



ABM Performance Solutions

Streamlining service and improving quality for Utica University



Located in central New York, Utica University is known for its state-of-the-art learning facilities and sprawling grounds. ABM is partnering with the school to care for its unique campus with a streamlined approach to service delivery and accountability.

CHALLENGE

Utica University sought more than just a facility services provider. The private institution needed a true partner who could enhance service quality, drive operational efficiency, and provide the support needed to meet its diverse range of needs.

A partner who could build a trusted relationship with the school's union and quickly negotiate a new agreement.

One with similar values, worthy of having its name associated with the university's new athletics complex.

Quick Stats

3,861
Students

22
Academic and
administrative
buildings

4
Residence halls

1 million
Sq. ft. served



SOLUTION

A long-term partnership centered on improved staffing and operational excellence

As part of a strategic 10-year partnership, ABM is carrying out a full suite of campus services, including janitorial, maintenance management and repair, landscaping, snow removal, and more. Through ABM's Performance Solutions model, the school receives a holistic, "one team" approach for all facility services performed across campus.

As evidenced by the naming of ABM Field at Charles A. Gaetano Stadium, this collaboration goes beyond routine facility maintenance, highlighting a shared commitment to improving the campus experience—and strengthening Utica's ties to the broader community.

Operational improvements

- With the implementation of an updated CMMS, ABM improves work validation and enhanced accountability.
- Preventive maintenance programs, applied across services throughout the campus, reduce maintenance issues and preserve the lifespan of the university's assets.
- ABM provided new and innovative vehicles, grounds equipment, and power tools that enable facility teams to work more efficiently.
- An administrative analyst was added to the team to help with data collection, identifying operational insights, and improving communication between stakeholders.

Staffing improvements

- ABM offers union benefits, improved communication, and updated equipment with the goal of driving improved morale and satisfaction.

- ABM transitioned existing staff and provided uniforms to ensure that all personnel deliver a unified presentation.
- ABM's regional management team provides training, program oversight, and additional expertise to support Utica's complex needs.

BENEFITS

- Reduced headcount, which led to a more cohesive, accountable team.
- As the result of an early negotiation process, ABM ensured that the staff had union benefits.
- Renewed approach to staffing led to improved morale and performance.
- The service team works in lockstep to improve outcomes across the campus and deliver consolidated reporting to administrators.



ABM Performance Solutions provides one source of accountability for all facility services, all while delivering greater ROI.

ABM has helped education leaders deliver better campus experiences for over a century. Find out what we can do for you at **866.624.1520** or **ABM.com**.