

The Connected Campus

A smarter operating model for student experience, financial resilience, and campus performance.

The Connected Campus

Campus operations are now at the center of institutional performance

Colleges and universities are being asked to improve the student experience with fewer resources while managing enrollment pressure, retention challenges, capital constraints, deferred maintenance, workforce instability, sustainability commitments, risk, and reputation.

These pressures show up every day in the spaces where students learn, live, compete, and connect. Yet fragmented, reactive operating models make it harder to deliver the consistency, visibility, and accountability leaders need.

ABM's Connected Campus model aligns people, services, systems, data, and governance across the campus environment—connecting custodial, maintenance, engineering, grounds, energy, infrastructure, and reporting into one coordinated strategy tied to measurable outcomes.

As an experienced higher education partner, ABM helps institutions reduce complexity, make smarter use of capital, and create cleaner, safer, more resilient environments that perform for students, campus teams, and the institutional mission.

When campus operations perform, the institution performs.

Campus performance is now part of institutional reputation. A connected operating model helps ensure the daily campus experience reflects the institution's mission, values, and promise to students, families, faculty, staff, alumni, and the broader community.

ABM in Education:

100+

Years serving the education market

250+

Higher education institutions supported

18K+

Education team members across campus environments

1 Billion

Square feet of education space serviced annually

Turning operational complexity into coordinated performance

Most campuses are not short on effort. They are managing growing complexity across buildings, stakeholders, technologies, events, infrastructure, and seasonal demands.

A Connected Campus helps bring these moving parts together. By aligning people, services, systems, data, and governance around a common set of standards and outcomes, institutions can improve visibility, strengthen coordination, and create a more consistent campus experience.

ABM brings together the people, services, systems, and insights that keep campuses operating at their best.

	 People	 Services	 Systems	 Data	 Governance
What it includes:	Recruiting, onboarding, training, supervision, retention, safety, culture	Cleaning, maintenance, engineering, grounds, events, waste, specialty support	CMMS, inspections, work orders, asset data, schedules, energy systems	KPIs, dashboards, reporting cadence, cost and performance trends	SOPs, accountability, reviews, communication, escalation paths
Why it matters:	Protects continuity, morale, institutional knowledge, and service quality	Reduces handoffs and creates consistent campus standards	Turns daily activity into operational intelligence	Helps leaders prioritize investments and defend decisions	Keeps performance aligned with institutional priorities

Do your facilities manage activity or performance? *ABM helps align services, systems, teams, reporting, and governance so leaders have a clearer view of what is happening across campus—and where action is needed.*

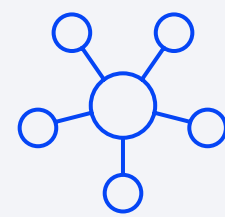
The difference between a fragmented and a fully connected campus

When operations are connected, leaders gain the visibility and accountability to improve performance across the campus environment.



Fragmented Model

- Multiple vendors
- Siloed teams
- Inconsistent standards
- Reactive work
- Scattered data
- Unclear accountability
- Higher administrative burden



Connected Campus Model

- Single-source accountability
- Integrated services
- Shared KPIs
- Proactive maintenance
- Unified reporting
- Clear escalation paths
- Better performance visibility

Fragmentation creates an administrative tax.
A connected model reduces handoffs, clarifies ownership, strengthens escalation paths, and creates a more practical management rhythm across campus services.

Why ABM is purpose-built for the Connected Campus

ABM provides facility, engineering, and infrastructure solutions for hundreds of schools of all sizes. Every day, our teams help improve health and safety, resilience, productivity, and sustainability across complex education environments.

Scale & Higher Education Focus

- Serving schools **since 1921**
- **250+** higher education institutions
- **18K+** team members in education
- **4.5M+** students served every year
- **1B sq. ft.** of education space serviced annually

Operational & Financial Performance

- **32% lower average energy use** with ABM Infrastructure Solutions
- **ABM hires 4.6x faster** than the average university
- Energy savings, workforce support, service consistency, and data visibility tied to measurable outcomes

Integrated Capabilities

- Cleaning Services
- Operations & Maintenance
- Landscape & Turf
- Waste Management & Recycling
- EV Charging
- Electrical & Power Services
- Construction Services
- HVAC Services
- Lighting
- Parking & Transportation
- Specialty Services

Compared with national benchmarks, ABM partner schools that prioritize campus appearance have reported stronger indicators across applications, retention, enrollment, and student satisfaction.

