

# Multinational Consumer Electronics, Software, and Online Service Provider

Janitorial Services, Pressure Washing, Electrical Services

Attention to detail is critical to this global technology company. Widely recognized as an innovator in cutting-edge software and online services, this leading manufacturer of computers and consumer electronics is well-known for bringing distinctive, high-quality products to market. When it came to keeping their Texas campus comfortable 24/7 for their talented employees, they needed a flexible janitorial partner ready to play at their level.

## 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.

To compete for talent in the high-tech sector, companies build workplace cultures that attract and retain innovative employees.

This company's state-of-the-art Texas campus houses executive briefing centers, high-end open work environments and shared spaces, a wellness center with medical offices, a gym, multiple cafés, and more.

The corporate vision for this campus required the same attention to detail for health, safety, and sustainability as was put into developing products.

To better reflect this vision, it was crucial to find a long-term, stable provider of scalable facility services with competency in innovation and technology to help ensure the employee work environment is always clean, comfortable, and sustainable.

## SOLUTION

The incumbent contractor was unable to meet quality requirements or the needs of a growing campus, so the search was on for a facility partner with the ability for excellence and smooth transitions. Based on our reputation for high-quality, customized service, ABM was chosen to create a janitorial program that would help align the Texas campus with its corporate vision.

ABM now provides around-the-clock janitorial services for the entire campus. A 24/7 model better meets the needs of the employees, who tend to work long, non-traditional hours. ABM's management team developed a proactive staffing model that flexes with the site's dynamic work levels and delivers consistently high levels of service.

For example, customized restroom cleaning adapts to high, medium, and low use, protecting quality and maximizing productivity. Adding service for parking garages elevated their brand image while helping to extend the life of the company's facility assets.

Through customized training (innovated around the issue of out-of-scope services), labor is better leveraged and costs are driven down. ABM employees are trained to address cleaning issues when they spot them, not just according to the cleaning schedule. For example, 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 offer the most cutting-edge cleaning technology.

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.

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### BENEFITS

ABM's attentive, proactive services ensure cleanliness, aesthetic appeal, and sustainability to help create a world-class environment for innovative talent. 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 service,** they have expanded the contract to include additional services such as pressure washing and technician services.

By working closely with company leaders, ABM has:

- Helped extend the life of the company's facilities through proactive maintenance and cleaning;
- Acted as eyes and ears for maintenance issues, reporting on issues seen as ABM team members work within and outside of the buildings;
- Reduced costs by incorporating out-of-scope work in the agreement;
- Supported the company's zero waste initiative by ensuring recycling and other waste is properly routed;
- Improved employee satisfaction and retention through a consistently clean, comfortable, and sustainable campus; and
- Transitioned numerous new facilities seamlessly without disruption.

### 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](http://ABM.com).



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