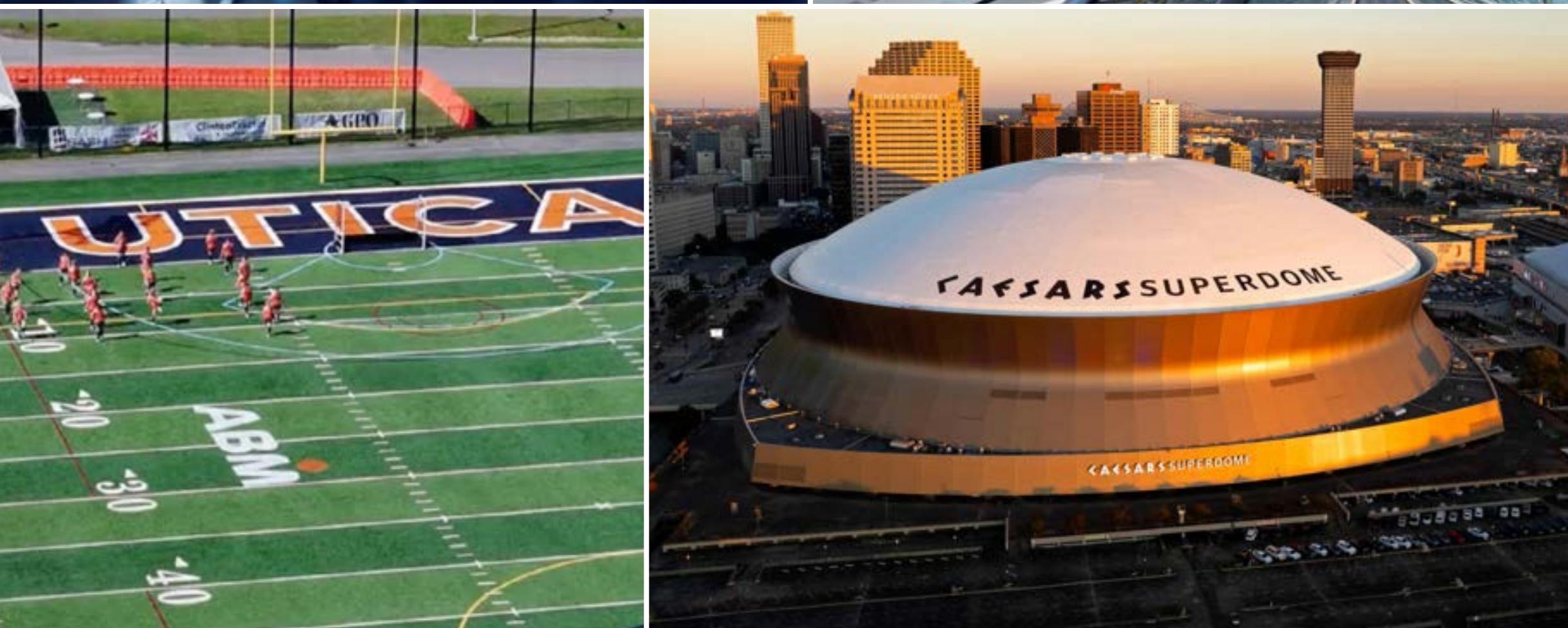


# Possibility in Action

How the world's leading organizations count  
on ABM solutions to operate at their full potential

ABM



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Facility  
Solutions

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Engineering &  
Infrastructure  
Solutions

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ABM  
Performance  
Solutions

**Driving possibility, together.**

Making spaces smarter, modernizing infrastructure, and transforming facilities

**International Automotive and Truck Manufacturer**

Improving operations through adaptability

**Caesars Superdome**

Maintaining game day readiness

**Georgia Institute of Technology**

Achieving sustainability goals through energy performance

**Virginia-based Data Center**

Restoring high uptime rates and boosting operational reliability

**Global Biotechnology Firm**

Controlling costs and compliance through technology

**Utica University**

Providing a streamlined approach to meet a diverse range of needs

**LaGuardia Airport**

Upgrading the guest experience to be the "Best in the World"

# Driving possibility, together.

ABM helps organizations drive performance, improve efficiency, and further sustainability.

Possibility. Look closely, and you'll see it's all around us.