2x

Higher application rates¹

7%

Higher retention rates¹

1.5x

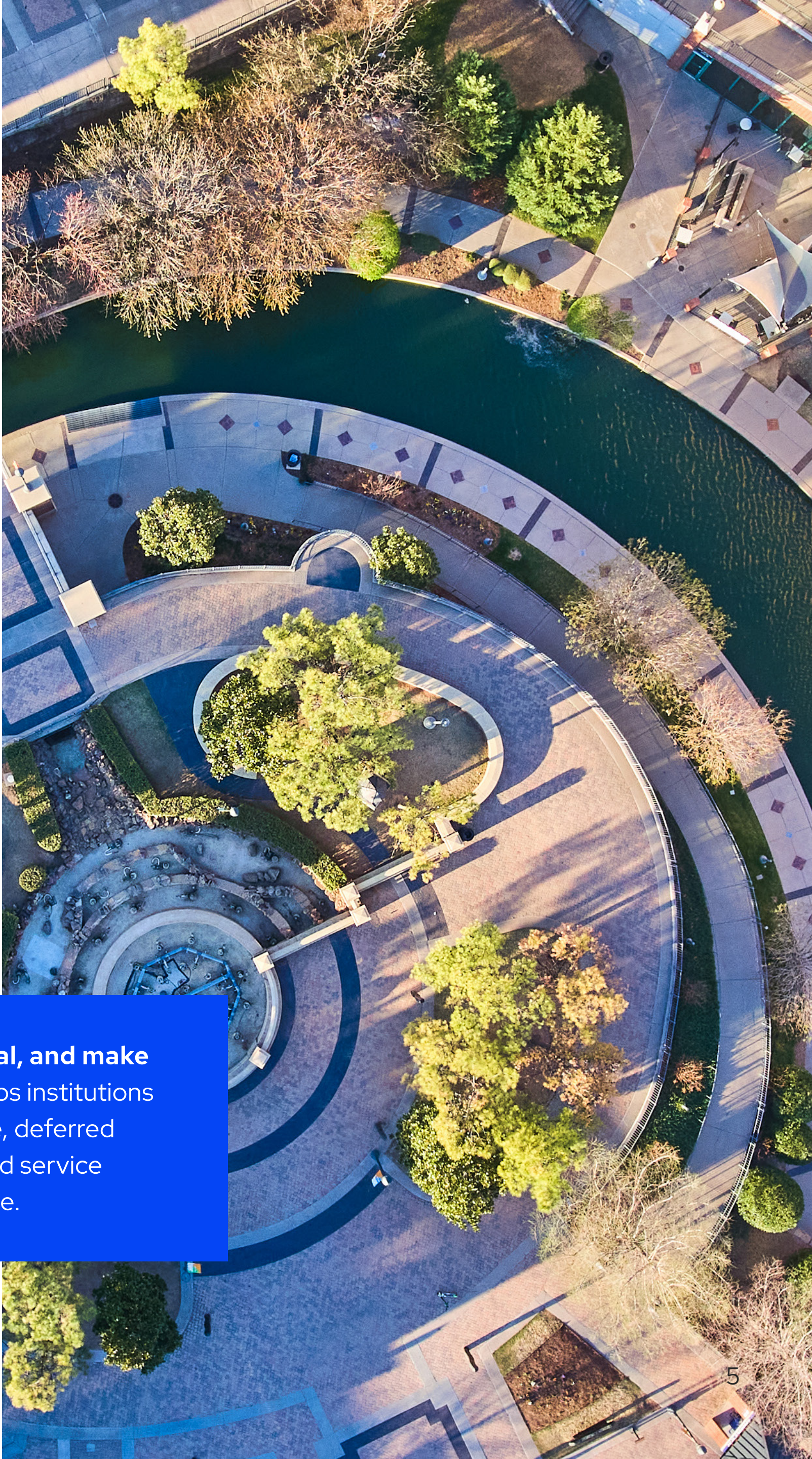
Higher new student enrollment rates¹

5%

Higher student satisfaction scores²

Source: ¹ National Center for Education Statistics, ² myplan.com

Reduce complexity, protect capital, and make every dollar work harder. ABM helps institutions connect operating costs, energy use, deferred maintenance, asset performance, and service delivery into a clearer financial picture.



SERVICES AS AN OUTCOME

Services that deliver, one square foot at a time

Hundreds of universities across the country work with ABM to streamline their campus through our outcomes-focused approach to facility, engineering, and infrastructure solutions.

**ABM
Capabilities:**

Landscape and turf, grounds programs, parking and transportation, event support

Cleaning services, specialty services, waste management and recycling, green cleaning, day porter support.

Operations and maintenance, HVAC services, electrical services, power services, lighting, preventive maintenance.

Infrastructure solutions, central plant optimization, controls, lighting, HVAC upgrades, power and electrical services.

Energy efficiency, waste reduction, recycling, EV charging, electrification support, green cleaning, smart facility technologies.

Data support, inspections, operational assessments, reporting, KPIs, dashboards, reviews, and escalation paths.

