



Facility Solutions

ABM CONNECT TASK MANAGEMENT

Case Study

ABM Connect™ sets new service standards at global financial HQ



CHALLENGE

Operating in one of the world's most prominent financial districts, this flagship headquarters demanded high standards for cleanliness and operational responsiveness. The client expected real-time transparency where every task was tracked, every issue could be addressed swiftly, and service levels never lagged.

The existing Digital Cleaning Log (DCL) system presented limitations. Data entry and reporting lagged behind actual events. Supervisors spent valuable time making calls to coordinate ad hoc or urgent cleaning. Team members had no direct channel to log issues or confirm completed work, slowing resolution and limiting accountability.

Ultimately, this lack of visibility and responsiveness fell short of the world-class experience expected at a high-profile site.

Client Overview

Leading
global financial institution

Serves Customers
in 100+ markets worldwide

Headquarters
in New York City (new
building opens 2025)

ABM services
entire 42-floor tower

50+
ABM facility team members
using ABM Connect

SOLUTION

All-in-one facility care with ABM Connect, a data intelligence, mobile-first platform streamlining task management, communication, and reporting.

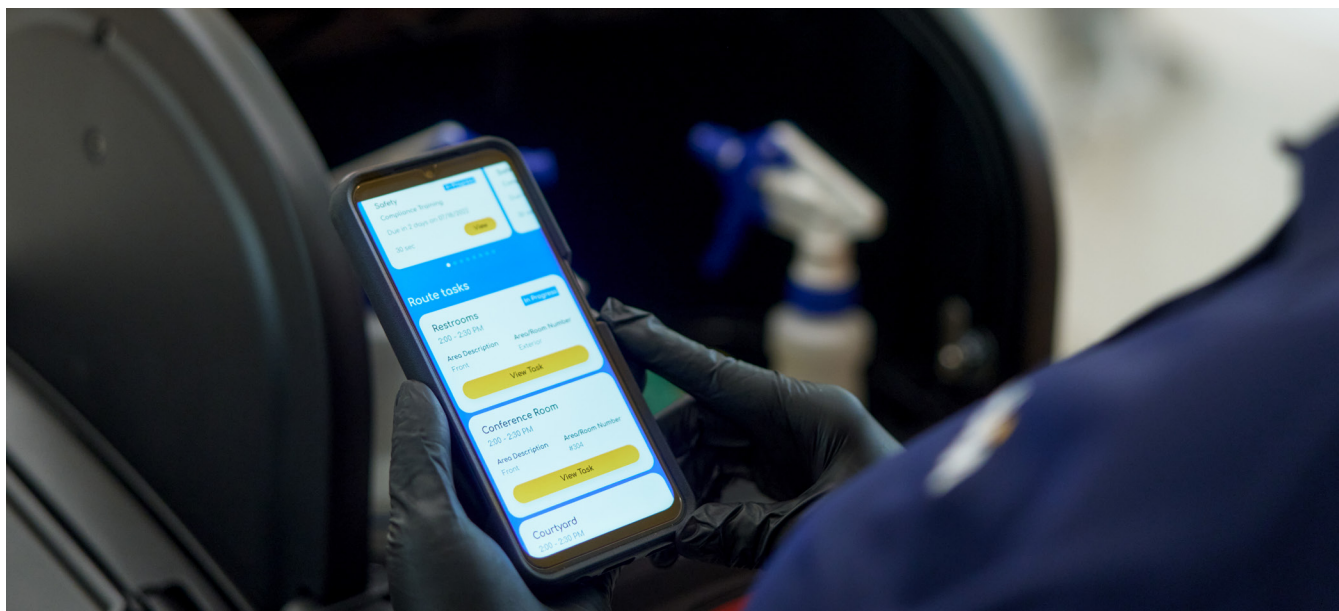
Building on the strength of a close partnership between ABM and the client, ABM upgraded operations, incorporating ABM Connect an end-to-end solution that unifies facility, financial, service delivery data and more in one place in real time. It leverages real-time dashboards for a single source of truth with an innovative team member app.

- **Live, real-time task tracking:** Team members scan QR codes unique to each serviced location, logging completed tasks with instant time stamps. Updates flow in real time to the ABM Connect dashboard, giving managers and the client continuous visibility into site operations.
- **On-demand task creation:** Managers instantly assign new tasks based on inspections or unexpected issues, or client feedback.
- **Defect reporting or “eyes and ears” alerts:** The team member app enables team members to log service issues, or “defects,” such as missing supplies or accidental spills, complete with attached notes or photos. Defects are instantly flagged via email to managers who can follow up, route to the

appropriate team for resolution, or transparently share with the client.

- **High-level reporting:** Clients access metrics such as service completion rates, tasks performed by location or team member, and historical activity over any selected timeframe.
- **Integrated inspections:** The platform provides instant access to service history, including when a location was last serviced and by whom. Site supervisors save time by completing inspections in a single platform rather than using disparate systems. Question sets are tailored to the site, supporting targeted quality checks and timely issue resolution.
- **Staff engagement & accountability:** Team members clock in and out, review schedules and timesheets, send and receive kudos, and stay updated through community news, culture, and recognition—all in one place.
- **Multilingual access:** The app’s dynamic translation in 10 languages and mobile alerts ensure every team member is included and informed.

With ABM Connect, staff and management are unified with a single, modern solution, moving beyond fragmented legacy systems.



BENEFITS AND OUTCOMES

- **Higher service completion:** On-site teams improved Statement of Work (SOW) documentation rates by 10-12%, now regularly surpassing 90% completion. Managers can now immediately pinpoint and resolve coverage gaps.
- **Faster issue response:** "Eyes and ears" functionality enables any team member to instantly flag and document service needs, cutting issue resolution time and adding clear visibility into who responded and when.
- **Time savings and operational ease:** Team members clock-in/out and log progress on their device, updating the platform in real time. Report generation now happens in seconds rather than hours. Managers like Edonita can answer client questions on the spot with real-time performance data:
"With ABM Connect, I can literally look up who cleaned what, where, and when—in just a click."
- **Enhanced team engagement:** Team members appreciate having proof of their work and receiving recognition through the platform's community feed.
"They like getting kudos... now instead of calling in issues, they take a photo, send a digital note, and keep going."
- **Smoother training and expansion:** As the client prepares to open a new global HQ, proven success of *ABM Connect* will help to ensure team members are ready from day one with seamless QR code scanning, real-time visibility, and streamlined communication.



ABM *Connect* has transformed how work gets done at this flagship site, enabling smarter, faster, and more transparent outcomes.

To explore how ABM Connect can support your facility, visit **ABM.com/connect** or call **866.624.1520**