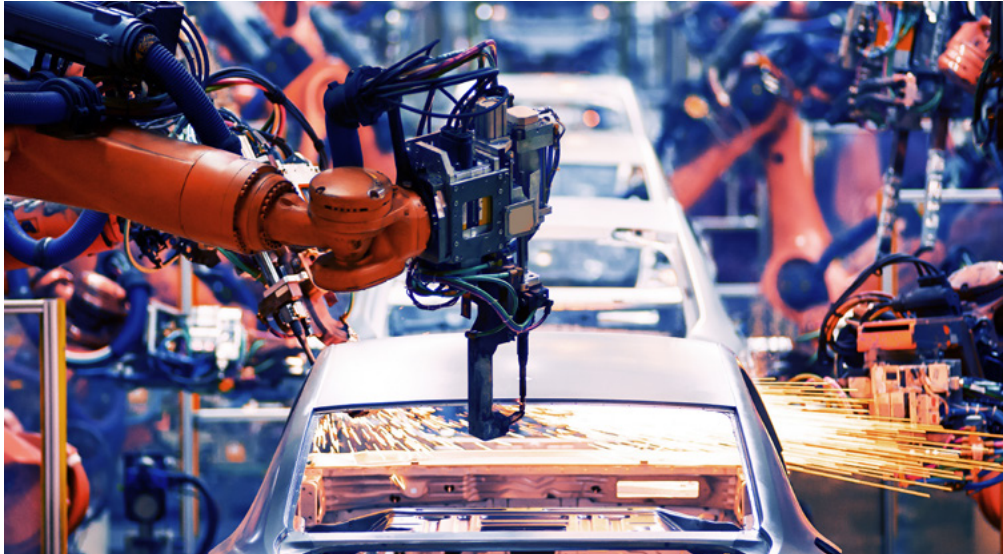




From In-House Janitorial to Outsourced Confidence for a Global Auto Manufacturer

Integrated Facility Services



After years of in-house janitorial service, one of the world's top manufacturers of automobiles, cargo trucks, buses, watercraft, and construction equipment looked to ABM as a professional replacement in the company's northeastern U.S. production facilities. For six years and counting, ABM has integrated across five production sites and among thousands of team members to provide expert cleaning, engineering, landscaping, and more task-specific services as one successful team.

CHALLENGE

When a European brand best known for their luxury vehicles looked to cut costs in several of their U.S. production facilities, the team decided to nix their in-house janitorial service and opt for an outsourced provider for the first time. The client aimed to reduce spending, improve efficiencies, and partner with a team whose standards could match the high levels of safety and quality that have characterized the company for nearly a century.

Having previously ran a largely independent operation, the client had low expectations and even feared welcoming in a potential burden. What they found instead was the uncomplicated integration of a worthwhile partner.

SOLUTION

The partnership began with a three-year contract. Initially, ABM team members were tasked with absorbing the client's janitorial and waste removal duties throughout the region's production floors and office spaces.



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With multiple facilities for semi-truck, construction, and remanufacturing production, ABM's versatile team adapted the scope of work to meet each facility's needs. Taking on specialty services like paper shredding saved the client valuable time without neglecting a necessary and recurring task.

With a catalog of expert facility services, ABM was positioned to expand their offerings as the client saw fit. The value of a multi-skilled partner wasn't fully realized until disaster struck: when a diesel spill disrupted production at one facility, the client relied on ABM's resources to swiftly and responsibly help remove the mess.

Going forward, ABM's involvement expanded to include Environmental, Health, and Safety (EHS) support, as well as engineering and landscaping services. A mutually beneficial relationship soon formed, giving both teams the greenlight to learn from the other's SOPs.

With an ABM workforce at each site, the ease of an in-house program wasn't exchanged for the quality of an outside provider. And with both teams reporting to the same workplace, a one-team mindset formed in no time.

Trust in ABM led the client's Operations Manager to discuss a contract extension a whole year earlier than the set expiration date. From a modest start as the replacement janitorial team, ABM has grown in the region to provide a level of service, efficiency, and streamlined costs fit for one of the biggest names in the auto industry.

BENEFITS

ABM's range of dependable and expertly delivered services has helped the client focus on their core competency while increasing efficiencies and building new team morale. Other results of ABM's presence include:

- 5% increase in cost savings year over year
- Streamlined processes and upgraded SOPs
- Record 89% in-house satisfaction results
- 30% increase in scope of ABM services within the span of one year
- Dedicated team to adapt quickly to service changes
- The daily guidance of a professional services provider and partner

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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