

# 5 Important Considerations When Evaluating Outsourced Facility Services

Reaching consensus from internal stakeholders on the decision to outsource, agreeing on a vendor, and transitioning service effectively is very complicated. Your facilities are a major investment and it's important to consider each question carefully. While it may seem daunting, it's a good thing that there are many stakeholders at the table. This guide will walk you through common questions about outsourcing and how to have meaningful conversations with your colleagues about them.

## 1. Should we outsource at all? If so, why?

- Will it help keep costs under control?
- Will it help us operate more flexibly?
- Will the vendor offer specialized expertise?

## 2. What will happen to our current employees if we outsource?

- Will hiring the vendor make our staff redundant?
- Does the vendor offer to take on our current employees?
- Does the vendor have programs to help retain and attract team members?

## 3. How can we ensure quality of service?

- Are we prepared to clearly define our expectations?
- Do we have a framework outlining our most important KPIs?
- Do we want to guide the conversation over quality or let the vendor present first?

## 4. What considerations will help control and maintain our budget?

- Does the vendor offer real-time data and analytics?
- Will the vendor give us insight into this data?
- Will quality control benefit cost control?

## 5. Will working with a vendor offer other cost savings?

- Do we currently benefit from bulk discounts on supplies?
- Are we able to negotiate agreements with major suppliers?
- What other cost efficiencies can a vendor offer us?

ABM has helped hundreds of companies like yours make the transition to outsourced facility services and reap the benefits. For more information, visit [ABM.com](https://www.abm.com).

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