Outcomes:

Stronger first impressions

Cleaner, safer learning environments

More reliable buildings and infrastructure

Lower energy and infrastructure risk

Sustainability progress

Better visibility and accountability

PEOPLE & WORKFORCE

Stronger workforce support: From first impressions to lasting outcomes

Performance depends on the people who show up every day. Campus teams—including custodial, maintenance, grounds, engineering, and event crews—all play a role in supporting a safe, reliable campus.

However, standing in the way is workforce instability. Its impact stretches far beyond the facilities department: service inconsistency, delayed work, lower morale, safety risks, higher administrative burden, and a campus experience that becomes harder to control.

Hiring alone is not enough. Institutions need workforce models that help supervisors lead effectively, people succeed, and operations stay consistent across complex campus environments. That means aligning staffing to campus rhythms—by building type, service level, residence cycle, event schedules, and seasonal demand.

Teams that are trained, supported, and aligned improve performance. Work orders move faster. Preventive maintenance stays on track. Cleaning standards are reinforced. Issues are identified earlier and addressed before they escalate.

For administrators, that means clearer accountability, better visibility, and fewer surprises. For employees, it means safer practices, stronger supervision, and clearer expectations. For students, faculty, staff, and visitors, it creates a campus that feels cared for every day.

The ABM approach strengthens workforce performance through connected people, processes, and operational insight—creating more stable teams, more consistent service, and a workforce model built to adapt as campus needs change.

Investing in workforce stability is an investment in the campus experience itself.



PEOPLE AND WORKFORCE

How ABM strengthens campus workforce performance

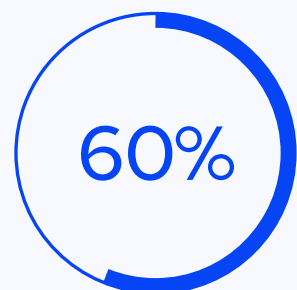
- Workforce transition planning that protects continuity
- Recruiting support for hard-to-fill campus roles
- Role-based training for frontline, supervisory, and technical teams
- Performance visibility across staffing, schedules, work activity, quality, and productivity
- Recognition and retention practices that support morale and continuity
- Campus-specific onboarding aligned to culture, safety, and expectations
- Frontline leadership development focused on coaching, communication, and accountability
- Flexible staffing for athletics, events, emergencies, and seasonal demand

What leaders can measure

- Turnover and vacancy trends
- Preventive maintenance completion
- Training completion and safety incidents
- Productivity by building or service line
- Schedule coverage and absenteeism
- Service complaints and recurrence
- Work order response and completion time
- Inspection scores and quality trends



Facilities staff turnover often exceeds **15–20% annually**.¹



Over 60% of facilities leaders report staffing shortages affecting maintenance, custodial, and technical roles.²

Source: ¹ <https://www.cupahr.org/resource/higher-ed-workforce-turnover>,
² <https://www.chronicle.com/article/why-labor-shortages-in-campus-building-staff-are-reaching-crisis-situations>

Raising service quality through workforce stability

Private University, Rhode Island

At a Glance:

Five-month turnaround

Raised inspection scores

Higher productivity

Stronger morale

CHALLENGE

A private university in Rhode Island was experiencing inconsistent janitorial performance, low team morale, and inspection scores averaging in the low 70s—well below campus expectations.

Leaders needed more than staffing coverage. They needed a stronger workforce model built around leadership, training, accountability, and visibility.

SOLUTION

ABM implemented a focused workforce improvement plan using standardized best practices, site-specific training, frontline leadership routines, team member appreciation, and quality control tracking. The approach clarified expectations, improved communication, and re-engaged frontline teams.

BENEFITS

- **Inspection scores** rose from the low 70s to nearly 90 within five months
- **Productivity** improved while labor hours and supply use decreased
- **Service consistency** and complaint resolution improved
- **Morale** strengthened through better leadership, training, and recognition

STRATEGIC IMPLICATION

Workforce stability is a performance strategy. ABM helped the university turn frontline challenges into measurable gains in quality, accountability, and campus service.



CAMPUS EXPERIENCE AND ENROLLMENT

Campus quality is a competitive advantage

For prospective students and families, the campus experience is proof of what daily life could be. Clean classrooms, welcoming residence halls, comfortable study spaces, well-maintained grounds, and reliable building systems all send a message: this institution supports student success.

Those impressions and expectations do not end after the campus tour. The challenge is delivering quality across a complex campus. Academic buildings, research spaces, residence halls, athletic facilities, outdoor areas, and public spaces all have different needs, schedules, and expectations. When services are disconnected, small issues (like delayed repairs, uneven cleaning, missed inspections, or unclear ownership) become visible quickly.

ABM helps institutions move from fragmented, reactive operations to a more connected model. By integrating cleaning, maintenance, engineering, grounds, event readiness, and reporting, ABM helps campus leaders maintain standards, improve visibility, and create a more consistent experience at scale.

