



# Global 500 Luxury Automobile Manufacturer

## ABM Performance Solutions

ABM was selected by our client to provide integrated facility services for its 26 buildings at 22 locations across the U.S. and Canada, including the U.S. headquarters.

The client, who was out-tasking numerous services across its facilities, wanted to combine services under one provider. Building types include manufacturing, office spaces, warehouse, parts distribution centers, vehicle distribution centers, headquarters, test facilities, showrooms, data centers, and research and training facilities.

ABM Performance Solutions included facilities management and hard and soft services. ABM was granted a three-year contract, with option years.

### CHALLENGE

ABM proposed a Glide Path business solution that would provide the client with year over year savings by reducing cost through:

- A centralized management structure based in Greenville, SC with 4 regional U.S. offices
- ABM self-performs 85% of all services
- KPI metrics and scorecard
- Service Level Agreements (SLAs)
- Governance process
- Change management
- 60-day transition plan
- Fixed-fee risk with Glide Path for cost savings

### SOLUTION

#### Facility Management

Regional Management Operations, Call Center, Maximo CMMS, ISO 9001 certification, Environmental Health & Safety, SOPs, Sustainability, Energy Services, Subcontractor Management, Service Level Management, Performance Management, Project Management, Solid Waste Management, Space Planning & CAD Support

[ABM provides facility staffing solutions for efficiency.](#)

Find out how we can make it possible for you by calling **866.624.1520** or visiting **[ABM.com/Mfg](https://www.abm.com/Mfg)**

### *Client Profile*

Start Date: August 1, 2011

Buildings: 26

Square Footage: 14 million

Services: Facility  
Management, Hard  
Services, Soft Services

### Hard Services

Operation and Maintenance, Building Structure, Roofing, Fire and Life Safety Systems, Utility Systems, HVAC, Building Climate Control Systems, Plumbing, Building Mechanical Systems, Building Electrical and Electronic Systems, Cranes/Overhead Hoists, Water Treatment, Vehicles

### Soft Services

Cleaning, Security, Reception, Mail and Shipping & Receiving, Meeting and Audio Visual, Moves, Adds and Changes, Landscaping, Indoor Plant Care, Roads and Pavements, Environmental Operations, Pest Control, Solid Waste Management, Snow Removal

### BENEFITS

ABM'S Glide Path business solution will provide the client with 12 to 15 percent year-over-year savings.