

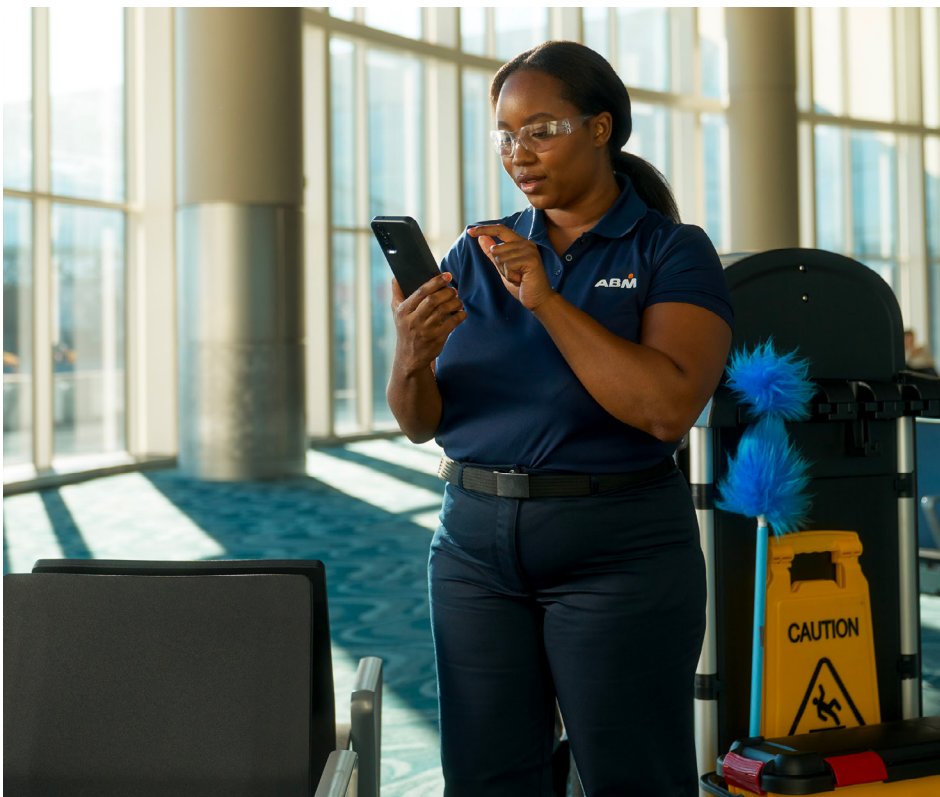


Commercial Real Estate

ABM CONNECT

Case Study

ABM Connect™ reduces reported facility issues by more than 20% at a major NYC tech campus



A leading tech company's NYC campus needed greater visibility into cleaning operations across its high-traffic, amenity-rich environment. By implementing ABM Connect™ and TEAM Connect, ABM transformed cleaning operations from reactive oversight to real-time operational intelligence, giving site leaders the visibility needed to improve accountability, optimize labor, and proactively manage service delivery.

Quick Stats

3.5M+

Square feet across a multi-building campus

20%+

Reduction in client- and occupant-reported issues following TEAM Connect implementation

4M+

Visitors annually to office and retail spaces

150+

Cleaners on site

CHALLENGE

Managed by a leading property management firm, a major technology company's complex campus in New York City needed real-time insight into daily cleaning operations. The campus spans millions of square feet and includes one of New York's largest public markets, creating a unique blend of workplace, retail, and public-facing environments. With frequent tours, employee events, high-profile guests, and heavily used amenities such as micro kitchens, restrooms, and cafes, maintaining high standards and customer satisfaction was critical in preserving a positive brand and occupant experience.

To achieve this, the property manager needed a partner that could provide the insight, accountability, and consistency required to maintain high service standards.

Opportunity: Move to a more proactive maintenance model with greater client transparency into operations through mobile task validation, quicker issue escalation, and improved communication between shift leads and frontline teams.

