

American Multinational Internet Technology Company

Administrative & Event Services, Janitorial Services, Sustainability

To attract and retain its creative and tech-savvy workforce, this world famous internet technology company needed to create and maintain a modern and flexible culture of innovation. Read how trusted facilities services provider ABM was able to use an integrated service delivery model and mobile technology to support this collaborative and unconventional workplace while still controlling costs, meeting regulations, and increasing quality and efficiency.

With its mission to organize and make information accessible to everyone, this Silicon Valley-based internet tech solutions company has become one of the most well-known search engines in the world. Its name has found its way into our everyday lexicon, and has even become a verb in the dictionary.

CHALLENGE

When the company was started two decades ago, the internet was just becoming popular. Beginning small in a garage, the company grew through innovation and acquisition. Not only did they revolutionize the internet as we know it, they changed the dynamics of the entire high tech industry.

With its hip and cool vibe and anti-corporate culture, the company attracted younger workers who are creative, tech-savvy, and socially conscious. This new workforce likes to collaborate in communal spaces, work flexible hours, and expects a host of work-life conveniences and amenities.

Attracting and keeping this youthful-minded workforce happy and creative is a priority for this — and every

other — high tech company now. But supporting such an unconventional new workplace has become much more challenging than before. To support this culture of innovation — as well as well as continue to control costs, meet regulations, and increase efficiency — they required a facilities partner who is flexible, scalable, and mobile.

SOLUTION

The company didn't have to look far. ABM had been providing facilities support for them since 2002. As the company grew and changed the industry, ABM's role grew as well. To keep up with the new dynamics, ABM transformed the traditional facilities services model to an innovative performance-based data- and technology-driven approach that focuses on customer needs, optimizes schedules and work orders, ensures efficiency and quality, and continually improves the user experience.

This integrated service delivery model uses teams dedicated to customer groups by personality, expectations, and behaviors in an environment with 24/7 work environments, open collaborative spaces, game and relaxation rooms, bowling alleys, cafes, child care centers, and more. ABM also supports administrative functions and events. Work is scheduled, tracked, and managed using mobile devices in real time, allowing workers and managers to be more agile and responsive. Data is continually analyzed to improve performance. The workforce is flexed and deployed to meet the peaks and valleys of the variable demands exhibited each and every day.

To help promote the brand's social responsibility, ABM implemented robust recycling and waste management programs, and supports other zero waste initiatives.



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Working with the company, ABM also helps educate employees about sustainability and is always looking for new ways to enhance these programs.

ABM management and maintenance engineers are hired locally and trained in gold star customer service, instilling in them a hospitality-inspired work ethic. Because the buildings are open 24/7, workers are visible and always provide concierge-like assistance to all employees and visitors they meet on campus.

BENEFITS

Through the years, ABM continues to prove to be a valued partner, helping the organization attract and retain top talent through exceptional facilities services. ABM also continually delivers on its financial commitments, and is always providing innovative recommendations to improve service delivery and offerings.

ABM also adds value by:

- Being flexible, scalable, and mobile
- Providing new and innovative delivery models through cutting-edge technology
- Exceeding service quality, uptime, and reliability KPIs
- Providing purchasing economies of scale
- Delivering increasing levels of customer experience-focused service sophistication as the company grows and matures
- Helping divert waste going to landfills and reducing its carbon footprint through improved green programs
- Meeting cost cutting and savings targets

About ABM

ABM (NYSE: ABM) is a leading provider of facility solutions with revenues of approximately \$5.1 billion and over 100,000 employees in 300+ offices deployed throughout the United States and various international locations. ABM's comprehensive capabilities include electrical & lighting, energy solutions, facilities engineering, HVAC & mechanical, janitorial, 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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