It's there when everything is clean—and the air is healthy. When guests and their cars can recharge at the same time. When the airport terminal becomes a destination. When the game's MVP is a stadium. And when sustainability is actually sustainable.

All around us, ABM creates possibility for world-class facilities, helping systems perform, businesses prosper, and occupants thrive. We are over 100,000 hands and minds with the talent, technology, and innovative thinking to help people work, learn, travel, and do...more.

We're working every day to create new solutions for clients, industries, and communities. Together, we're making a difference across billions of square feet and touching the lives of millions of people.

We invite you to see what's possible. Here you'll see just a few examples of our many success stories and successful partnerships. We're making facilities smarter, safer, and more connected.

Better solutions are possible. And they begin with ABM.

Possibility in Action

# Facility Solutions

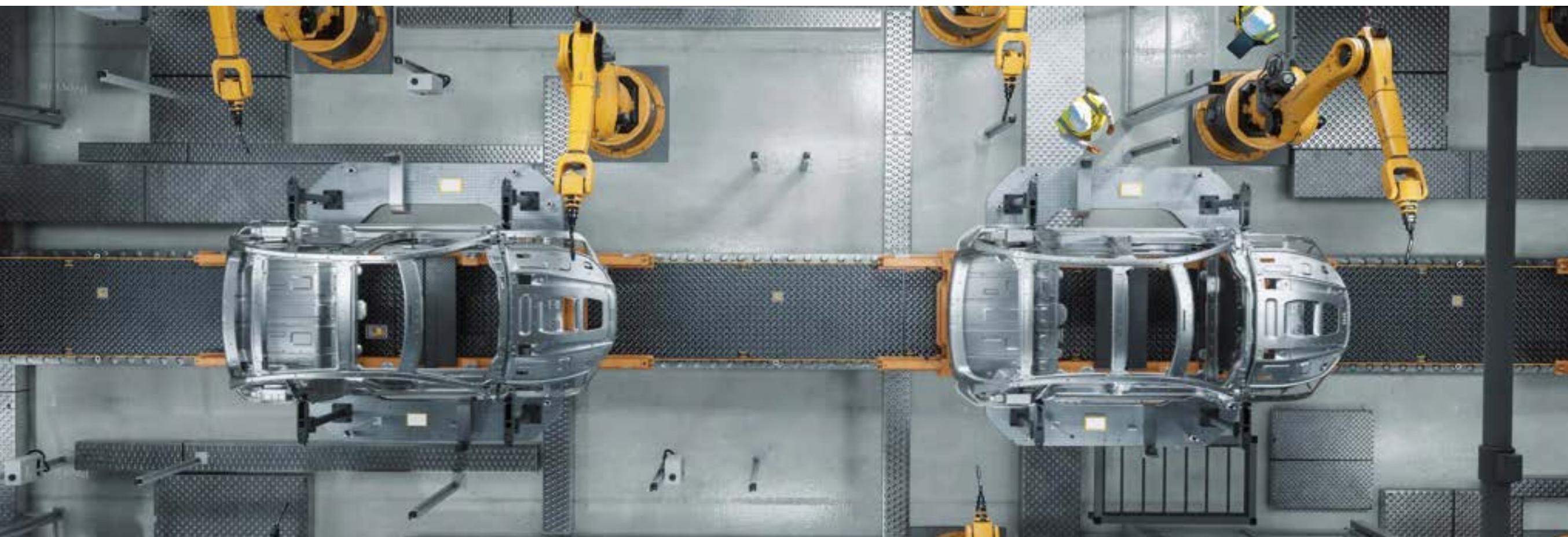
When performance shows up, it's the visible result of teams and processes working together.



## Facility Solutions

# International Automotive and Truck Manufacturer: Improving operations through adaptability

An Automotive and Truck Manufacturer came to ABM with a simple question: “Can you help us streamline our operation and focus on our core competency?” As one of the world’s top manufacturers of automobiles, cargo trucks, buses, watercraft, and construction equipment, the client is an expert in creating safe, sophisticated machines. ABM’s facility experts deliver Environmental, Health, and Safety (EHS) support, as well as engineering and landscaping solutions.



### CHALLENGE / Cutting cost without sacrificing standards

To cut costs across their U.S. production portfolio, the client needed to rethink their facility strategy. Outsourcing to ABM reduced spending and improved efficiencies with a partner who embraced their values.

