



# **ABM PARTNERSHIP BENCHMARK REPORT**

*Compiled Findings from  
the 2019 Annual Client  
Satisfaction Survey*

# ABM SERVICE STRENGTHS, IMPROVEMENTS, AND OPPORTUNITIES

## ABOUT THE SURVEY

The survey was conducted by Kingsley Associates from April 9-June 5, 2019. Respondents consisted of ABM clients in the United States and United Kingdom and represented all industry segments and service lines. The web-based survey was sent to over 2,000 client contacts with periodic reminder emails to drive responses.





Since 2018, ABM has worked with Kingsley Associates to assess client satisfaction and identify opportunities to improve. This report details the findings of our 2019 survey and the steps the company has taken to enhance service since its completion.

## **SURVEY HIGHLIGHTS**

**ABM IS DEEPENING ITS CLIENT RELATIONSHIPS: THE NUMBER OF RESPONDENTS WHO VIEW ABM AS A COLLABORATIVE PARTNER INCREASED BETWEEN 2018 AND 2019.**

**CLIENT SATISFACTION IS INCREASING, WITH SERVICE ATTENTIVENESS AND EXPERTISE BEING COMMONLY CITED AS COMPETITIVE STRENGTHS.**

# ABM SERVICE STRENGTHS, IMPROVEMENTS, AND OPPORTUNITIES

## WHAT ABM HAS DONE SINCE THE SURVEY

Here's how ABM is using the survey results to make improvements across the organization:



### REVIEW

- The full report was shared across industry groups and account teams.
- Account teams reviewed transcripts of conversations with dissatisfied clients.

### ADDRESS

- Teams with highly satisfied clients were rewarded.
- Account teams followed up with clients indicating a need for additional engagement.

### ACT

- Best practices are being shared with lower performing teams.
- Action plans are being used to make improvements across the organization and in key target areas.

**Overall Satisfaction  
for ABM as a Whole  
2018 vs. 2019**

*"They are very inclusive, have a team spirit, and a good level of training."*

*"ABM's primary strength is their responsiveness. The dedicated account representative is hands-on and I can always call the branch manager or regional manager."*

**Overall Satisfaction  
by Industry Group**

**OVERALL SATISFACTION BY  
INDUSTRY GROUP**

*Technical Solutions is ABM's highest rated industry group. Four out of 6 industry groups saw at least a 5 percent improvement in their score when compared to 2018.*

**Relationship Tenure  
Section of Overall  
Satisfaction by  
Demographic  
Breakdowns**

**THE LONGER THE RELATIONSHIP,  
THE HIGHER THE SATISFACTION**

*ABM's most tenured clients are the most satisfied. Longer relationships enable account teams to better understand and anticipate client needs. As a result, those clients gain more value from partnering with ABM.*

# ABM'S PEOPLE MAKE A DIFFERENCE

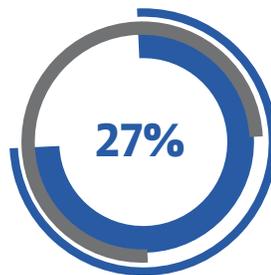
ABM clients see its personnel's expertise and engagement as key competitive strengths.

**RELATIVE TO OTHER PROVIDERS IN THE INDUSTRY, WHAT DO YOU PERCEIVE TO BE ABM'S PRIMARY STRENGTHS?**

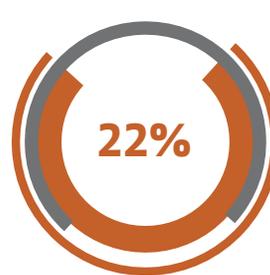
## Top Responses



Accessible, responsive, and engaged service



Engaged management team



Strength and depth of personnel



General execution of service

From 2018-2019, the percentage of clients who listed "Accessible, responsive, and engaged service" as a strength increased by 20 points.

"Its actually much more collaborative than I would expect from a contractor."

"They have good leaders in place that resolve issues in hours."

"They value their professionalism, their approach to getting things done, and are customer-focused."

