



ABM Performance Solutions

How Serta Simmons centralized four offices into one integrated facility model



Quick Stats

210,000
Square foot headquarters

5
Acre campus

500
Employees across
two tenants

Office tower
And innovation center

Showrooms
And R&D facilities

As organizations bring employees back to the workplace, facility operations must scale quickly to support higher occupancy, expanded services, and more complex coordination.

Serta Simmons Bedding, one of the largest mattress manufacturers in North America and owner of the Serta® and Beautyrest® brands, centralized four offices into a newly built, 210,000-square-foot headquarters in Doraville, Georgia.

The new headquarters, comprised of a 145,000-square-foot office tower and a 70,000-square-foot innovation center, brought employees from across the Metro Atlanta area into one location. At the same time, the building added a second tenant, increasing service coordination across shared spaces.

With more people, expanded showroom and R&D capabilities, and a 5-acre campus to manage, Serta Simmons needed a more structured, cohesive approach to facility operations. Through ABM Performance Solutions, the company now operates its headquarters under a single contract with one accountable partner overseeing all services.



Consolidating four separate offices into one headquarters created a significant operational shift. The new building introduced:

- A large influx of employees returning to the workplace
- Increased demand for janitorial, mailroom, and day-to-day facility services
- Expanded public and shared spaces requiring more frequent cleaning and maintenance
- A 5-acre campus with new landscaping and exterior maintenance needs
- A dedicated showroom space designed to host retail partners and suppliers
- On-site innovation and product development facilities
- Service coordination with an additional tenant operating in the same building

Previously, services were managed across multiple smaller locations with varying scopes of support. In the new headquarters, the scale of operations increased substantially. Leadership needed stronger coordination, clearer accountability, and a more efficient way to manage vendors and services.

As Esther Ni, Chief Human Resources Officer and facility leader, explains:

"Managing multiple vendors and schedules without a clear coordination point in a multi-tenant building was not efficient or effective."



"We're constantly in contact about everything going on in the facility—from janitorial and security to safety and building maintenance. If something goes wrong, I don't have to think about who to call. I call our account manager. That level of efficiency makes things run more smoothly."

Esther Ni
 Chief Human Resources Officer



SOLUTION

ABM expanded its scope of work and implemented the integrated ABM *Performance Solutions* model to support the larger, more complex headquarters environment.

Serta Simmons consolidated all facility services into one contract with a single point of contact responsible for performance, coordination, and communication.

Services provided through ABM *Performance Solutions* include:

- Janitorial and day porter services scaled to support increased occupancy
- Mailroom operations expanded to handle higher daily volume
- Landscaping and exterior maintenance across the 5-acre campus
- Meeting room setup and event support for the new showroom space
- Parking lot maintenance
- HVAC, mechanical, and plumbing services
- Life safety systems oversight
- Vendor and third-party contractor management

A dedicated Account Director serves as the centralized leader, coordinating services across teams and managing communication between Serta Simmons and the building's other tenant.

The integrated approach ensures services operate in alignment. When an issue arises, the Account Director coordinates the response across teams, streamlining resolution and maintaining service continuity.

BENEFIT

The integrated ABM *Performance Solutions* structure delivers operational clarity and executive-level visibility across the facility.

Single-Point Accountability: Leadership knows exactly who owns issue resolution, eliminating confusion and accelerating response times.

Scalable Operations: As employees returned to the workplace and the company consolidated into one location, ABM *Performance Solutions* scaled janitorial, mailroom, and day-to-day services to meet increased demand across restrooms, public areas, R&D spaces, and showrooms.

Operational Efficiency: Centralized coordination improves scheduling, service consistency, and day-to-day building performance, particularly important during increased occupancy.

Financial Simplicity: Rather than managing multiple invoices across departments and locations, Serta Simmons now operates under one consolidated contract and streamlined billing structure, simplifying budget oversight.

Proactive Partnership: ABM *Performance Solutions* provides ongoing recommendations to improve building operations, including utilities optimization, EV charger considerations, and parking management improvements.

By consolidating services under ABM *Performance Solutions*, Serta Simmons has a facility model that aligns with its centralized headquarters strategy. The integrated approach supports higher occupancy, enables coordination across tenants and shared spaces, and allows leadership to focus on business priorities rather than vendor management.

Learn how ABM *Performance Solutions* can enhance your facility.

Visit [ABM.com/performancesolutions](https://www.abm.com/performancesolutions) or call **866.624.1520** to speak with an expert.