### SOLUTION / Responsive, performance-based program

The client needed a versatile partner that could adapt the scope of work to meet individual needs across multiple facilities. The partnership began with a three-year contract to handle janitorial and waste management removal duties.

In recognition of our track record and portfolio of facility solutions, our scope expanded. The addition of specialty services like paper shredding saved the client valuable time without neglecting a necessary and recurring task.

A “one team” mindset formed among the employees and ABM—giving the client the benefits of an in-house program while improving facility performance.

But the true value of an onsite partner wasn’t fully realized until disaster struck. After a diesel spill at one facility threatened safety and efficiency, ABM quickly stepped in to stem the crisis—eliminating the spill and preventing a devastating cascade of production setbacks. The facility’s safety and uptime were kept unhindered.

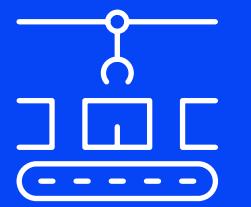
Trust in ABM led the client’s operations manager to discuss a contract extension a whole year earlier than the set expiration date. Over the course of six years, the Automotive and Truck Manufacturer has relied on ABM to provide a level of service, efficiency, and streamlined costs fit for one of the biggest names in the auto industry.

## BENEFITS / A dependable facility partner and a stronger core business

ABM's range of 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 facility solutions provider and partner

## *Solutions in Action*



700+

Manufacturing facilities rely on ABM



25%

Less spending with cross-trained ABM team members



6+ Billion

Square feet of buildings serviced daily



## Facility Solutions

# Caesars Superdome: Maintaining game day readiness

For over 50 years, Caesars Superdome in New Orleans has stood as a civic symbol of resilience and performance under pressure. And when the aging historic arena needed renovations and upgrades, it began a five-year project that touched nearly every corner. But that's only half the story.

Stakeholders had to address the influx of waste and debris generated by construction in addition to the daily maintenance of keeping the Superdome performance-ready. The job belonged to ABM.



## CHALLENGE / Keeping the arena game-day ready amid renovations

World-class stadiums don't shut down for renovations. The Superdome had to be remodelled without impacting the fan experience across countless sold-out football games and super star concerts. Each event required quick turnarounds and careful preparation, with tight windows for cleaning and setup.

Adding to the challenge was post-construction cleanup. Demolition and foundational reinforcement left behind substantial debris and dust across numerous surfaces.

## SOLUTION / Implementing a multifaceted cleaning solution

ABM launched a four-pronged rapid-turnaround cleaning program to support the Superdome's complex renovation and event schedule. Through proactive planning, ABM worked closely with stadium management to create cleaning schedules that accounted for ongoing construction, scheduled events, and evolving organizer needs. ABM also applied its large-scale event expertise to deliver customer-service excellence, maintaining spaces at world-class standards throughout the venue. To meet tight deadlines and ensure continuous progress, ABM deployed 24/7 operations with round-the-clock teams. Coordination was further strengthened through the use of a cloud-based smart radio, keeping teams connected and providing stakeholders with real-time visibility into work progress.

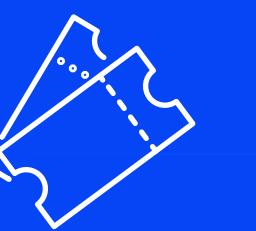
## BENEFITS / Fast-turnaround cleaning solutions when it matters most

As the Superdome's exclusive provider of post-construction and post-event cleaning solutions, ABM delivered:

- **Speed without shortcuts:** Maintained rigorous cleaning and disinfection—often with only hours between consecutive events.
- **Standards that exceed compliance:** Achieved superior cleanliness scores across seating areas, club suites, restrooms, and concourses.
- **Minimal fan disruption:** Preserved uninterrupted fan experiences through automated, event-aware workflows.
- **Readiness for the future:** Completed renovations in time for the Superdome's 50th anniversary, extending asset life for years ahead.



