



## Taking a Global Aerospace Manufacturer's Production Facilities to New Heights



### *ABM Performance Solutions*

Headquartered in the southeast U.S. and with facilities spread across the country and globe, this aerospace company is renowned for designing, developing, manufacturing, marketing, and servicing business jet aircraft. And ever since they partnered with ABM in 2010, we've provided the all-encompassing facility services they need to ensure their teams can always perform—and their planes can always take to the skies.

### **CHALLENGE**

As the maker of some of the world's most advanced jets, this manufacturer demands a brand-representative level of service throughout their facilities. Service that can keep up with their 24/7/365 operations without interruption — and keep it all properly maintained and at peak cleanliness.

### Quick Stats

founded in 1958  
13,000 employees  
2,000 aircraft  
produced to date  
24/7/365  
non-stop operations  
60 buildings total  
7 million sq. ft. of facilities  
structures built between  
1964 & 2020  
8 cities spread out across  
7 U.S. states  
4 countries international  
presence  
ABM handles nearly  
their entire U.S. portfolio  
475+ ABM experts  
work onsite taking care  
of their facilities  
ABM partner since 2010



Prior to ABM's involvement, the manufacturer's facility service providers were experiencing performance issues, inconsistent management and high employee turnover. The client sought out a single provider that could set up a reliable Computerized Maintenance Management System (CMMS), self-perform the majority of their needed facilities services and manage any subcontractors.

The manufacturer's facilities include government-regulated environments and restricted areas, which adds an additional layer of complexity to their wide range of facilities: manufacturing plants, R&D labs, testing centers, completion centers, service centers, warehouses, corporate offices and executive areas, employee cafeterias, off-site hiring centers, and other mixed-used environments. And with structures that were built anywhere between 1964 and 2022, each facility has varying needs.

### The ABM Performance Solutions

To take care of the manufacturer's 60 buildings —7 million sq. ft. in total—our ABM Performance Solutions team created a customized offering that's the next evolution of consolidated facility services.

ABM trained a team of over 475 experts to deliver dedicated facility maintenance, janitorial services, landscaping and groundskeeping, heating and cooling service, pest control, retention pond maintenance and water treatment, and many other facility services—including higher-level critical asset lifecycle management.

ABM also offers continuing education courses—such as Stationary Engineer and Boiler Operations and EPA CFC 608 Certification—for onsite team members. This not only hones their skills and expertise to continuously improve the quality of service they provide, but it also helps them develop as professionals so they can further advance their careers.

Using a singular project management method to encompass all their locations as a unified portfolio, ABM gave the manufacturer one contract, one invoice, one point of control and one source of accountability for all their facility services.

### ABM SOLUTIONS PROVIDED

- Central Plant Maintenance and Operations
- Janitorial
- Landscaping and Groundskeeping
- Walkway, Parking Lot and Roadway Maintenance
- Elevator Maintenance
- Exhibitions and Decorations
- Facility Subcontract Management
- Facility and Lifecycle Equipment Assessments
- Project Management
- Warranty Administration
- Energy Savings Consultation



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

*"This is more than services—it's solutions and a dedicated team that performs. And we back up what we achieve with all the data you need, delivering actionable insights that drive continuous improvement."*

— Mark Deal  
Vice President, ABM Performance Solutions

## THE OUTCOMES AND ROI

Using its scale, network and speed-to-service, ABM was able to consistently create immense value for the manufacturer—all to deliver the greatest gains and ROI – by achieving and exceeding key KPIs for:

- Critical equipment uptime
- Work order completion and delivery
- Preventative maintenance
- Employee safety
- Quality scores
- Administrative services
- Customer support and satisfaction scores

We performed Facility Condition Assessments to determine how well their equipment and assets were performing—documenting any pre-existing conditions and looking at the full life cycles of their assets, both individually and holistically. This gave them critical visibility into their operation and the ability to hone their capital planning, as more preventative maintenance means less reactive maintenance.

We then used a CMMS to develop reports on the manufacturer's work plans, service frequency, repair information and more. We also integrated it with their third-party inventory management vendor, enabling the manufacturer to have better data on their material use consumption and planning.

And, on top of that, we worked with the manufacturer to pilot new innovations—like autonomous vacuums and robotic mowers to maintain grounds that best reflect their brand—all helping to support their business and sustainability objectives.

In short, we backed up our achievements with all the data the manufacturer needed, delivering actionable insights that drove continuous improvement. As a result, ABM went from being a siloed services provider with a fixed prescribed headcount to a consultative partner making facility service recommendations and delivering custom solutions based on current and impending customer needs.

Moreover, due to our elevated level of service, the manufacturer has since awarded ABM a new contract, one that includes additional sites across five new states, encompassing nearly all of the manufacturer's U.S. facilities portfolio.

## The ABM Performance Solutions Difference

For this leading aviation manufacturer—and for clients in diverse industries—ABM *Performance Solutions* is driving measurable and meaningful value with a suite of facility services customized to their needs. All while generating cost efficiencies across the entire lifecycle of their portfolio of facilities and prioritizing the most impactful outcomes.

"ABM is more than a service provider – they're a true strategic partner to us and an integral part of our operations. We rely on their expertise both in our day-to-day and as event-driven needs arise, such as with emergency prep, contingency planning, and weather events like tropical storms that are a regular occurrence in the southeast U.S. ABM is generally our first responders with any issue that occurs on our many campuses."

— Vice President of Real Estate and Facilities,  
 Global Aerospace Manufacturing Company



ABM is the proud recipient of this aerospace company's 2017 Supplier of the Year Award, given in recognition of our total value chain, administrative services, delivery and customer support.

ABM helped this aerospace manufacturer reach new heights of safety, efficiency, and uptime. Find out how we can make it possible for you by calling **866.624.1520** or visiting **ABM.com**.