



# Working partnership: Northeastern University, All Time Service, and ABM Industries

Through a mutual commitment to diversity and MWBE, a unique collaboration becomes a model for sustained success.

## CHALLENGE

Northeastern University found itself at a crossroads with a mandate to increase campus health, environmental safety, preservation of assets, and an attractive appearance. The institution also needed to demonstrate its commitment to sustainability and Boston's minority-and/or-women-owned business enterprises.

While these are significant and worthy objectives, there were obstacles. Universities that offer large facility maintenance contracts often can't manage and support MWBEs on their own. For MWBEs, the cost of entry into large contracts is high. They must have infrastructure and systems in place that, for smaller companies, are cost prohibitive.

## SOLUTION

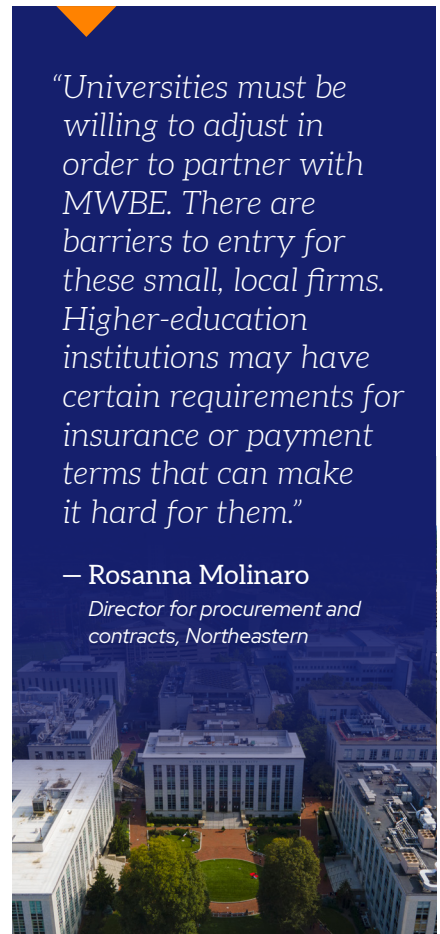
Northeastern turned to ABM Industries. The university's operations partner since 2014, ABM is familiar with all 8.8M sq. ft. of the campus facilities. Equally as important, a decades-long New England presence gave ABM clear insight into the challenge—and the resources and relationships required to successfully address it.

For Northeastern, ABM awarded 20% of its scope of work to All Time Service, Inc., a respected Boston MWBE. Among many advantages, the partnership with ABM provided the smaller MWBE the structure and safety needed to participate in a larger contract. Janet Peguero, All Time Service president and CEO, made key hires within the local community, bringing 28 new team members into the fold.

*"Universities must be willing to adjust in order to partner with MWBE. There are barriers to entry for these small, local firms. Higher-education institutions may have certain requirements for insurance or payment terms that can make it hard for them."*

— Rosanna Molinaro

*Director for procurement and contracts, Northeastern*





## BENEFITS

The arrangement gives Northeastern notable progress in its supply chain diversity and sustainability goals. With a strong track record in green cleaning, All Time Service delivered ongoing value to the university, while the support from ABM helped the enterprise become more structured and successful. "This has been a blessing because it gave us an opportunity not only to grow financially—with almost \$2 million from this deal—but also to grow in other ways," said Peguero.

For Peguero, ABM provides her firm with management tools and resources that she otherwise couldn't afford. "They are a bigger company with systems and programs for managing employees and communications, and they're allowing us to use those resources," Peguero commented. "As partners, ABM has given us an opportunity to obtain their prices [for equipment and supplies] which are—because they're national—usually 15-to-20% less than what we pay."

For ABM, the opportunity was natural. With its years of proven success, the company sets the standard for lowering campus energy usage and operating expenses while growing levels of diversity and sustainability. "ABM has a powerful role in advancing critical change, as well as supporting our clients in achieving their ESG goals," says ABM president and CEO Scott Salmirs.

## SETTING THE EXAMPLE

The collaboration between Northeastern, All Time Service, and ABM is a true model for success. The university's commitment to investing in MWBEs sets a precedent for other institutions to follow as they promote diversity and inclusion within their procurement processes. There is an opportunity to inspire similar initiatives across the educational sector and beyond.



Janet Peguero, president and CEO  
of All Time Service

### Northeastern University

Boston, Massachusetts  
Enrollment: 51,205 students  
Founded: 1898  
4-year, Private not-for-profit  
[northeastern.edu](http://northeastern.edu)

### All Time Service, Inc.

Boston, Massachusetts  
Employees: 200  
Founded: 1996  
MWBE Certified  
[alltimeservice.com](http://alltimeservice.com)

### ABM Industries, Inc.

Nationwide with offices in Boston  
Employees: 100,000+  
Founded: 1909  
[abm.com](http://abm.com)

*"It does take a village of everybody buying in and thinking about it differently, strategically, and equitably. I am so proud of the work that we've done here."*

— Rosanna Molinaro

Director for procurement and contracts, Northeastern



Contact ABM today to learn more. Call **866.624.1520** or visit **[ABM.com/education](http://ABM.com/education)**.