

ABM *Performance Solutions*



One Service Partner, Multiple Facility Benefits

A smarter way to manage facilities—efficiently, effectively, and without compromise





Say hello to *ABM Performance Solutions*

Integrated. Self-Performed. Purpose-Built for Performance.

ABM Performance Solutions is ABM's proprietary integrated facility services solution. It redefines IFS by helping you streamline operations, cut costs, and eliminate administrative headaches. With our experienced, self-performing team, you and your facility benefit from a single trusted partner, greater efficiency, and measurable results.

With *ABM Performance Solutions*, you gain:

- One provider for all the services you need
- An ABM Account Director as your single point of contact
- A "one team" culture across all your facilities
- Greater efficiency, visibility, and cost control.

No confusion. No finger-pointing. Just IFS that works for your business.

DID YOU KNOW?

*ABM Performance Solutions delivers a **16%** reduction in your OpEx.*

The Hidden Cost of Traditional Outsourcing

A lot goes into ensuring a facility runs at peak performance—HVAC, electrical, janitorial, landscaping, parking, and more. While traditional outsourcing may seem like the most appropriate solution, having multiple vendors perform a range of services can create issues.

Traditional outsourcing obstacles:

- Complicated contracts and billing
- Inconsistent service quality
- Disjointed workplace experiences

In addition, some traditional facility management firms often outsource their services, layering on more costs, less accountability, and conflicting standards.



DID YOU KNOW?

Nearly **78%** of facility managers work with six or more service vendors, with some managing over 20.

¹ OpenWorks "80% of Facility Managers Want a Single Vendor. Here are 5 Reasons Why", Feb. 2020.

Why Self-Performance Matters

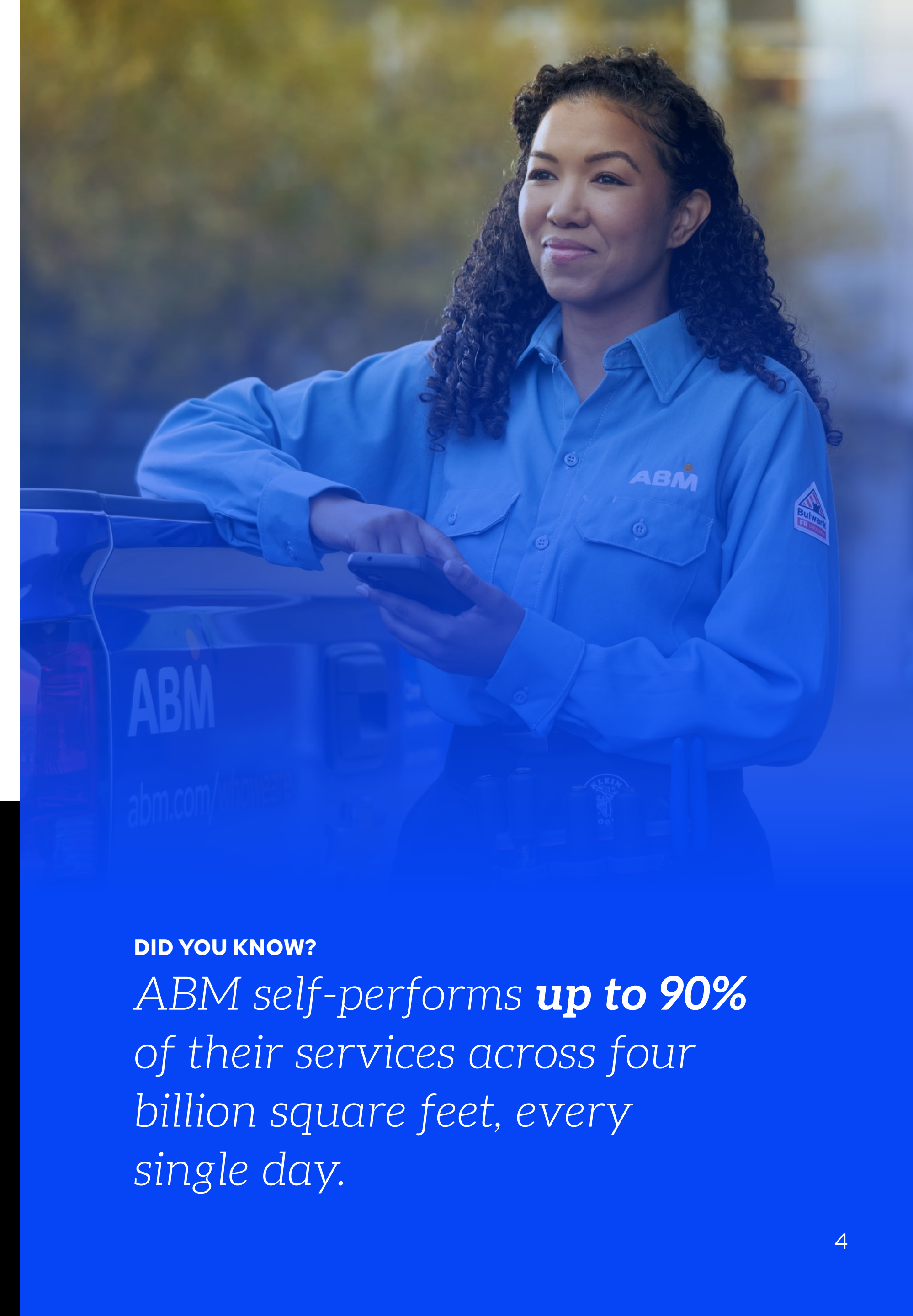
Higher Quality, Lower Cost—No Middlemen Needed

