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Case Study

Global pharmaceutical company transforms facilities into a strategic asset with integrated services



A global pharmaceutical manufacturing corporation needed a more connected approach to facilities operations across its multisite portfolio. Inconsistent service delivery, limited operational visibility, and reactive maintenance were creating inefficiencies in critical GMP environments while increasing pressure on internal teams.

From reactive support to a strategic partnership

"Facilities have shifted from being a reactive support function to a strategic partner. We're now contributing to business continuity, regulatory readiness, and long-term capital planning."

Achieving 15% cost reduction, enhanced audit preparation, and predictive maintenance across a multisite portfolio



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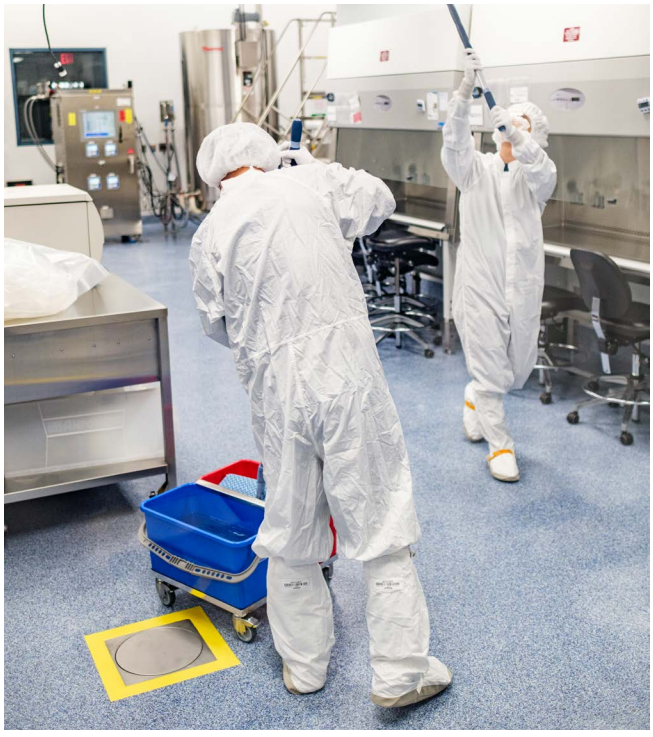
ABM implemented an integrated facilities services model designed to improve consistency, strengthen audit readiness, and support long-term operational performance. Through self-performed services, centralized governance, and technology-enabled maintenance strategies, the organization transitioned from reactive facility management to a more predictive, data-driven operating model.

CHALLENGE

Prior to partnering with ABM, the client managed facilities operations through multiple departments. While functional, the approach created inconsistent service delivery, limited visibility into performance, and operational silos that made standardization difficult.

As facilities' demands increased, so did compliance issues. In addition, maintenance activity became increasingly reactive, contributing to equipment downtime, budget unpredictability, and added pressure on internal subject matter experts responsible for coordinating vendors and resolving operational issues.

Without centralized reporting or consistent performance management, leadership had limited visibility into long-term capital planning, asset health, and energy optimization opportunities.



SOLUTION

ABM transitioned the client to a single-provider Integrated Facilities Services (IFS) model with more than 75% self-performance, creating a more coordinated and accountable operating structure across the portfolio.

The solution combined centralized governance, standardized operating procedures, and technology-enabled maintenance strategies to improve consistency, visibility, and responsiveness across critical environments.

Key components of the program included:

- Technology enablement: Deployment of ABM *Connect*™ and CMMS (Corrigo) tools to support real-time visibility, predictive maintenance, asset lifecycle tracking, and KPI reporting.
- Engineering and technical services: Integrated maintenance coverage and long-range asset planning to help reduce operational disruption and improve equipment reliability.
- Compliance and GMP Support: Self-performed cleaning, mechanical, and electrical services aligned to GMP standards and supported by a strong safety and compliance culture. FDA compliance documentation digitized and stored via ABM *Connect* for Life Sciences (GMP).

Thanks to this successful engagement, the property management company has signed a broader MSA with ABM, designating it as their primary facility solutions partner across the Americas and international markets.

BENEFITS

The transition resulted in a fully integrated, data-driven facilities model with greater operational visibility, improved asset reliability, and more proactive maintenance planning across the client's portfolio.

Key outcomes included:

- **15% reduction** in overall operating costs
- **20% reduction** in reactive maintenance activity
- **Approximately 20% faster response times**
- **More than 95% SLA adherence**, with **zero failed audits**

The organization also gained tighter control over manufacturing uptime and operational spend through ABM's predictive maintenance platform and consolidated governance model.

With fewer facility-related disruptions and improved equipment reliability, facilities operations evolved from a reactive support function into a more strategic contributor to business continuity, regulatory readiness, and long-term planning.

65
Leading Life Sciences companies rely on ABM

85M+
Square feet of Life Sciences spaces serviced daily

25 years
Of pharmaceutical manufacturing facility maintenance

10,000+
Engineers and support professionals managing facility infrastructure and systems

500
GMP-certified ABM cleaners on staff



ABM delivers integrated facility solutions that reduce energy costs and ensure regulatory compliance.

Find out how we can make it possible for you by visiting **ABM.com/lifesciences** or calling **866.624.1520**.

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