



Driving transparency and better decision-making with ABM *Connect*™



As a global leader in financial news and data, this client needed a facility program that reflected its values. The firm, built on data-informed decisions, aimed to carry that mindset over to the management of their facilities. ABM *Connect*, an advanced data intelligence platform, effectively meets these needs by integrating data sources including facility, financial, equipment, IoT, and service delivery metrics in real-time.

Client Overview

Global financial news and data provider

100+ locations

~20,000 employees

Headquarters in major Northeast metro area

Occupies more than 700,000 sq ft, in 45+ floor office building



CHALLENGE

With a reputation for precision and professionalism, this financial-sector client required meticulous and consistent cleanliness across its entire office footprint. Its facilities are managed by a property management company, which needed better insight into operations to uphold the client's high standards and deliver a premium environment for building occupants.

SOLUTION

Enhanced visibility across the entire portfolio

ABM *Connect* data intelligence platform was deployed, to provide comprehensive monitoring and transparency of facility operations.

- **Real-time data capture:** Equipped with mobile devices, frontline team members scan QR codes for each area serviced. This data, including time-stamped records of cleaning tasks for each area, is uploaded to ABM *Connect* in real time, providing visibility to operations and clients.
- **Dashboard insights:** Data collected from team members, facility assets, and more, is available via intuitive dashboards, giving clients the information they need to take action fast. A facility manager notes, by providing intuitive, easy-to-read data, "ABM *Connect*'s dashboard has transformed our approach, enabling us to maintain cleanliness at the highest level."



- **Visibility into key metrics:** The platform provides visibility into key metrics, such as quality, safety, and work order completion, allowing the management team to meet KPIs and adjust services dynamically.
- **Program partnership:** ABM meets with the client weekly to review data and discuss any necessary changes.

BENEFITS AND OUTCOMES

Implementing ABM *Connect* yielded several significant benefits:

- **Improved operational visibility** via dashboards and partnership with ABM's operational team: The facility manager highlighted, "The real-time data from ABM *Connect* allows us to not only meet but exceed our cleanliness KPIs consistently."
- **Proactive facility management** enables the facility team to anticipate issues before they arise, ensuring that cleaning standards are never compromised. The continuous feedback loop enabled by ABM *Connect* facilitated ongoing improvements and strategic adjustments.
- **Greater accountability and transparency** have deepened the client's relationship with both its facility management partner and ABM, reinforcing confidence and trust in those partnerships.
- **Data-driven decision-making** enables the facility team to redirect efforts swiftly and effectively, maximizing staff productivity and ensuring they focus on the right priorities.

ABM *Connect* is reshaping how facilities operate—transforming data into a strategic asset that supports better decision-making, stronger partnerships, and higher service standards. For this financial news and data provider client, it elevated expectations for facility management, enhancing both occupant satisfaction and operational efficiency.

For more information or to arrange a demo of ABM *Connect*, please visit [ABM.com/connect](https://www.abm.com/connect) or contact ABM at **866.624.1520**.