Labor is the biggest cost in facility services. With traditional outsourcing, providers often subcontract their services, so you'll end up paying markups and dealing with inconsistent labor standards. *ABM Performance Solutions* bypasses that entirely.

With **ABM Performance Solutions**, your dollars go further:

- More spent on skilled professionals
- Less spent on layers of management
- No hidden fees or pass-through charges

The result? A more motivated workforce that delivers consistent, reliable service—every day.



DID YOU KNOW?

*ABM self-performs **up to 90%** of their services across four billion square feet, every single day.*



A Workforce That Works Smarter

Cross-Trained. Highly Skilled. Aligned to Your Goals.

ABM takes great pride in the training and certification of its team members. Each employee undergoes comprehensive, role-specific training designed to meet industry standards and client needs. Our teams aren't just well-trained—they're multifunctional. One ABM *Performance Solutions* team member may support several service lines, reducing redundancy and improving communication. Plus, continuous education and updated certifications keep our workforce equipped with the latest skills and knowledge.

Benefits of ABM *Performance Solutions* and its highly-trained staff:

- Fewer handoffs which leads to more productivity
- Familiar faces with a wide-range of expertise
- Reduced turnover and improved morale
- Streamlined staffing and oversight

All of this leads to high-quality results, fewer distractions, and a better occupant experience.

DID YOU KNOW?

44.1% of facility managers report that tracking work-order status is their most time-consuming task, often exacerbated by managing multiple vendors.²

² WorkTrek "Facility Management Statistics: What the Numbers Reveal", Oct. 16, 2024



Strategic Subcontracting—When It Makes Sense

When clients need regional or specialty services, ABM works with pre-vetted partner firms that meet our exacting standards. Every subcontractor is:

- **Fully Insured and Licensed:** Each subcontracting partner is required to maintain current licenses and comprehensive insurance coverage, ensuring they meet both legal requirements and our elevated standards for operational risk management.
- **Background Checked and Compliant:** We conduct thorough background checks and ongoing compliance monitoring to verify that all subcontractors adhere to federal, state, and local regulations—as well as our own code of conduct and safety protocols.
- **Integrated into Our Reporting and Oversight Systems:** Subcontractors are not treated as external vendors—they are fully integrated into our digital reporting platforms and quality assurance programs. This allows us to maintain real-time visibility into performance, compliance, and service delivery.

ABM Performance Solutions Account Directors oversee all work—self-performed or subcontracted—to ensure seamless execution.

DID YOU KNOW?

By self-managing teams, ABM Performance Solutions lowers overhead—so more of your budget goes to real results, not hidden fees.

The Value of ABM *Performance Solutions* —Today and Tomorrow

In a world where operational efficiency is everything, *ABM Performance Solutions* delivers what traditional IFS models can't.

With *ABM Performance Solutions*, you get:

- Lower total cost of operations
- Stronger service outcomes
- Consolidated reporting and insights
- Flexible support that grows with your business
- Local service backed by national strength

From corporate campuses to multi-site portfolios, *ABM Performance Solutions* builds lasting value—cleaner, safer, smarter facilities that adapt as you do.

DID YOU KNOW?

ABM Performance Solutions designs a tailored plan to fit your facility's needs—delivering fast, reliable results you can count on.



Let's Redefine Facility Management

ABM Performance Solutions gives you more than a service provider—we give you a strategic partner who sees the big picture.



Local expertise.



Data-driven results.



Aligned with your culture and goals.

Connect with an *ABM Performance Solutions* expert at **[ABM.com/performancesolutions](https://abm.com/performancesolutions)** or by calling **866.448.4979**.



FACILITY ENGINEERING & INFRASTRUCTURE **SOLUTIONS**

ABM drives possibility through facility, engineering, and infrastructure solutions across a wide range of industries. Our diverse, 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.