

National Media Company

Janitorial Solutions

This national media company owns and manages publishing, digital, broadcast and mobile brands across the United States.

Millions of people watch, read and interact with their entertainment, news and advertising media every day.

CHALLENGE

This client needed to standardize and coordinate services at 27 sites in 24 states. The transition was further complicated by the fact that the client had a different service provider at each site.

SOLUTION

ABM assessed each site and developed a system-wide plan that catered to the unique needs of each building. Through our centralized support structure, the client has consolidated billing, work order

management and compliance.

ABM provides a national Account Manager who is supported by a local management team that interacts directly with the client's local staff. Together, they ensure best-in-class service delivery and support.

BENEFIT

- Account Manager provides single point of contact and oversees operating procedures at all sites; also produces quarterly and annual reviews, measuring quality and performance
- Local service with national coordination ensures consistent, quality service with unique delivery at each location
- Customized operations plan allowed for a seamless transition and optimization of costs
- By choosing to make ABM the service provider for the remainder of its sites, the client has direct access to work order management and reporting at all of its sites, allowing for greater efficiency and transparency

This client needed to seamlessly transition from 27 different janitorial service providers in 24 states to one.



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