

One Service Partner, Multiple Facility Benefits

How Integrated Facility Services
Can Improve Your Spaces



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TRADITIONAL OUTSOURCING:

**OPTIONS AND THEIR
INHERENT LIMITATIONS**



If your facilities have historically turned to multiple providers for each of your service areas (such as electrical, energy, facilities engineering, HVAC/mechanical, janitorial, landscaping, parking, and more), the quality and attention of each service comes at a logistical expense. Multiple service contracts, bills to pay, and provider relationships to manage only complicate the already-busy job of a facility manager.

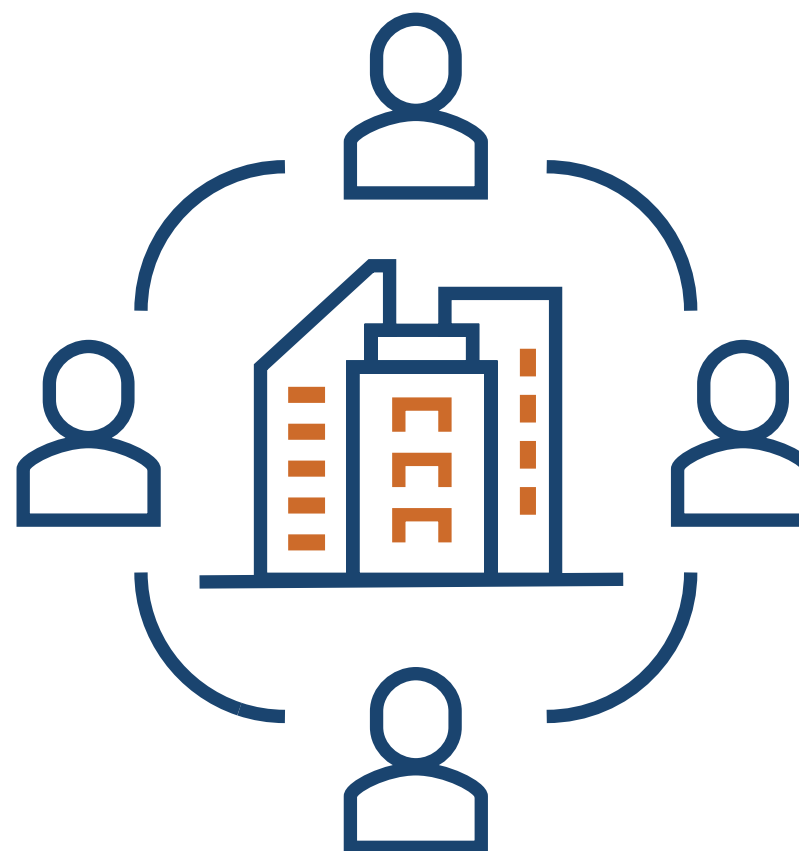
Instead of the traditional approach to outsourcing, turning to a **single provider** for all of your service issues welcomes the ease of working with one contact, not a dozen.

With the right single-source provider, their dedicated service lines will bring the level of professionalism you expect to each area of your facilities, meaning **you won't have to worry about substituting quality for convenience.**

The Routine Ways of Facility Management (FM)

A traditional facility management company would address the service areas they can handle and outsource the rest with the additional help (and cost) of subcontractors. A major limitation with this model is the lack of control over your facility services. When your outsourced provider outsources as well, you and your facilities absorb the added costs, increasing your bills to account for theirs. This model of service will also introduce several different providers into your facilities under the guise of one unified facility services company. Each individual company will bring with them their own work standards, values, and cultures that might not match your facilities' expectations.

Ultimately, you'll find an inefficient use of human resources and a lack of teamwork among the people in your buildings. As important as the right level of service is to your facilities, especially at the right price for the value, promoting the right atmosphere across your workplace will only create a more enjoyable occupant experience.



THE SOLUTION:

**INTEGRATED FACILITY SERVICES
AND SELF-PERFORMANCE**



The best alternative to the old ways of facility management is IFS, or integrated facility services. As a reasonably new concept in the facility management world, IFS has proven to be reliable for a number of large facilities, especially with multiple locations. An IFS provider strategically directs all your facility operations, self-performing most services.

By eliminating a reliance on a roster of subcontractors, IFS operations **welcome efficiencies, strengthen quality standards, and make your work undeniably easier.** Working with an IFS provider will make it clear who is working in your buildings, what standards are being followed, and just how welcoming a single report of consolidated data can be.



