appropriate.

BENEFITS

ABM's attentive, proactive service has allowed this company to create a world-class environment for its employees. Its Texas facilities meet the high expectations for cleanliness and sustainability, as well as the company's exceptionally high aesthetic standards. In fact, one visiting executive remarked that the campus sets the standard for the company's other facilities globally.

Because of how happy the company is with ABM's services,

it has expanded the contract to include additional services such as pressure washing and technician services.

By working closely with the company and meeting its high standards, ABM has:

- Extended the life of the company's facilities through proactive cleaning and maintenance
- Acted as eyes and ears for maintenance issues, reporting on issues seen as ABM employees work within and outside of the buildings
- Reduced costs by incorporating out-of-scope work in the standard contract
- Supported the company's zero waste initiative by making sure recycling and other waste is properly routed
- Improved employee satisfaction and retention through a consistently clean, comfortable, and sustainable campus
- Transitioned numerous new facilities seamlessly without disrupting existing facilities

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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