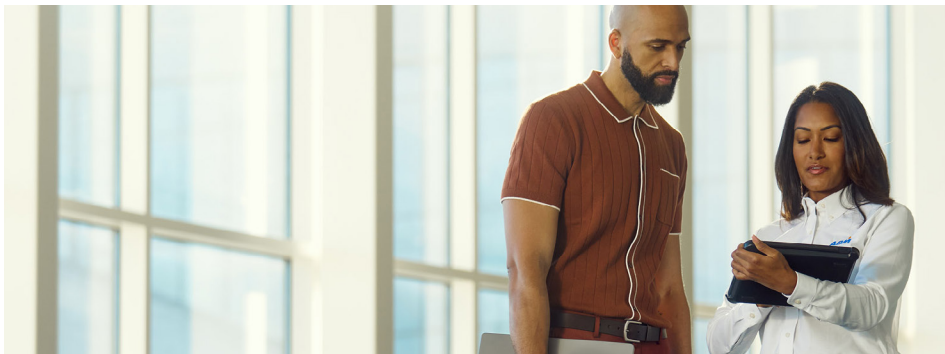# Unlocking hidden performance gains with ABM *Connect*™

A major U.S. airport needed a better way to manage its complex facility environment. The solution—ABM *Connect*™ Predictive Maintenance— delivered stronger performance and greater visibility for improved energy efficiency, as well as more informed capital planning.

CHALLENGE

This major airport terminal manages a vast network of mechanical, electrical, and environmental systems operating around the clock. Leadership is continually exploring new ways to increase efficiency, improve asset performance, and strengthen capital planning.

Like many well-run facilities, they relied on a preventive maintenance program. While effective, it lacked deeper data analysis. Without real-time monitoring or cross-asset analytics, teams couldn't augment maintenance routines with condition-based insights or uncover inefficiencies not visible through manual checks alone.

In order to meet its operational goals and deliver a stellar travel experience, the airport terminal needed a more innovative, data-driven approach that could turn insight into action.

Quick Stats

1.1 million
Sq. ft. airport terminal

Located in the
Northeast

Recognized for customer experience and accessibility

ROI payback in
4 months

$170K
Energy savings in year 1

SOLUTION

As a long-standing facility partner, ABM recommended ABM *Connect* Predictive Maintenance. This AI-enabled platform continuously analyzes equipment performance to detect, diagnose, and prevent issues before they escalate while helping systems run more efficiently and avoid energy waste.

The platform integrates data from existing building systems with AI-driven analytics, giving teams a comprehensive view of asset health and performance. With this platform, the airport gained the ability to:

- **Surface early warning of failures** so teams know what to fix, when, and why

- **Improve energy efficiency** by identifying anomalies early using automated fault detection (AFDD) and machine-learning (ML) analytics

- **Shift from routine or reactive maintenance** to dynamic, condition-based scheduling that uncovers hidden issues undetectable by the human eye

- **Strengthen capital planning** by extending asset life instead of replacing on fixed intervals

ABM *Connect* also turns insights into action. Diagnostics link directly to recommended corrective steps, cost saving opportunities, and CMMS work orders, creating a closed-loop workflow for execution and reporting—all without requiring new hardware.

BENEFITS & OUTCOMES

Within the first few months of launch, ABM *Connect* Predictive Maintenance delivered measurable improvements across the facility. The airport achieved:

- **Continuous, real-time visibility** into asset health through AI-driven condition monitoring

- **Better energy consumption** by ensuring equipment operates within optimal performance ranges

- **Extended equipment life**, avoiding unnecessary capital replacements through data-informed maintenance

- **Improved engineering efficiency** by reducing asset downtime and providing prioritized corrective actions for BMS anomalies

- **Enhanced cost control** by uncovering immediate savings opportunities through data-driven insights

These operational enhancements produced fast, measurable financial returns:

- Achieved ROI in 4 months vs. original 6–9 month estimate with projected 2-month payback in year 2

- Nearly $170K energy savings already realized, with more than $60K in additional savings identified since deployment

- ABM's M&V and Commissioning team validated all energy savings using IPMVP-compliant methods, providing conservative, fully defensible results that give clients confidence in their savings

- Strengthened collaboration among ABM's engineering teams and airport leadership, driving continued performance gains

Reflecting on the results, the client put it best: "It's amazing that ABM has this capability."

With ABM *Connect* Predictive Maintenance, clients across industries can realize measurable improvements in reliability, efficiency, and capital planning.
To learn how this technology can deliver similar results for your facilities, call **866.624.1520** or visit **ABM.com/abm-connect**.

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