

Mission Critical Solutions

# Rethink Uptime

Facilities solutions for non-stop operations





# Uptime is Mission One for ABM

Mission critical environments cannot fail. ABM Mission Critical teams work nonstop just like your data centers and critical environments with one mission goal: uptime.

From facility ops to services and power, ABM is the most reliable provider of mission critical facility solutions and management in the industry. Our certified teams deliver expertise and integrated solutions to help ensure uptime for your entire mission critical infrastructure.

## Uptime Across Your Ecosystem

Keeping your mission critical environments up and running is non-negotiable. The success of your customers, constituents and business relies on the consistency and performance of your mission critical infrastructure.

ABM takes a holistic approach to help ensure uptime, factoring in power, mechanical systems, HVAC and fire suppression, along with ongoing management and maintenance of data centers and other mission-critical environments. Effective periodic maintenance prevents unexpected downtime and keeps equipment operational within manufacturer specifications. ABM keeps your data center infrastructure consistently healthy and capable of operating at peak efficiency while offering solutions to manage costs with minimal expense.

## We Live for Uptime

With 30+ years in specialized mission critical services across diverse industries, ABM delivers unmatched depth for nonstop, mission critical environments.

Whether you operate a data center, emergency call center, POP site, network facility, SCIF Facility, or other mission critical environment, our team of certified and highly trained technicians keeps operations running securely, efficiently, and reliably every hour of every day.

Here's how ABM helps protect mission critical environments to drive savings and increase uptime.

30 Million

**SQUARE FEET**

30+

**YEARS OF EXPERIENCE**

NETA

**CERTIFIED TECHNICIANS**

US Government

**SECURITY CLEARANCE**

Tiers

**TIER I, TIER II, TIER III, AND TIER IV**



# Smarter Solutions for Your Mission Critical Ecosystem

ABM delivers integrated solutions that span your entire mission critical ecosystem, from onsite and remote operations to maintenance, power, HVAC, fire suppression, project management, and energy management.

## **Comprehensive Support**

Partnering with ABM gives you a single source of maintenance, operations, and management of mechanical and electrical equipment. Our team helps protect and manage all facets of your mission critical ecosystem, including project management, facility assessments, life cycle analysis, facility optimization, SLA Compliance, and business continuity planning. ABM provides expertise, certified teams, and integrated solutions to help ensure uptime all the time.

## **Facility Management**

From daily system operation inspections to ongoing preventative infrastructure maintenance, our technicians keep even the most sensitive and complex equipment running at optimal levels across your entire mission critical ecosystem.

## **Project Management**

The localized service and centralized support of our National Accounts program help you scale up profitability across your mission critical infrastructure. A single point of contact oversees your entire portfolio of services and provides real-time visibility into your performance tracking, labor, invoicing, and cost savings.

## ABM Impact:

### **STREAMLINING MAINTENANCE FOR A SUPERCOMPUTING CENTER**

A large-scale supercomputing center was searching for a partner that could operate and maintain a vast array of equipment across their N+1 Tier 2 facilities.

ABM proposed an efficient, comprehensive service plan and delivered integrated, self-performed services while meeting strict standards across multiple technical disciplines.

ABM's high-level expertise and integrated solutions resulted in improved operations, cost savings, and increased uptime.



# Streamline Your Operations and Maintenance Services

The most efficient and cost-effective way to ensure uptime across your data center infrastructure is to partner with a trusted expert in mission critical facility services. With more than 30 years of experience, a seasoned team of professionals, and specialized technical services, ABM is the most reliable provider of mission critical facility solutions and management in the industry.

## Structured Services

ABM helps you efficiently provision, coordinate, and deliver seamless service execution across all critical infrastructure disciplines, using in-house, OEM, and third-party maintenance partners.

A single point of contact oversees all of your maintenance services and provides real-time support to help you scale up profitability and increase uptime.

## Managed Services

Unplanned downtime to your data center infrastructure can cost your business millions of dollars and damage your IT and communications equipment. ABM provides on-site mission critical support service that enforces strict change management protocols during the times when your facility is exposed to the greatest amount of risk.

## Facility Operations

ABM will ensure that all your critical facilities remain operational and functional with an on-site operations and maintenance management program designed to meet the demanding requirements of your mission critical facility environment. Our highly trained specialists help keep your facility operating at the industry's highest standards with strategic, cost-efficient services that increase uptime.