The result is a campus that feels cared for every day, supporting long-term recruitment, retention, alumni engagement, athletics, events, and daily campus life for years to come.

CAMPUS EXPERIENCE AND ENROLLMENT

How ABM helps keep campus experience-ready every day

Integrated cleaning, maintenance, engineering, grounds, and specialty services

Single-source accountability across campus operations

Grounds and landscaping programs that strengthen curb appeal

Day porter and high-visibility support during peak campus activity

Residence hall, classroom, athletics, and event readiness support

Preventive maintenance programs that reduce disruption and extend asset life

Quality assurance inspections that reinforce standards across buildings

Centralized reporting for better visibility, prioritization, and control

What leaders can measure

Performance and quality scores for campus-wide service

Response, resolution, and accountability metrics for work orders

Curb appeal scores for grounds and landscaping

Inspection scores and peak-period response times for high-visibility areas

Readiness scores for residence halls, classrooms, athletics, and events

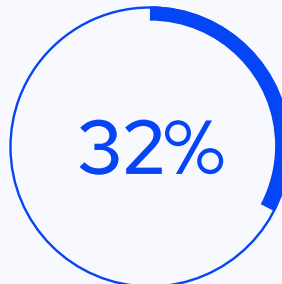
Clear dashboards, asset downtime, and equipment life status

Repeat-deficiency rates and quality assurance scores

Service trends, work-order backlog, and campus-wide performance visibility



Of college students factor campus facilities into their college decision.¹



Colleges and universities face a **32% funding gap** for needed campus renewal projects.²



Of students say the quality and condition of campus facilities impact their decision to stay enrolled.³

Source: ¹ <https://www.insidehighered.com/news/admissions/traditional-age/2022/12/11/survey-how-campus-facilities-factor-college-choice> ² <https://www.gordian.com/uploads/2025/04/2025-State-of-Facilities-Report.20250331220235713.pdf> ³ https://repository.stcloudstate.edu/cqj/viewcontent.cqj?article=1072&context=hied_etds

Improving retention and campus quality within budget

Hiram College, Northeast Ohio

At a Glance:

7% retention improvement

97% work order completion

Integrated services

Stronger campus experience

CHALLENGE

Hiram College needed its campus environment to support a broader transformation of the student experience. But enrollment pressure, aging facilities, and budget constraints made it difficult to improve campus quality without adding cost or complexity.

SOLUTION

ABM integrated janitorial, landscaping, maintenance, preventive planning, green cleaning, workforce retention practices, and data-supported operations under one coordinated Connected Campus model.

The program preserved institutional knowledge, improved responsiveness, and aligned daily services to the college’s student experience goals.

BENEFITS

- **7% improvement** in student retention scores
- **97% completion rate** for work orders
- **Enhanced campus** appearance, grounds quality, and first impressions
- **Green cleaning** for expanded sustainability
- **Improved efficiency** through integrated service delivery

STRATEGIC IMPLICATION

Facilities as a strategic lever, not just a cost center. ABM helped Hiram connect daily operations to measurable gains in retention, quality, and efficiency.

LEARNING ENVIRONMENT AND STUDENT SUCCESS

Environments that help students thrive

Student success is shaped by more than academics. It is shaped by the everyday spaces where students learn, live, study, gather, and recharge.

Clean classrooms. Comfortable temperatures. Reliable lighting. Healthy indoor air. Responsive maintenance. Safe, well-kept common areas. When these conditions work, students can focus. When they fall short, distractions, complaints, and frustration rise.

As campuses age and expectations increase, maintaining those conditions becomes more complex. Air quality, comfort, cleanliness, energy use, repairs, and service response are connected—but often managed through separate teams, systems, and priorities. That makes it harder to see patterns, prevent recurring issues, and direct resources where they matter most.

ABM helps colleges and universities connect the services behind the student experience. By integrating cleaning, maintenance, engineering, HVAC, waste and recycling, inspections, work orders, and operational planning, ABM helps campus leaders improve visibility, reduce disruption, and maintain more consistent conditions across high-use spaces.

Students may never see the systems behind a well-run campus. But they feel the difference every day—in classrooms that are ready, residence halls that are cared for, repairs that happen quickly, and shared spaces that feel clean, safe, and welcoming.

What students feel, leaders can measure

ABM connects clean spaces, fast repairs, reliable comfort, and healthier environments to the KPIs facilities teams use to focus resources where they improve student life most.