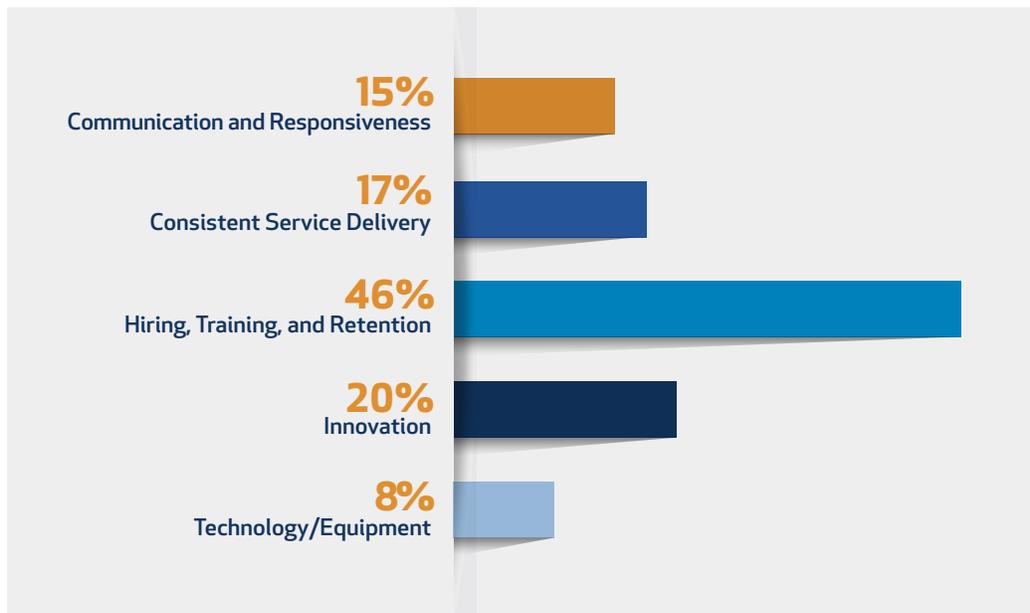
# What ABM Clients want to see

Client feedback has enabled the company to target key areas for improvement. Since the completion of the 2019 survey, ABM has implemented a number of changes to improve client relationships.



**WHAT ARE THE MOST IMPORTANT THINGS ABM SHOULD FOCUS ITS TIME AND RESOURCES ON FOR THE NEXT 12 MONTHS?**

## Top Responses



**ABM SERVICE STRENGTHS, IMPROVEMENTS, AND OPPORTUNITIES**  
*2019 Client Survey Findings and Progress*



# HOW ABM IS ADDRESSING THESE CONCERNS

## Strategic Leadership Changes

**Hired a Chief Strategy and Transformation Officer** to oversee company-wide strategy and innovation, transformation management, operational excellence, and integrations.

**Created a Chief Facilities Services Officer** role to reinforce operational efficiencies and enhance productivity.

## Hiring, Training, and Recruiting Practices

Labor challenges are particularly acute in this economy. Since the survey was completed, ABM has continued to dig into the practices that keep the company ahead of the issue:

- **Employing proactive recruiting to build a bench of qualified employees**
- **Providing employees with career advancement opportunities**
- **Leveraging non-profits and community organizations to source talent**
- **Leveraging our 300+ branches to build local ties**

## Improvements to Backend Functions

**Development of a new client portal** which will allow customers to get directly in touch with a representative who can answer their questions.

## Making ABM's Strengths Scalable

The survey findings indicated that some of ABM's competitive weaknesses are also perceived as strengths by a significant portion of clients. To address these issues, **ABM is scaling the best practices** that are working elsewhere in the organization.

# Maximizing Value with Additional Services

The survey results indicated that many clients don't realize the full breadth of ABM's service offering, even though a majority said they would consider using ABM for additional services. Clients who take advantage of multiple services from ABM enjoy:

- **Reliability: ABM self-performs 90% of services**
- **A single point of contact for billing, issue resolution, etc.**
- **Cost-effective best practices across service lines and locations**

## Additional Service Lines to Consider



### **Landscape & Turf**

ABM brings decades of experience, expertise in the finer points of agronomy, and extensive resources to maintain your property. Whatever landscape or turf services you need, our mobile crews and daily onsite staff members integrate seamlessly with your team to accommodate your specific needs.



### **HVAC & Mechanical**

As building infrastructures age, new costs and complexities arise. ABM ensures your systems run efficiently, effectively, safely, and sustainably, so you can boost the performance of your facility and everyone who works inside.



### **Parking**

Your parking environment and operators are often the first experience your customers have with your brand. Across shuttle service, valet, and parking facility management, ABM provides exceptional parking and transportation services.



### **Electrical Power**

Your business works at peak potential when your electrical distribution and lighting systems perform at theirs. ABM provides a full scope of proactive and planned services for your lighting and electrical power needs.



### **Janitorial**

Everyone appreciates cleanliness: shining floors, fresh-smelling air, well-stocked restrooms, smudge-free windows. ABM is a single-source commercial janitorial contractor with advanced cleaning technologies.

## SPECIAL THANKS

ABM is especially grateful to the clients who took the time to participate in these surveys. Your valuable feedback enables the company to drive continual improvement and partner with you more effectively.

# We want to hear from you

Would you like to be a part of helping us improve our service?  
The next survey period is approaching.

A majority of respondents said they felt ABM acted on the feedback provided in 2018.

Make your voice heard by participating in our next survey.

**Visit [ABM.com/URL](https://www.abm.com/URL) or access the survey via our new client portal.**

## **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 and mechanical, landscape and 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](https://www.abm.com).

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