



# Increase Transparency, Maximize Efficiency

## ABMFlow Landscape Services Tool



**SoCal Edison (SCE) is an electricity giant that has provided safe, reliable power to the greater SoCal area for over 130 years. The 460-site power network delivers electricity to 15 million people in 50,000 square-miles across central, coastal and Southern California. For property managers, supervising a massive site network like SCE can be an overwhelming challenge, if not equipped with the communication tools necessary to maximize efficiency and transparency.**

### CHALLENGE

In partnership with CBRE, the largest commercial real estate services company in the world, the SCE team faced multiple challenges that ABM aimed to help solve. Geographical spread, client communication difficulties, and facility managers overwhelmed with properties were just some of the obstacles the CBRE SCE team was up against. Long-term, these challenges were affecting team productivity and product and service delivery efficiency.

Through trial, error, and ongoing collaboration with the CBRE SCE team starting in 2018, ABM developed ABMFlow, a digital tool that would not only meet basic team needs, but that could shift and adjust with new features based on feedback provided by CBRE.

### SOLUTION

As the first client to collaborate with ABM on this landscape tool development, the CBRE SCE team reported several notable changes to their site operations following tool implementation. Global Strategic Sourcing Director for CBRE, Paola Beylerian, deemed ABMFlow a “game changer” in terms of quality control, communication between customer and client, and transparent data of services delivered.

“I am a strong believer in supplier quality development and in open communications with our vendor partners. The partnership between ABM Landscaping and the SCE account has led to a commitment to success we otherwise would not have achieved.”

– Paola Beylerian



### Increased Efficiency

Utilizing ABMFlow meant that facilities managers no longer had to be on property for site visits, resulting in a 30% decrease in physical site inspections and a significant decrease in travel expenses.

### Repair Prioritization

With ABMFlow, SCE facility managers were able to prioritize repairs by reviewing work repair proposals within the tool and delegating job importance. This feature helped tremendously in maximizing budget and streamlining operations.

### Quality Control

Tool features like real-time property performance statistics and data reporting allowed the CBRE SCE team to go back to the client with concrete evidence of what work was done at a site on a particular day. This quality control feature improved an already strong client relationship, which resulted in additional contract work.

### Client Transparency

Instead of left wondering whether a project was completed, SCE clients were provided with one real-time reporting hub, with features like audit updates, customizable data reports, and more.

## BENEFITS

This collaboration with SCE and ABM spotlighted client pain points like inefficient time management, communication obstacles, and sheer volume of property inspections. Throughout the testing stage, the ABM team took SCE top challenges into account and proceeded to make the necessary changes and improvements to meet, and eventually exceed, client expectations.

### Success Through Increased Transparency and Maximized Operational Efficiency

Additional benefits of the ABMFlow include:

- Allows clients to manage multiple properties at once.
- Ability for clients to visit dashboard and view performance and statistics in real time on how their property is performing.
- Feature that allows clients to review and manage budgets and expenditure.
- Gives clients breakdowns of check-in from a GPS standpoint (check in vs. check out, how many minutes spent on site, number of people, safety issues reported).
- Map feature that can show where on the property issues have historically been.
- Tracks and logs specific data points so client can analyze, plan, and accurately budget issues that impact the condition of their properties.

### 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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