SOLUTION

ABM partnered closely with the property management firm to implement *ABM Connect*, ABM's data intelligence platform, creating a centralized view of cleaning operations across the campus.

To improve visibility and accountability in the field, ABM also deployed *TEAM Connect*, its mobile workflow application for frontline team members. With easy, handheld access to *TEAM Connect*, teams can quickly validate completed tasks through QR code scans, report issues, communicate directly with supervisors, and access work assignments, all in their preferred language. Once captured, this real-time data flowed into *ABM Connect*, providing site leaders with actionable insights into service performance, workforce productivity, and emerging facility issues. Site leaders used these insights to rebalance labor on demand, coach employees using objective performance data, identify recurring facility issues, and proactively address service gaps before they impacted occupants.

Today, shift supervisors can access individual performance metrics through the *ABM Connect* dashboard. These insights help leaders maintain service consistency, identify emerging issues before they impact occupants, and provide clients with greater transparency into daily operations. A key capability that stood out to leadership was *TEAM Connect*'s "Report a Problem" feature, enabling faster action and greater transparency between ABM, the property management team, and the client.

ABM Connect helps leaders:

- Monitor service execution against daily plans
- Track safety, quality, and inspection performance
- Dispatch team members and escalate facility issues as conditions change

"I'm able to see who's onsite doing extra work and who's filling that gap... who's doing well, and who's not,"

Alana LaPreziosa

Quality and Control Technology Manager

As with any new technology, adoption doesn't end at deployment. To help teams confidently use *TEAM Connect*, ABM's onsite leadership was key in fostering engagement, reinforcing best practices, and encouraging consistent platform use.

This technology, coupled with an engaged workforce and leadership buy-in, enabled a more proactive and connected operation capable of maintaining reliable service standards across a high-profile campus. Site leaders gained the ability to quickly verify what work was completed, when it was completed, and by whom.

OUTCOMES

For this busy, tech-forward office site, ABM's technology solutions give teams the continuous visibility needed to operate proactively rather than reactively. As the "eyes and ears" of the client's janitorial program, ABM Connect has strengthened the relationship between ABM, the property management firm, and the client, resulting in expanded deployment opportunities across additional campuses and facilities.

Improved Accountability

- Validated Statement of Work (SOW) documentation increased from 40% to more than 91% and has remained above 91% for six consecutive months.
- Average Issue Resolution Time: 58 minutes
- Teams now identify and document an average of 92 facility issues each month through photo-based reporting, helping site leaders address recurring conditions and allocate labor strategically.

The visibility provided by ABM Connect™ enabled site leaders to reinforce quality and safety programs more consistently, resulting in more than 100 quality inspections completed daily and 10 safety observations completed weekly.



Reduced Client- and Occupant-Reported Issues

Following the implementation of TEAM Connect, client- and occupant-reported issues decreased over 20%, dropping from an average of 201 issues per month before implementation to 157 issues per month during the seven months that followed.

Average client- and occupant-reported issues per month

Before TEAM Connect	201
After TEAM Connect	157
Change	↓ over 20%

This reduction reflects TEAM Connect's ability to help teams identify and address facility issues proactively, enabling concerns to be resolved before they're reported by clients or occupants. As adoption continues to expand across the multi-building campus, ABM expects these proactive workflows to further strengthen visibility and service consistency.

By transforming data into actionable intelligence, ABM Connect helped shift facility management from reactive oversight to proactive decision-making. The measurable impact of this technology strengthened ABM's relationship with both the property management firm and the client, resulting in expanded deployment opportunities across additional campuses and facilities. What began as a solution to improve visibility at one of the nation's most complex corporate campuses has become a scalable model for delivering proactive, data-driven facility management across the client's broader portfolio.

ABM Connect is reshaping how facilities operate by transforming data into a strategic asset that supports better decision-making, stronger partnerships, and higher service standards. For more information or to arrange a demo, please visit ABM.com/connect or call **866.624.1520**.