## Solutions in Action



4+ M

Fan experiences



1,000s

Of truckloads of debris removed without disruption



Among the world's largest domed structures

Possibility in Action

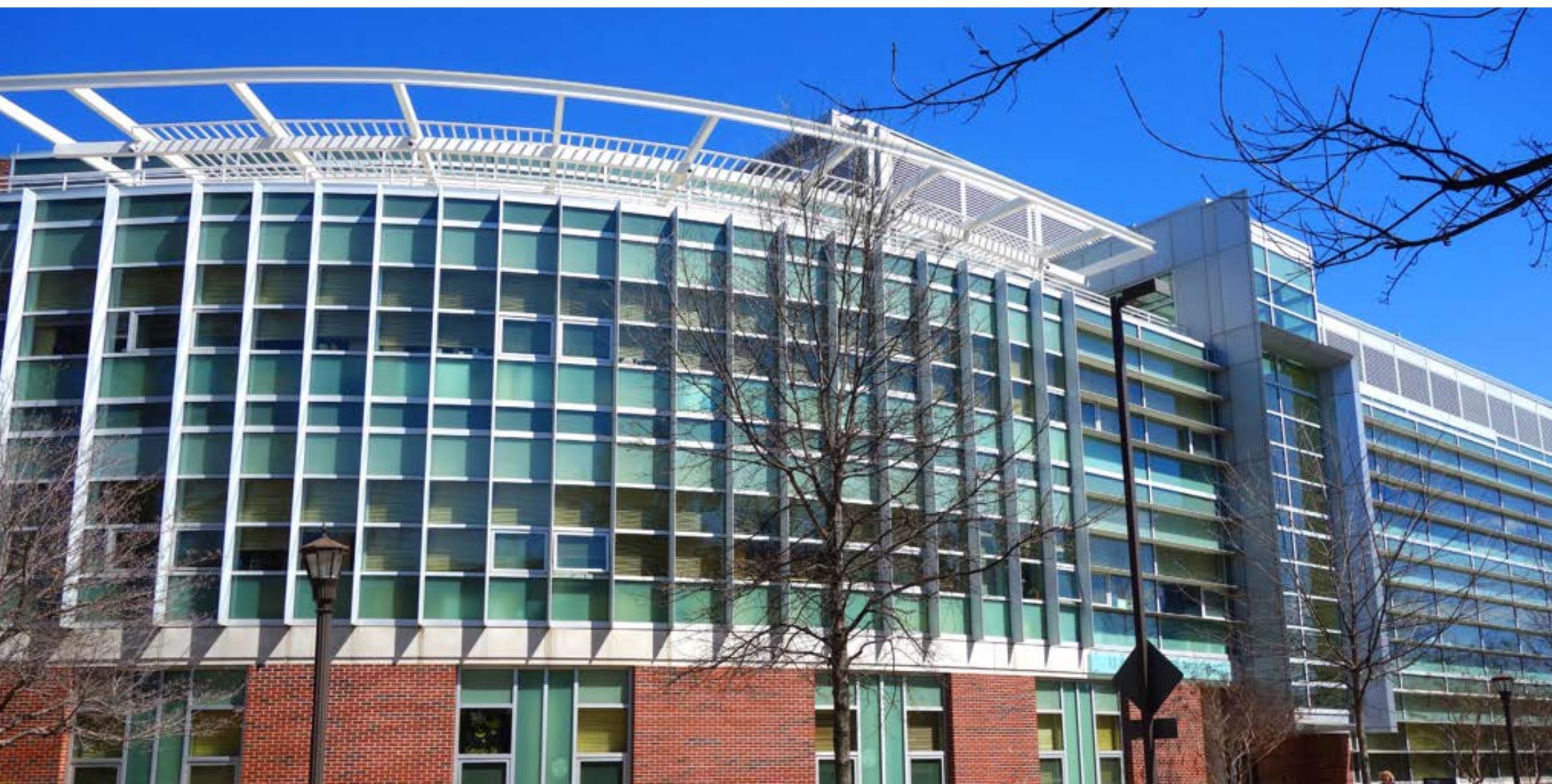
# Engineering & Infrastructure Solutions

Behind the scenes, ABM ensures critical facilities perform under pressure and scale with demand.



# Georgia Institute of Technology: Achieving sustainability goals through energy performance

With over 50,000 undergrad and graduate students, Georgia Institute of Technology (Georgia Tech) has the largest student enrollment across the state's university system.



