



Nova Southeastern University

Facilities Management



Founded in 1964 with 17 graduate students in physical and social sciences, Nova Southeastern University has grown to serve more than 21,000 students across eight regional campuses, including a satellite in Puerto Rico. Updating their facilities management model secured the resources and scalable efficiencies needed to achieve their transformative goals.

CHALLENGE

Nova Southeastern University leadership wants top rankings for their institution. To better serve their thriving, research-based institution, facilities management needed to transition away from a small business model and streamline operations for multiple campus communities.

“While it was nice to be able to talk to the owner of the company we worked with before, he didn’t have the resources to deliver what a large organization like NSU needs in terms of employee training, meeting Occupational Safety and Health Administration requirements, and providing workers’ compensation insurance at the proper levels,” said Daniel J. Alfonso, Vice President of Facilities Management and Public Safety for NSU.

SOLUTION

With a full suite of self-performed facility services and extensive experience customizing solutions for higher education, ABM was able to cost-effectively provide the resources and efficiencies NSU needed.

“ABM helps us create good environments for learning, and in that way, it is helping us become a great university.”

- Daniel J. Alfonso
Vice President of
Facilities Management
and Public Safety



Improving Personnel Management

"ABM brought in significantly improved management of personnel, and it retained employees to aid in a smooth transition," said Alfonso. "The company also trained staff to do good work, especially in the health professions division and clinical spaces. There's an improved level of professionalism, and we've gotten positive feedback from the deans, professors, and teachers who operate in those spaces."

Reduced Costs and Improved Responsiveness

"ABM helps us save time and money and respond better to our customers," said Carlos Jose, Executive Director of Facilities Management. "We work together to make our campus shine as we try to make Nova Southeastern one of the best universities in the country."

BENEFITS

Efficient and properly scaled janitorial, grounds, and maintenance helped NSU transform the visual impact of their campuses and improve learning environments for students, prospective students, faculty, and staff.

Attracting the Best and the Brightest

"We want students to visit NSU and say 'wow!' A classroom with dirty floors, overflowing trash cans and poor lighting is not a good environment for learning," said Alfonso. "ABM helps us create good environments for learning, and in that way, it is helping us become a great university."

NSU leaders also noted these additional benefits:

- A partnership built on respect, responsiveness, and accountability
- Contributions to the design of NSU Health, a 14-acre facility centralizing optometry, dentistry, and other clinical operations
- A successful transition to an integrated and scalable facility management solution
- Access to resources that help team members grow with the university's strategic goals
- Streamlined procurement processes for improved services

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.



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