

# International Pharmaceutical Company

Custodial, Landscape & Grounds, Facilities Engineering & Technical Services, and More

In the biopharmaceutical industry, operating costs can easily spiral out of control when facilities services fail to meet regulatory compliance. Because of the wide range of expertise required to maintain GMP space, high profile headquarters, environmental monitoring, laboratories and other specialized environments, many companies use in-house resources to manage and procure support services.

## CHALLENGE

This international biopharmaceutical company was utilizing in-house subject matter experts (SMEs) to handle its facilities services. In addition to salaries for its SMEs, its cleaning and facilities maintenance services were provided by a wide variety of vendors. The management demands were extensive and they were unable to leverage economies of scale resulting in above market cost.

With patents on its best-selling drugs due to expire, the company needed to reduce facilities maintenance costs and maintain uptime and quality level requirements.

## SOLUTION

They selected ABM as a single source provider to leverage its maintenance spend through industry-certified janitorial, grounds maintenance, painting, waste management, pest control, window cleaning, building maintenance, mail, and AV support services. ABM's management expertise and extensive biopharma experience were key differentiators.

## BENEFITS

ABM helped them centralize and streamline their maintenance efforts and right size the staff needed to perform and manage consistent, high-quality services across the entire facilities portfolio. Other benefits included:

- Simplified and improved reporting and information management
- Elevated short and long term budgeting capabilities
- Streamlined overall management and support resources
- Leveraged efficiencies and economies of scale from using a single vendor
- Increased worker productivity resulting in labor savings
- Implementation of national best practices and standard operating procedures



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