

# Hiram College

## ABM Performance Solutions

Hiram College, a 169-year-old institution nestled in the village of Hiram, Ohio, holds a national rank as a College of Distinction. With a legacy spanning almost two centuries, the college embarked on an ambitious endeavor to redefine the educational experience for its approximately 1,000 full-time students.



### CHALLENGE

Hiram College, despite being a beacon of liberal arts, was confronted by the contemporary challenges faced by many small colleges: the national dip in enrollment, constricting budgets due to demographic changes, and the evolving needs of modern students. To remain both relevant and innovative, the college unveiled the New Liberal Arts™ initiative, emphasizing updated academic structures, a 21st-century mobile program promoting "mindful technology," and essential high-impact experiences such as study trips, internships, and research programs.

However, while this educational shift was significant, there was a tangible challenge: ensuring the physical campus could support this new vision. The infrastructure required upgrades, facilities needed improvements, and operational efficiency was essential, all within the confines of a tight budget.

### SOLUTION

Enter ABM. Armed with a deferred maintenance study, ABM proposed a preventive maintenance program tailored to Hiram's financial constraints. By combining janitorial, landscaping, and maintenance under a singular umbrella, ABM aimed for cost-effectiveness while emphasizing quality.

Key offerings included:

- Integration of services: Merging janitorial, landscaping, and maintenance operations for optimal efficiency.
- Cost management: Leveraging local operations to minimize subcontractor costs and utilizing corporate ties to control vendor pricing.
- Team member strategy: Recognizing and integrating key Hiram College team members into the ABM structure, thereby ensuring retention of institutional knowledge and maximizing operational effectiveness.
- Expanded offerings: Beyond the core services, ABM's portfolio for Hiram included snow removal, fertilization, aeration, and arboreal services to achieve new certifications.

"We told ABM that for every dollar we spend on grounds, custodial, and skilled trades we hope that members of our community could see two dollars of value-add across the campus. Our optimistic arithmetic seems to be panning out: ABM has delivered positive results on a very tight budget. The daily work and the ongoing projects that our ABM partners undertake at Hiram help to improve the daily life of faculty, staff, and students."

— Lori Varlotta

President, Hiram College

## BENEFITS

The collaboration between Hiram College and ABM was more than just a service exchange; it was a partnership that bore tangible results:

### Our solution also:

- **Recognition of quality:** Just two months into their all-inclusive grounds maintenance, the dramatic improvement in campus aesthetics led Hiram's athletic department to entrust ABM with their athletic fields. Furthermore, Hiram Christian Church, though separate from the campus, observed ABM's excellence and sought similar services.
- **Operational efficiency:** With the implementation of a proactive Computerized Maintenance Management System (CMMS), service responsiveness surged, boasting a 97% work order completion rate.
- **Sustainability:** ABM introduced upgraded green cleaning practices and tools, underscoring the commitment to environmental responsibility.
- **Employee Benefits:** ABM's recruiting practices filled longstanding vacancies, rightsized staffing levels, and championed employee retention. Continuous training programs further ensured the team's competence and safety.

In the face of evolving educational landscapes and stringent economic challenges, Hiram College's partnership with ABM underscores the power of strategic collaborations. Together, they forged a path that not only revitalized a historic campus but also set a precedent for institutions seeking to modernize while retaining their core values.



ABM revitalized Hiram College's campus infrastructure.

Find out how we can make it possible for you by calling **866.624.1520** or visiting **ABM.com**.