LEARNING ENVIRONMENT AND STUDENT SUCCESS

How ABM supports better learning environments

Cleaning programs for academic, residential, and high-traffic spaces

HVAC optimization and indoor air quality support

Lighting, energy-efficiency, and comfort improvements

Preventive maintenance that reduces disruption and extends asset life

CMMS-supported work order tracking and operational planning

Daytime cleaning for greater visibility and responsiveness

Green cleaning, waste, recycling, and sustainability programs

Integrated facility services that keep campus conditions consistent

What leaders can measure

Inspection scores by building or space type

Temperature and indoor air quality compliance

Comfort complaints and resolution times

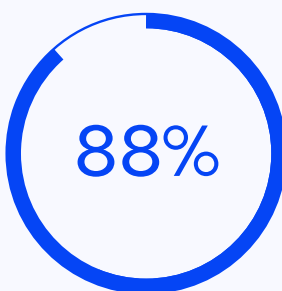
Preventive maintenance completion rates

Work order response and completion times

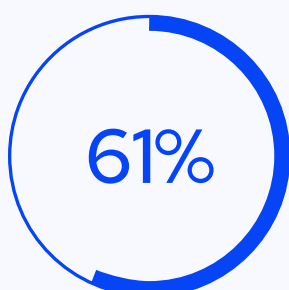
Issue recurrence and service recovery performance

Waste diversion, recycling quality, and green product use

Campus readiness scores



Of students are distracted by unclean facilities.¹



Improved air quality and ventilation increased cognitive performance scores by 61%.²

Source: ¹ <https://news.byu.edu/news/byu-assisted-national-study-shows-school-cleanliness-affects-learning> ² <https://www.sciencedirect.com/science/article/pii/S0360132316304723>

Creating learning environments students can count on

Large Public University, New Jersey

At a Glance:

95% custodial score 3,762 inspections 6,971 events supported APPA Level 1 standards

CHALLENGE

A large public award-winning university in New Jersey needed to maintain consistently high standards across the spaces students use every day—classrooms, residence halls, athletic facilities, grounds, event spaces, and common areas.

With a 200-acre campus, 39 buildings, and more than 1.8 million interior square feet, leaders needed a partner that could keep high-use environments clean, ready, reliable, and aligned to the student experience.

SOLUTION

ABM implemented an integrated facilities and grounds program built around proactive service, quality inspections, event readiness, and coordinated campus support.

The program included facility assessments, project scheduling, custodial quality checks, grounds care, dorm turnover support, HVAC repairs, terrazzo floor restoration, sustainable grounds equipment, and preparation for high-visibility events.

BENEFITS

- **Maintained APPA Level 1 standards** for janitorial and grounds services
- **Achieved a 95% average custodial score** across 3,762 inspections
- **Supported 6,971 campus events** in 2024
- **Reduced last-minute service requests** through proactive planning
- **Improved readiness** across academic, residential, athletic, event, and outdoor spaces

STRATEGIC IMPLICATION

Students thrive when campus spaces feel ready, reliable, and cared for. ABM helped the university connect cleaning, grounds, maintenance, HVAC, inspections, and event support to maintain consistent conditions where students learn, live, gather, and recharge.



ENERGY AND INFRASTRUCTURE

Modernizing campus infrastructure without waiting for new capital

Aging infrastructure is no longer just a facilities issue. It is a financial, operational, and student experience challenge.

Outdated HVAC systems, inefficient lighting, aging controls, deferred maintenance, and central plant demands can drive up utility costs, increase repair needs, create comfort issues, and expose campuses to avoidable risk. Delaying improvements may preserve capital today, but it often increases costs tomorrow.

For many institutions, the challenge is not identifying what needs to be upgraded. It is finding a practical way to fund improvements while competing priorities—academics, housing, athletics, research, and student services—also need investment.

ABM helps campus leaders approach modernization through both an operational and financial lens. By identifying energy waste, optimizing building systems, improving maintenance strategies, and aligning upgrades to measurable savings, ABM helps institutions make infrastructure progress without relying solely on new capital.

Energy Savings Performance Contracting can create a path forward. By pairing infrastructure improvements with guaranteed energy and operational savings, campuses can modernize critical systems while protecting capital for other institutional priorities.

Sustainability becomes more than a goal. It becomes an operating strategy—one that strengthens financial resilience, improves campus performance, and supports long-term planning.

Modernization does not have to drain capital. Done right, it can help create it.

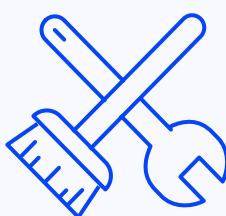
ENERGY AND INFRASTRUCTURE

How ABM helps modernize campus infrastructure

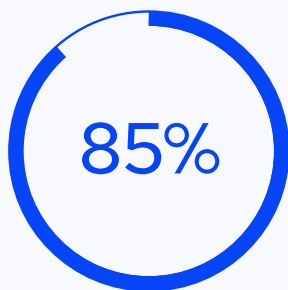
- Energy assessments that uncover savings opportunities and operational inefficiencies
- Energy Savings Performance Contracting to help fund upgrades through measurable savings
- HVAC, central plant, lighting, controls, and building automation improvements
- Retro-commissioning and system optimization to improve performance
- Preventive maintenance strategies that extend asset life and reduce disruption
- Smart facility technologies that improve visibility, control, and planning
- Electrification, EV charging, and decarbonization support
- Waste reduction, recycling, and sustainable facility programs
- Long-term monitoring, maintenance, and technical support

What institutions gain

- Lower costs.** Reduced utility waste and maintenance demand.
- Greater resilience.** More reliable systems and fewer disruptions.
- Protected capital.** Improvements funded through operational savings, where applicable.
- Smarter planning.** Better data to prioritize future investments.
- Stronger sustainability performance.** Progress toward energy and carbon goals through practical operational strategies.