**"The ABM team completed construction ahead of schedule and the project has helped reduce energy usage."**

— **Greg Spiro**, Senior Mechanical Engineer, Design and Construction,  
The Georgia Institute of Technology

## CHALLENGE / Reducing energy costs without impacting research performance

While its research capabilities have led to numerous innovations, the University discovered that 5% of their campus square footage was driving nearly 30% of their campus energy use. Identifying laboratory space as intensive energy consumers, Georgia Tech facility engineers investigated methods for cutting lab space energy cost, reducing their carbon footprints, and providing safer, more reliable working environments for researchers.

## SOLUTION / High-leverage adjustments without upfront capital expenditure

An energy savings performance contract from ABM delivered the technical and financial framework needed to upgrade fume hood controls across the laboratory environment without upfront capital investment.

The solution introduced new safety control devices for fume hoods and snorkels, improving the cost-effectiveness of ventilation while enhancing reliability and sustainability. To maintain uptime across 140 labs, ABM carefully coordinated upgrades to critical ventilation assets, working closely with approximately 100 research teams to minimize disruption.

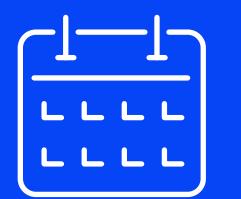
Continuous, 24/7 operations ensured steady progress and adherence to tight timelines. ABM's proven engineering expertise and self-performance capabilities enabled the team to complete system design and development while simultaneously constructing and commissioning four pilot labs to test and validate the solution prior to full implementation.

## BENEFITS / \$11.7 million cost savings over a ten-year period

In one year alone, energy use was reduced by 73.7% and 52.7% in two campus buildings, surpassing guaranteed savings and generating an additional \$173,167 in cost reductions. Over ten years, the project is projected to deliver \$11.7 million in total savings, enabling Georgia Tech to reinvest operating dollars into critical facility needs while delivering:

- **Energy-efficient laboratory environments** with optimized airflow and reduced energy waste.
- **Safer, more reliable research spaces** supported by real-time performance monitoring.
- **Reduced deferred maintenance risk** by addressing air pressure, exchange rates, and temperature extremes.
- **Measurable progress toward sustainability goals** through significant energy-use reductions.
- **Ongoing on-site technical support and preventative maintenance** to protect lab uptime and performance.