## Team Certifications

ABM's continuous in-house training program prepares our technicians for the most difficult mission critical challenges and provides them with up-to-date expertise, including CFT certification, OEM training, NFPA training, and safety training. Our mission critical specialists have various levels of government clearance and are factory trained and certified in a variety of capabilities including NETA, Liebert/Emerson, Stulz, Data Aire, and CDCDP.

## ABM Certifications:

- ✓ NETA
- ✓ Liebert/Emerson
- ✓ Stulz
- ✓ Data Aire
- ✓ CDCDP



# Protect Your Infrastructure with Preventative Expertise

Whether you're a global data center, government site, industrial facility, or communications center, you need to be proactive and ensure your business equipment and systems are always up and running. ABM self-performs its services to keep your mission critical infrastructure online around the clock, so you can focus on running your business.

## **Trusted Expertise**

For more than 35 years, ABM has maintained alliances with the most qualified mechanical and electrical manufacturers, keeping our technicians up to date with factory training and ready to solve any emergency and prevent downtime.

## **Project Installation and Management**

ABM will manage your installation projects seamlessly from start to finish. With numerous installations under our belt, ABM has the proven expertise to ensure that your project is completed on time and on budget with minimal disruptions to your operations.

## **Electrical**

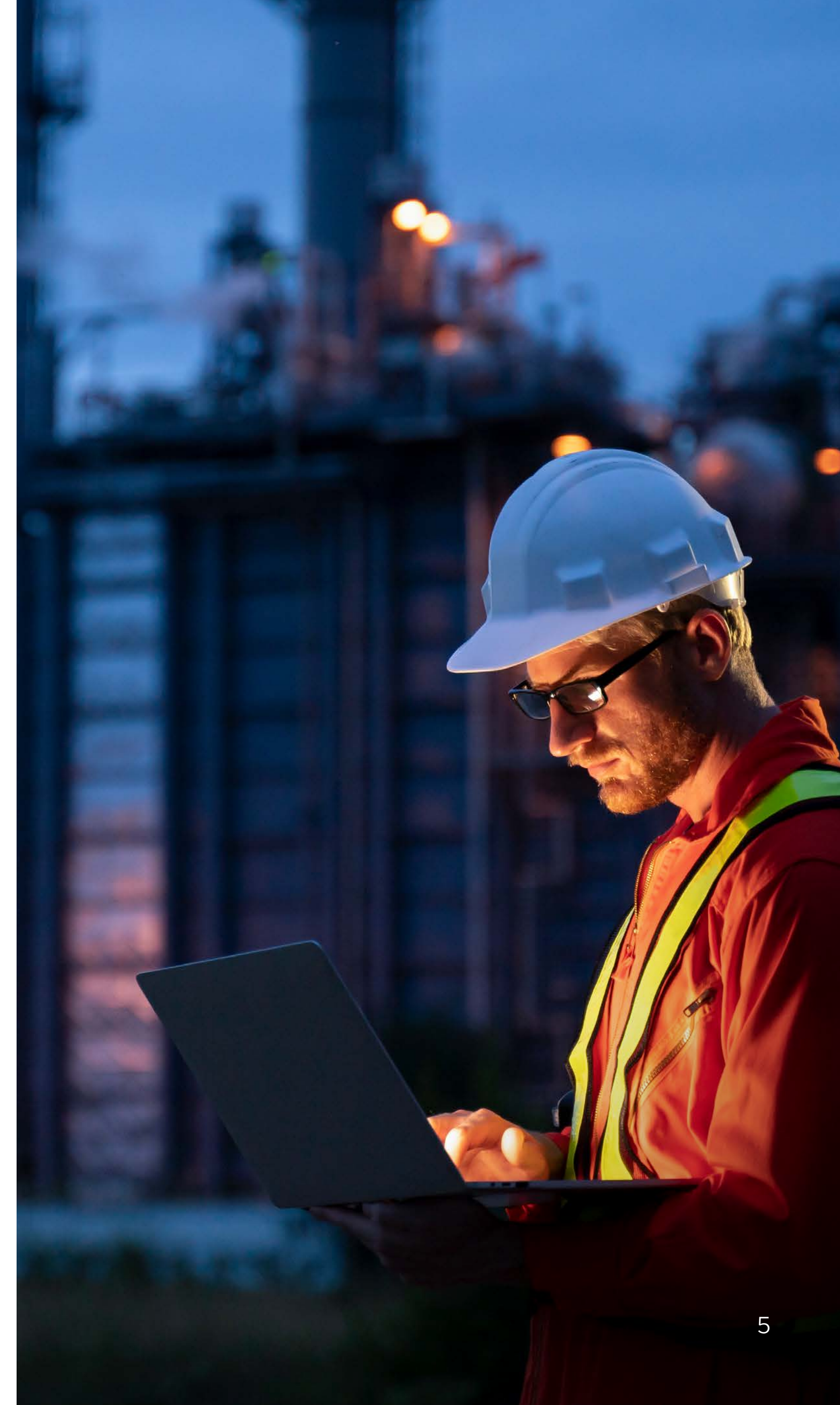
ABM electrical services help prevent power outages and system failures before they happen. Our team makes sure your power systems run reliably, optimally, and sustainably to reduce costs and system failures while ensuring uptime across your mission critical infrastructure.