Higher education facilities face more than **\$112 billion in deferred maintenance needs.**¹



Of college students say it is important for campuses to prioritize sustainability.²



ABM helped one university reduce energy usage **nearly 40%** and generate **\$35.8 million in operating savings** over 15 years.³

Source: ¹ <https://www.gordian.com/resources/critical-role-of-campus-facilities/> ² <https://www.insidehighered.com/news/students/academics/2023/01/02/sustainability-actions-students-take-and-want-their-colleges> ³ <https://investor.abm.com/node/11671/pdf>

Funding critical lab modernization through guaranteed savings

Georgia Institute of Technology

At a Glance:

140+ labs upgraded

\$11.7M guaranteed savings

No upfront capital

Improved research continuity

CHALLENGE

Georgia Institute of Technology found that just 5% of campus square footage was driving nearly 30% of total campus energy use. Much of the demand came from research labs, where aging ventilation systems, fume hood controls, and high air exchange rates were increasing cost, comfort issues, and risk to active research environments.

The university needed to modernize critical lab infrastructure without diverting capital from academic and research priorities.

SOLUTION

ABM delivered an Energy Savings Performance Contract that funded modernization through guaranteed operational savings. The project upgraded more than 140 lab spaces through HVAC optimization, fume hood control improvements, controls modernization, retro-commissioning, airflow improvements, and commissioning support—while coordinating with university stakeholders and research teams to minimize disruption.

BENEFITS

- **Upgraded 140+ lab spaces** without upfront capital
- **Guaranteed \$11.7M in energy and operating savings** over 10 years
- **Reduced energy use by 73.7% and 52.7%** in two key science buildings
- **Delivered \$173,167 in FY2020 cost reduction** beyond committed guaranteed savings
- **Improved ventilation reliability**, airflow control, sustainability, and lab comfort

STRATEGIC IMPLICATION

Infrastructure modernization creates capacity without draining capital. ABM helped Georgia Tech fund critical lab upgrades through guaranteed savings while improving reliability, sustainability, and research continuity.

CONNECTED OPERATIONS

Connecting campus operations to campus-wide performance

Campus operations do not break down because teams are not working hard. They break down when critical services work in silos.

Cleaning, maintenance, engineering, grounds, energy, housing, athletics, events, vendors, and technology systems all shape the campus experience. But when these functions are disconnected, leaders spend too much time chasing updates, reconciling reports, resolving handoffs, and reacting after issues become visible.