## *Solutions in Action*



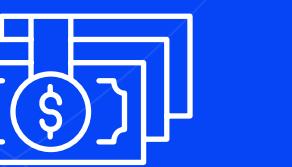
4-week

Project window



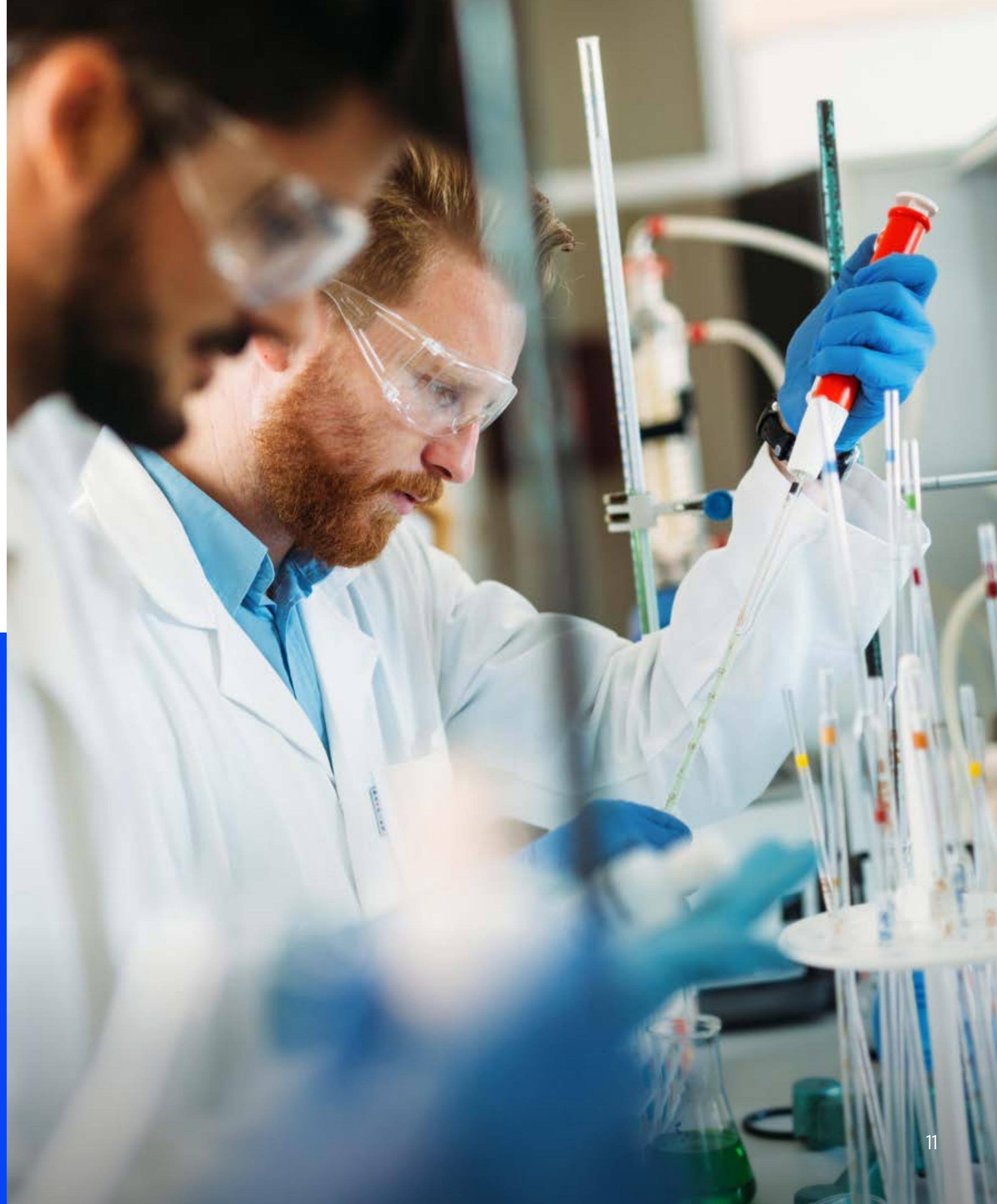
140

Labs updated



\$11.7M

In total savings



## Engineering & Infrastructure Solutions

# Virginia-based Data Center: Restoring high uptime rates and boosting operational reliability

When a leading data center based in Northern Virginia experienced repeated power losses during peak load periods, they turned to ABM to restore high uptime rates and boost operational reliability.

### CHALLENGE / Restoring uptime reliability amid fragmented power management

For several years the organization managed several vendor relationships for backup power systems and battery maintenance. Additionally, their approach to preventative maintenance was inconsistent, leading to unplanned outages during peak load periods. In one quarter alone, they suffered three critical events resulting in contractual Service Level Agreement penalties and considerable client churn. The data center was in crisis mode.

To rebuild sitewide consistency and uptime reliability, they needed a true partner and an all-encompassing solution. They called ABM.



## **SOLUTION** / Proactive, self-performed critical power oversight and testing

To simulate high-stress power loads, ABM conducted extensive load bank testing using infrared scanning to catch potential faults before they became problems. The NETA-certified teams handled capacitor and component replacements, established ongoing electrical studies, and self-performed switchgear maintenance. Additionally, the team performed backup generator and HVAC inspections.

## **BENEFITS** / Industry-leading uptime, reduced risk, and scalable resilience

The improvements were dramatic and immediate. The data center boasts industry-leading uptime metrics, reduced emergency maintenance costs, and a trusted partnership with an experienced critical power team. The client's infrastructure is monitored and maintained proactively, allowing them to scale with confidence.

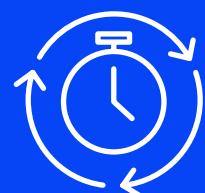
**"Consolidating UPS, battery, load banking, infrared, electrical, switchgear, generator, and HVAC maintenance under one service partner—with a national bench of factory level trained service engineers—delivers immediate impact and results.**

**It's a programmatic approach that enhances operational consistency, streamlines issue resolution, and ensures greater accountability. By eliminating fragmented vendors, we reduce load failures, protect SLAs, and, most importantly, preserve client trust."**

**— Kody Pike, VP, Operations UPS & Battery Quality Uptime Services**



## ***Solutions in Action***



99.999%

Uptime restoration



25%

Extended battery life



2 hours

Emergency response time



97%

Average satisfaction score

Possibility in Action

# Innovation

ABM raises performance standards through the integration of teams, tools, and technology.



