



ABM *Connect*[™]

An innovative system goes beyond standard facility services

Utilizing cutting-edge technology and comprehensive support, ABM *Connect*[™] for Aviation maximizes airport operations for optimal efficiency while committing to strict performance requirements.



Airports around the world are feeling a wide array of pressures. They're facing industry-wide staffing shortages and budget challenges, all while dealing with an increase of daily travelers. While traditional facility services are based on a fixed schedule, it's simply not enough to keep up with the ever-changing and urgent needs of an airport and its travelers. This is important because as we know, traveler experience is a crucial KPI for airport leaders.

The digital advantage of ABM *Connect*™ for Aviation

ABM *Connect* is a cloud-based application accessible on mobile devices and desktop computers. It works as a responsive cleaning and task management solution. Driven by real-time flight data, IoT sensors, and predictive technology, ABM *Connect* provides instant insights into areas requiring maintenance and service to help clients and operations improve resource management, validate services performed, and enhance the traveler experience.

CLIENT BENEFITS INCLUDE:

- Increased visibility of frontline staff
- Reduced hardware investments
- Verification of services performed and timing
- Ability to mobilize employees based on demand
- Improved traveler experience
- Easy installation, minimal infrastructure impacts
- Increased efficiency, service quality, and resource management

IoT technology for real-time intelligence

Beacons for real-time intelligence

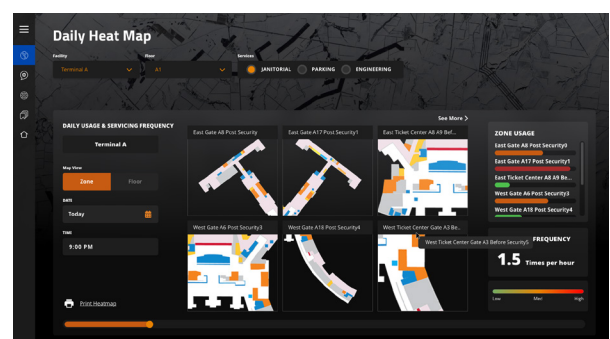
Our IoT suite, including beacons, customer feedback devices, real-time flight data, heat maps, and consumable sensors, optimizes work by demand. Now work order status, resource allocations, and audit results can all be viewed in real time. The result — increased visibility of performance metrics, which drives productivity, efficiency, and optimizes resource allocation.

Demand-based resourcing and inspections

Instead of traditional scheduling, ABM *Connect* leverages demand-based resourcing. This means tasks can be prioritized based on real-time flight schedules throughout the day, so problems are identified and resolved faster. Once servicing is complete, clients can access inspection results for greater efficiency and transparency.

Flight data integration and faster response times

Irregular operations, weather, canceled flights, and the spike of summer, holiday, and other seasonal travel means cleaning and maintenance operations are under great stress. ABM *Connect* automatically dispatches the nearest skilled and equipped team member to specific gates at exactly the right time to complete unscheduled work orders.



Insights anytime, anywhere

Actionable insights are available when you need them through dashboards, accessible from our data intelligence platform for visibility into service delivery – *ABM Connect*. Clients can access data in real-time or generate reports hourly, daily, weekly, quarterly, or annually for transparency into your facility.

INSIGHTS INCLUDE:

- Flight data
- Demand-based cleaning (leveraging space usage, flight data, sensors)
- Services provided
- Work order priority and status
- ABM response time
- Inspection results
- Passenger feedback
- Trends and actionable insights
- And much more



It's easy to get started

With *ABM Connect* for Aviation, clients benefit from reduced hardware investments. Plus, *ABM Connect* brings an open architecture with APIs, allowing seamless communication with other open-stack systems such as CMMS.

Why ABM?

ABM is the preferred provider for airports around the world

ABM truly knows airports. Over 75 global airports trust us to ensure operational continuity while navigating the nuances of a 24/7 operation. Our team's workflow is adapted to ensure contract compliance, while optimizing tasks to minimize impact to the traveling public.

From strategic facility management to cleaning and maintenance, passenger services and transportation, ABM helps airports and airlines exceed their operational and business goals with an eye on elevating virtually every aspect of the traveler experience.

Talk to an *ABM Connect* expert today at
866.624.1520 or visit **[ABM.com/Aviation](https://www.abm.com/Aviation)**.