ADVANTAGES OF IFS

An IFS provider will have the infrastructure in place to offer:



One purpose that supports your team culture and goals



Deep expertise across all services provided



Consistent training and processes aligned with industry best practices



Flexibility to adapt staffing to your business needs and cycles



Proactive initiatives, anticipating your maintenance needs and preventing problems



Sustainable and compliant practices across the board

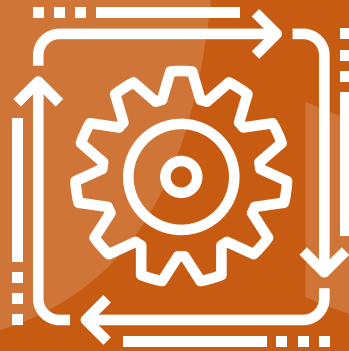


Accurate and benchmarked data with detailed key performance indicators (KPIs)



Consolidated data, transparency, improved forecasting, and more

ADVANTAGES OF SELF-PERFORMANCE





Higher quality at lower cost

When nearly all services are self-performed, an IFS provider spends more of your dollars on quality labor and less on friction.



No middlemen, no added fees

Labor accounts for **70%+ of the cost** of delivering facility services. By managing their own people, the IFS provider keeps labor costs considerably down. Fewer of your maintenance dollars go toward overhead and fees.



Pros paid for their value deliver the best results

You benefit by having competitively paid people servicing your facilities. Unlike some facility management companies, the IFS provider doesn't attempt to drive down costs by purchasing low-bid services from subcontractors. Valued offerings from valued professionals means your dollars go to a higher caliber workforce and a higher level of service.



Multi-function employees

Your IFS facility manager will be a subject matter expert of multiple functions, eliminating the need for duplicate management. Yet cross-utilization isn't just at the management level, but at all levels — from the janitorial staff to the maintenance team and to all other service personnel. The right team will be knowledgeable across multiple functions of the service.

Being served by well-managed people who value their own contributions as much as you do, an IFS client will benefit in many ways from a “one team” culture:

- **Higher quality** work
- **Ease** of communication
- **Increased** productivity and reliability
- **Reduced** turnover and more familiar faces



Subcontracting only when necessary

In those areas where the IFS provider doesn't have an established regional office or local service expertise, they will subcontract only through affiliated service partners. Those partners will have undergone a screening process to ensure they have appropriate insurance and licensing, as well as background check approval as required for the IFS provider's own employees.

The right IFS provider will have sophisticated purchasing and subcontract management systems in place, enabling them to provide for all services, manage their partner's facilities effectively, and save facility managers money without sacrificing quality.

The performance of subcontracted services will be monitored by the IFS team directly to ensure that contractual requirements and

standards of timeliness, quality, service, and cost-effectiveness are consistently achieved and virtually indistinguishable from the work performed by the provider's team.



Diversity

If diversity spend is one of your goals, a provider with sophisticated IFS capabilities will make it a practice to include their diversity partners whenever practical, like when the client's needs call for subcontracted services. The IFS partner will identify opportunities for diverse firms to participate in service, forming such alliances with minority businesses, woman-owned businesses, Historically Underutilized Business Zones (HUBZone), and disadvantaged business enterprises. This commitment to diversity will elevate morale both in your facilities and in your community.

THE LASTING VALUE OF IFS



To keep up with demand, today's businesses need to operate efficiently. It has become even more important to know that your spaces are meeting all of your expectations across costs, quality, culture, and more. The right IFS partner will build service programs tailored to your goals and will maximize your facilities' appeal, functionality, and value. Look for an IFS provider that has a national or global presence with regional offices near you. You'll gain local expertise and local resources backed by the advantages of a large national provider.

To an IFS expert, facility problems are fascinating puzzles to solve. Looking at your facilities holistically, an IFS expert can build value for you by **reducing your operating costs** while keeping your buildings clean, healthy, comfortable, and sustainable. And if you have multiple locations, the right

IFS provider can handle them all. Look for a provider that can **self-perform, align with your team, and adapt as your business changes**. When it comes to your facilities, the right IFS expert will know what you need before you do.

About ABM

ABM (NYSE: ABM) is a leading provider of facility solutions with revenues of approximately \$6.4 billion and more than 130,000 employees in 350+ offices throughout 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.



To learn what an industry-leading IFS provider can do for your facilities, visit [ABM.com](https://www.abm.com) or call **866.624.1520**.