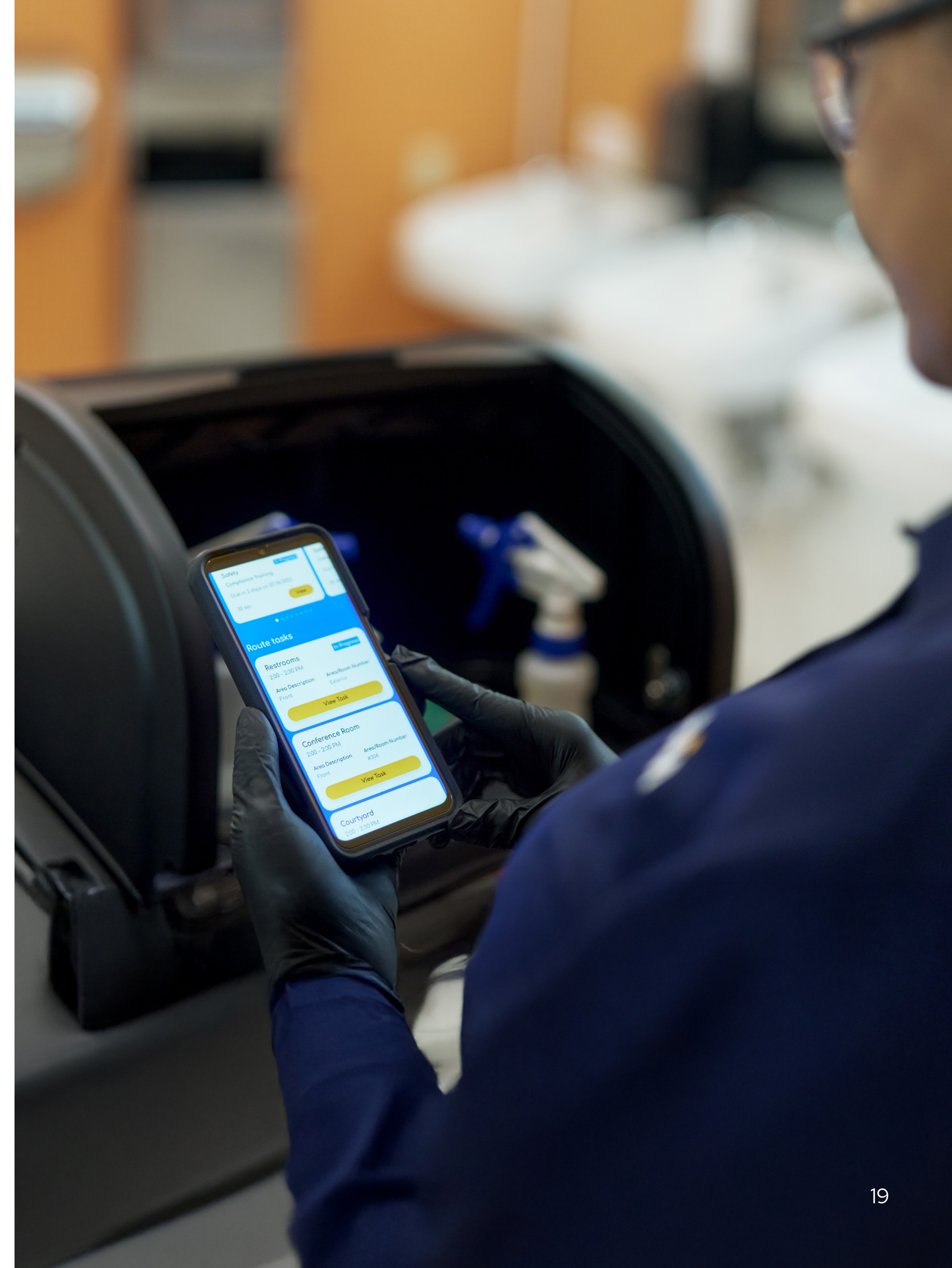
ABM helps institutions move from managing activity to managing performance.

Through integrated facility services, data-supported workflows, quality assurance programs, safety practices, structured communication, and campus-specific procedures, ABM connects the people, systems, and data behind daily operations.

The result is a clearer operating picture: stronger ownership, more consistent standards, faster response, and better visibility into service quality, asset health, cost drivers, and emerging risks.

With connected operations, campus leaders can prioritize smarter, act sooner, and make decisions with greater confidence—while delivering a more consistent experience for students, faculty, staff, and visitors.

Connected operations give campus leaders the visibility to act sooner, prioritize smarter, and deliver a more consistent experience.



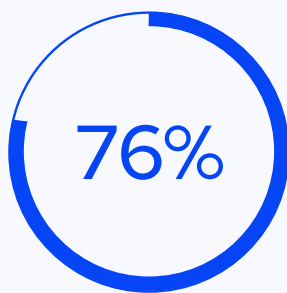
CONNECTED OPERATIONS

How ABM connects campus operations

- Integrated facilities models across cleaning, maintenance, engineering, grounds, energy, and specialty services
- Single-source accountability with clearer service ownership
- Data-supported workflows for work orders, inspections, assets, and preventive maintenance
- Quality assurance programs that track standards, responsiveness, and consistency
- Structured communication, reporting, and escalation paths
- Facility assessments and planning reviews that support smarter prioritization
- Safety programs, inspections, and regulatory support
- Campus-specific procedures aligned to institutional needs

The KPIs to track campus performance

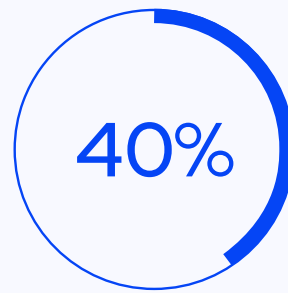
- Inspection scores by building, space type, or service line
- Work order response, completion, and aging trends
- Preventive maintenance completion rates
- Asset uptime and recurring failure trends
- Energy use, utility savings, and emissions indicators
- Cost per square foot and budget variance
- Complaint volume, recurrence, and resolution time
- Safety incidents, training completion, and workforce indicators
- Waste diversion and sustainability metrics



Of facility managers saw better prioritization as more important than more funding or staff.¹



Of managers said reducing data and information silos is a high or critical priority.²



Up to 40% of costs can be saved with preventive maintenance schedules.³

Source: ¹https://www.researchgate.net/publication/365859833_Data-Driven_Analysis_for_Facility_Management_in_Higher_Education_Institution ²<https://www.airtable.com/newsroom/new-research-reveals-the-crisis-of-fractured-organizations> ³https://www1.eere.energy.gov/femp/pdfs/OM_5.pdf

Reducing custodial costs without compromising quality

Private University, Pennsylvania

At a Glance:

\$100K+ annual savings

Higher productivity

Improved quality

Stronger visibility

CHALLENGE

A private university in Pennsylvania needed to manage custodial services across academic buildings, residence halls, athletic facilities, event spaces, floor care, recycling support, and other high-use areas. Budget pressure made the challenge more urgent. Fragmented oversight and inconsistent reporting made it difficult to maintain quality while controlling costs.