## **HVAC/Mechanical**

From deferred maintenance issues to emergency repairs, ABM provides predictive, preventive maintenance solutions to keep your mission critical systems running at full power so you can maintain uptime.

## **Fire**

ABM constantly monitors your mission critical environment for catastrophic equipment failure, which can lead to dangerous system fires. Our team identifies instances of unnecessary resistance and excess heat to quickly predict and prevent potential fires.





# Generate Savings through Energy Efficiency

Power usage is a primary cost in mission critical environments, which will only continue to rise. Part of ABM's holistic approach is working with your teams to identify and implement energy savings programs at a system level—evaluating electrical, mechanical, HVAC, temperature levels, and equipment.

## Energy Management and Efficiency

Effective energy management can help increase productivity and cost-efficiency while preventing outages and even catastrophic equipment failure. ABM assesses your energy usage to create customized solutions while minimizing risk.

## Accredited Assessments

Understanding your energy usage is essential to minimizing costs and maximizing efficiency for your data center. ABM uses state-of-the-art metrics that are approved by the Department of Energy and Lawrence Berkeley National Laboratory to provide a facility energy assessment for your business.

With experience working across diverse industries, our teams are trained to analyze every facet of energy usage, from Power Utilization Efficiency and Data

Center Infrastructure Efficiency to Return Temperature Index and Rack Cooling Index.

## Power Utilization Effectiveness

ABM can also prepare an Energy Assessment report that will include current Power Utilization Effectiveness (PUE) as well as detailed data to include electrical load balance, individual circuit locations, and energy consumption.

## Results-driven Solutions

Our team delivers a comprehensive Energy Assessment report to help you pinpoint problem areas within your data center. We also assess your facility's operations and management to help identify strengths and weaknesses of your procedures and ensure your equipment is functioning effectively.

## ABM Impact:

# Keeping New Data Center Electrical Testing on the Rails

New data centers of every size are now expected to meet performance demands up to "five nines," or 99.999% uptime, leaving your team and facilities with little to no room for error.

During the construction process, efficient electrical acceptance testing plays a critical role in getting your data center up and running on time while ensuring consistent, quality uptime now and into the future.

## Fast Documentation

ABM helps ensure that acceptance and reliability data is collected and documented quickly and effectively. Our experts help cut down on transmission and data entry errors and streamline the testing process using on-site tools to electronically capture information.

## Flexible Expertise

An on-site data administrator prepares data for proprietary systems and serves as a focal point for communications, ensuring data isn't misplaced or misinterpreted. Our flexible testing team helps quickly and effectively tackle unexpected changes and plans for scalability if more resources are needed.

## Specialized Safety

Safety on the worksite is a top priority for ABM. Our NETA-certified teams deliver a culture of safety you can trust with in-house policies and procedures that exceed OSHA and NFPA standards and the expertise to conform to site-specific or client-specific safety requirements.

ABM provides testing services that go beyond calibration and compliance. Our team helps you flip the switch on schedule and delivers clear, accessible data and documented processes that give your operators and maintenance teams the tools they require to protect uptime going forward.