## Innovation

# Global Biotechnology Firm: Controlling costs and compliance through technology

Operating in 60+ countries with over \$2 billion in revenue, this biotech leader develops revolutionary therapies for patients worldwide. In a highly regulated industry, the company is focused on accuracy in all aspects of its business, including cleaning services for their controlled environments.



### CHALLENGE / Proving compliance at scale without slowing operations

Looking to find a more accurate and compliant alternative to paper-based record keeping, the company wanted a digital solution to improve documentation and reduce costs.

### SOLUTION / Digitizing frontline workflows with real-time intelligence

The company partnered with ABM to implement ABM Connect™ for Life Sciences, a digital intelligence platform for real-time data collection and management that ensures compliance and efficiency. ABM Connect links frontline workers through a mobile app to a central management dashboard for team members to document work performed.

This tech-enabled solution meets FDA requirements for electronic record keeping (CFR 21 Part 11), enhances accuracy, improves compliance, and reduces audit challenges.

## BENEFITS / Improved compliance, accuracy, and operational efficiency

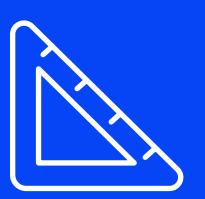
Since August 2023, ABM has helped improve documentation, decreased deviations, and eliminated manual logbook errors. Teams are:

- **Completing work** more efficiently
- **Creating digital records** of dates, chemicals, and cleaning frequencies
- **Validating training**

**"ABM Connect improves our documentation compliance, and saves us money."**

— Global Biotech Client

## *Solutions in Action*



85+ M

Square feet of Life Sciences space serviced daily



65

Leading Life Science companies rely on ABM



500

GMP-certified ABM cleaners on staff



Possibility in Action

# ABM *Performance* *Solutions*

Unmatched outcomes start with aligned execution, clear accountability, and teams operating as one.



# Utica University: Providing a streamlined approach to meet a diverse range of needs

Nestled in upstate New York, Utica University confers degrees across 59 majors. But when it comes to managing their sprawling campus, they just needed one partner they could count on.



## **CHALLENGE** / A sprawling campus in need of a singular perspective

When assessing potential facility providers, the university looked for a partner that could deliver holistic solutions across campus that satisfied diverse stakeholders—including students, the labor union, and administration.

## **SOLUTION** / A long-term partnership centered on improved staffing and operational excellence

As part of a strategic 10-year partnership, ABM delivers a full suite of campus services—including janitorial, maintenance and repair, landscaping, snow removal, and more—through its *Performance Solutions* model. This approach provides Utica with a holistic, “one-team” delivery of facility services across campus, driving consistency, accountability, and operational excellence. The partnership extends beyond day-to-day maintenance, as reflected in the naming of ABM Field at Charles A. Gaetano Stadium, underscoring a shared commitment to enhancing the campus experience and strengthening ties to the surrounding community.

Operational improvements include the implementation of an updated CMMS to improve work validation and accountability, expanded preventive maintenance programs to reduce issues and extend asset life, and the introduction of new vehicles, grounds equipment, and power tools to improve team efficiency. ABM also added an administrative analyst to support data collection, uncover operational insights, and improve communication among stakeholders.

Staffing improvements further strengthened performance. ABM transitioned existing staff, provided uniforms for a unified presentation, introduced union benefits, improved communication, updated equipment, and provided ongoing training and oversight from its regional management team to support the university’s complex operational needs.

## BENEFITS / Stronger teams, better outcomes—without added cost

By rethinking staffing and labor strategy, ABM helped Utica improve workforce stability, accountability, and campus-wide performance while maintaining budget discipline through:

- **Streamlined staffing** for a more cohesive, accountable team.
- **Securing union benefits** through early negotiation to support workforce stability.
- **Improved morale and performance** through a renewed staffing model.
- **Coordinated service delivery** across campus with consolidated reporting for administrators.