SOLUTION

ABM implemented a data-driven custodial operating model focused on performance visibility, standardized processes, facility-specific training, and monthly operational reviews. The approach helped leaders identify inefficiencies, align staffing to demand, and improve accountability.

BENEFITS

- **\$100,000+ annual savings** in operations expenses
- **Increased productivity** across custodial operations
- **Improved cleaning quality** and service consistency
- **Reduced staffing inefficiencies** through better labor utilization
- **Strengthened reporting,** accountability, and collaboration

STRATEGIC IMPLICATION

Operational savings do not have to come at the expense of campus quality. ABM helped the university use better data, training, and accountability to improve performance while reducing annual costs.

BUYER COMMITTEE VALUE

The Connected Campus creates value across the institution

Role:	Presidents and Chancellors	CFOs and Chief Business Officers	COOs and Administrative Leaders	VPs of Facilities	Student Experience and Enrollment Leaders	Sustainability Leaders
Primary Value Message:	Strengthen reputation, mission delivery, student confidence, and institutional competitiveness.	Improve cost visibility, protect capital, reduce utility waste, and prioritize investments.	Reduce complexity, clarify accountability, and strengthen operational governance.	Stabilize teams, improve service consistency, and gain better visibility into work, assets, and performance.	Create cleaner, safer, more welcoming spaces that support recruitment, retention, satisfaction, and belonging.	Turn energy, waste, electrification, infrastructure, and building operations into measurable sustainability progress.

The Connected Campus

The future of campus operations is connected

A high-performing campus is not created by one service, one system, or one team. It is built through thousands of daily moments working together.

A classroom that is ready. A residence hall that feels cared for. A system that runs reliably. A work order resolved before it becomes a complaint. A campus that looks, feels, and operates the way students, faculty, staff, and visitors expect.

The operating model behind the moments

As expectations rise and resources tighten, colleges and universities can no longer afford fragmented operations, disconnected data, or reactive decision-making. The institutions best positioned for the future will be the ones that connect people, systems, services, data, and governance around a shared view of campus performance.

With integrated services, engineering expertise, self-performed delivery, and data-driven visibility, ABM helps institutions move from managing individual tasks to improving campus-wide outcomes. The result is a more responsive, resilient, and efficient campus—one that supports student success, strengthens operational confidence, and makes every investment work harder.

A connected campus does more than operate well. It helps institutions compete, adapt, and deliver on their mission.

Because when operations are connected, the campus experience becomes more than something to maintain. It becomes a strategic advantage.

A connected campus turns daily operations into strategic advantage—helping institutions improve performance, strengthen resilience, and create environments where students and communities thrive.

Start with a Connected Campus assessment

ABM will help identify where fragmented operations, workforce gaps, deferred maintenance, energy inefficiencies, and limited data visibility may be increasing cost, risk, or service inconsistency across campus.

Walk away with a clear path forward

Your assessment provides:

- Operations and service-level review
- Workforce stability and coverage analysis
- Cleaning, maintenance, and grounds standards review
- Data, work order, and reporting visibility assessment
- Infrastructure and energy opportunity scan
- Prioritized roadmap for improving performance, cost control, and campus experience

See the whole picture. Identify the gaps.
Move with confidence. A more resilient, higher-performing campus begins with knowing where to start.

Schedule a Connected Campus assessment.

Call **866.624.1520** or visit **[ABM.com/higher-education/walkthrough](https://abm.com/higher-education/walkthrough)**.

Focus on the priorities that advance your institution

Financial resilience

Identify opportunities to reduce operating waste, address deferred maintenance, prioritize capital needs, and make smarter use of existing resources.

Operational performance

Evaluate staffing, service levels, preventive maintenance, work orders, inspections, accountability, reporting, and day-to-day execution.

Campus experience

Assess the spaces and moments that shape confidence—from campus presentation, residence halls, and learning spaces to tours, move-in, athletics, events, and complaint trends.

Sustainability progress

Uncover practical opportunities across energy, waste, electrification, EV charging, emissions indicators, infrastructure readiness, and reporting.



FACILITY
ENGINEERING &
INFRASTRUCTURE
SOLUTIONS

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