# Specialized Technical Services

In world-class critical facilities, Specialized Technical Services are required on a regular basis. ABM's trusted and proven services exceed industry standards and can be mobilized nationwide in a fast-paced timeframe to meet your demanding requirements.

## Quality Management

ABM offers full mechanical and electrical QA/QC services for your mission critical construction project. Our in-house quality assurance experts have over fifty years of combined data center construction, operation, and maintenance experience and can support your project at any stage.

**Quality Assurance (QA):** ABM helps deliver innovative Quality Assurance solutions including process and procedural development and document review and approval.

**Quality Control (QC):** ABM helps deliver consistent Quality Control solutions including ongoing quality checks and continuing quality inspections.

## Quality Improvement (QI):

ABM helps deliver effective quality improvement solutions including failure analysis and continued improvement strategies

## Accredited Assessments to Understand Risk

ABM experts focus on the complete ecosystem of your mission critical environments. A battery of comprehensive assessments enables you to understand risks and opportunities.

**CFD Modeling:** ABM will perform an assessment of your facility in order to identify any problem areas within your data center. This process includes inspection and analysis of your current infrastructure systems, an airflow analysis, a Computational Fluid Dynamics (CFD) simulation, and infrared scanning.

## Infrastructure, Operational Readiness, and Best Practices

**Assessments:** ABM will come on site and assess your facility's operations and management to help identify strengths and weaknesses of your procedures and ensure your equipment is functioning effectively. Our team uses best practices from industry leading companies such as Uptime Institute, Green Grid, TIA, ASHRAE, and OSHA.

**Change Management:** Change Management is an essential function for mission critical facilities. ABM helps your team and facility successfully adopt change while assisting with documents including, Method of Procedures (MOPs), Standard Operating Procedures (SOPs), and Level Of Risk (LOR).





# ABM Corporate Scale & Expertise

In our decades of experience in mission critical environments, we have learned that change is a constant and that proactive solutions help ensure uptime, streamline operations, and generate cost efficiencies for single facilities and operations across the country.

## National Scale, Localized Support

With more than 100,000 team members across the United States, ABM brings the resources and scale of a \$6.4 billion corporation to your mission critical environments. ABM's training and career development programs are best-in-class which gives us the ability to attract and retain talent and direct resources to your operational needs.

## Learnings from Industry Leaders

Fortune 500 corporations, technology manufacturers, modern sports stadiums, the country's top universities, complex product distribution centers, and some of the most prestigious corporate office buildings in the country rely on ABM for facility management. This depth and scale enables us to bring best practices and trained leaders in diverse industries to deliver solutions to your environments.



4 Billion+

**SQUARE FEET OF COMMERCIAL  
BUILDINGS SERVICED EVERY DAY**



100+

**YEARS OF COMMERCIAL  
JANITORIAL EXPERTISE**



50%+

**OF FORTUNE 500 COMPANIES  
RELY ON ABM**





# Your Partner in Uptime

ABM is here to help you keep your mission critical equipment and environment running at peak efficiency to help ensure uptime for your entire infrastructure.

**SMARTER SOLUTIONS  
FOR YOUR MISSION  
CRITICAL  
ECOSYSTEM**

**STREAMLINE YOUR  
OPERATIONS AND  
MAINTENANCE  
SERVICES**

**PROTECT YOUR  
INFRASTRUCTURE  
WITH PREVENTATIVE  
EXPERTISE**

**GENERATE SAVINGS  
THROUGH ENERGY  
EFFICIENCY**

**SPECIALIZED  
TECHNICAL SERVICES**

**ABM CORPORATE  
SCALE & EXPERTISE**

**Visit [ABM.com/Mission-Critical](https://www.abm.com/Mission-Critical)  
or call (866) 448-4979**



## **FACILITY ENGINEERING & INFRASTRUCTURE SOLUTIONS**

ABM drives possibility through facility, engineering, and infrastructure solutions across a wide range of industries. Our diverse, inclusive teams work together to advance a healthier, more sustainable, ever-changing world. Under our care, systems perform, businesses prosper, and occupants thrive. Every day, over 100,000 of us partner with our clients to care for the people, places, and spaces important to you. We are making spaces smarter, modernizing infrastructure, and transforming facilities to become more resilient.

**Driving possibility, together.**