## Solutions in Action



1M

Square feet  
served



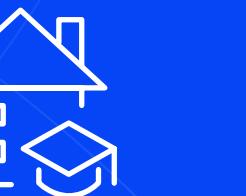
3,861

Students



22

Academic and  
administrative  
buildings



4

Residence  
halls



# LaGuardia Airport: Upgrading the guest experience to be the “Best in the World”

ABM began providing select services for LaGuardia Partners (LGP), the developer and manager of LaGuardia Terminal B, in 2018. Through a one-team collaboration, in 2023 the terminal became **the first in North America to earn the highest Global 5-Star Rating from Skytrax**. It was also named the World’s Best New Airport Terminal in the 2023 World Airport Awards.



## CHALLENGE / Elevating the guest experience

Valued at \$5.1 billion, the Terminal B project at LaGuardia Airport is one of the largest public-private partnerships in American history and among the most significant developments in U.S. aviation. As the developer and operator of the new terminal, LGP sought a facility services partner capable of elevating the guest experience while preserving assets, managing lifecycle performance, exceeding sustainability objectives, and meeting supplier diversity goals.

Just as critical, the partner needed to align with Terminal B’s operational pillars—fostering a culture of caring, building strong partnerships, continuously innovating, and delivering excellence in execution.

## SOLUTION / United facility operations at scale

ABM deployed its *Performance Solutions* model to deliver a single, integrated approach to facility operations at Terminal B. The engagement began with clear strategic priorities: creating a “One Team, One Terminal” operating model, elevating the guest experience, engaging community stakeholders, and delivering consistent operational excellence for LGP.

Through a single-source delivery model, ABM provides comprehensive facility management and asset lifecycle services across the terminal, including engineering and maintenance, janitorial services, security operations, curbside and transportation services, project and specialist vendor management, FOD and snow removal, pest control, PRM (People with Restricted Mobility) support, and guest experience services. By managing these services under one umbrella, ABM ensures greater consistency, efficiency, and coordination across Terminal B.

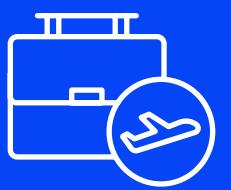
Today, ABM oversees more than 600 team members supporting terminal operations, while advancing sustainability initiatives and supplier diversity goals—including partnerships with local businesses—to help LGP deliver on its vision for Terminal B: to best serve guests while growing business and employment opportunities for the local community.

## BENEFITS / Elevated experience, stronger performance, measurable ROI

ABM delivers measurable value across guest experience, operations, and asset performance at Terminal B.

- **Consistent 5-star guest experience** through unified training and demand-based service delivery.
- **Improved asset reliability and uptime** via proactive maintenance and lifecycle management.
- **Operational efficiency at scale** with real-time data, faster response times, and vendor accountability.
- **Stronger community impact** by meeting supplier diversity goals and supporting local partners.

## Solutions in Action



16.5M

Passengers  
per year



1.3M

Square foot  
facility



5,000

Workers



# Where others see a facility, we see possibility

For leading organizations, ABM helps turn operations into opportunity.

Growth and innovation require vision and high standards. Every day, the world's leading organizations count on ABM to bring insight and ingenuity to billions of square feet of facilities. Together, we're making spaces and places healthier, more resilient, and more responsive.

From on-site engineering and systems maintenance to power, energy management, HVAC, EV, cleaning, landscaping, parking management, and more, ABM provides end-to-end services to help you exceed financial, operational, workplace, and sustainability goals.

ABM brings deep industry expertise to the facilities and infrastructure that power essential operations across the economy. By combining specialized knowledge, technology-enabled services, and national scale delivered locally, we help organizations operate more safely, efficiently, and sustainably, no matter the complexity of their environment.

Across every industry we serve, we partner with our clients to keep critical spaces performing today—while preparing for what's next.

To learn more about how ABM solutions can make a difference for your operation, visit **ABM.com** or call **866.624.1520**.



**FACILITY  
ENGINEERING &  
INFRASTRUCTURE  
SOLUTIONS**

ABM drives possibility through facility, engineering, and infrastructure solutions across a wide range of industries. Our inclusive teams work together to advance a healthier, more sustainable, ever-changing world. Under our care, systems perform, businesses prosper, and occupants thrive. Every day, over 100,000 of us partner with our clients to care for the people, places, and spaces important to you. We are making spaces smarter, modernizing infrastructure, and transforming facilities to become more resilient.

**Driving possibility, together.**