

Automobile Manufacturer

Landscape & Turf Services

CHALLENGE

In August 2011, ABM began servicing three sites for a luxury automobile manufacturer. The North American headquarters for this European manufacturer is 60 acres, the Performance Center is 72 acres and the manufacturing plant site sits on over 1,000 acres of land with close to 300 acres of turf being maintained on a weekly basis and much more on a bi-monthly, monthly, quarterly and yearly basis. The transition from the previous service provider had to be accomplished in a short period of time and be seamless for the client.

Many of the areas at the three campuses have mature and outdated landscapes and the client was looking to ABM for improvements.

SOLUTION

- All equipment was procured in the short window of time.
- On-site supervisors for all sites had to be on-boarded and trained.
- Service worker staff had to be hired, trained, badged and on-boarded before the start date.



- Properties had to be over staffed originally to bring the grounds up to the desired level.
- The on-site managers and ABM's landscape designers worked together to propose and install many projects that greatly improved many of the customer facing areas that the client is focused on.
- ABM has developed a strategic plan for several areas for continued improvements.

BENEFIT

- Leveraging ABM's quality assurance system, the client has seen improvements in quality and safety at all sites.
- The level of supervision has increased at all sites, due to full-time on-site managers
- The caliber of employees has improved due to ABM's stringent screening process and ongoing employee training by management.
- Customer facing areas have shown great improvements in the level of quality and the updated landscape.
- Quick responses with equipment and personnel for special requests, projects, and storm damage clean up and weather emergencies, as one site has gone through two hurricanes and several blizzards.



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