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This IREM Chicago Industry Partner Spotlight profile features a national facility solutions company with decades of experience creating healthy, productive commercial environments. Read on to learn more about ABM Industries.

Since 1909, ABM has been an industry leader in innovative facility solutions. ABM's comprehensive capabilities in the Chicago market include janitorial, electrical, energy solutions, stationary building engineer services and facilities engineering, mission critical solutions, parking, and more, provided through stand-alone or integrated solutions.

Last year, ABM acquired Able Services, another leader in facility solutions. With a combination of unmatched facility expertise, shared values, and complimentary service strengths, this partnership is more than an acquisition. Together, Able's extensive background in engineering and technical services will serve as the perfect complement to ABM's scale and sustainability missions.

ABM's newest innovation endeavor comes in the form of Elevate, a mission to enhance the client and team member experience, as well as amplify the use of technology and data to create more efficient, transparent partnerships. Powered by client feedback, ABM technology teams are utilizing cutting edge automation equipment like AI and machine learning to deliver customized client experiences.

With services that stretch across dozens of industries throughout the U.S., ABM has a sizeable footprint in the Midwest. In Chicago specifically, one of ABM's key clients is Citadel, a global investment firm making waves in the fintech industry. In the fall of 2021, Citadel contacted ABM District Manager, Julie Mitchell, with an emergency at their Chicago location.

Following an internal office questionnaire and the release of facility space cleanliness ratings, the Citadel team received negative feedback on the cleanliness and perception of the building's restrooms. The ABM team responded swiftly and immediately added additional day staff to ensure the bathrooms were serviced every 15 minutes.

The ABM team provided high-quality, durable paper towels that help minimize waste and enhance sustainable operations. Mitchell also suggested the day staff perform a grout refresh of all the bathrooms, replacing dark grey grout and tiles. ABM provided a tile sample with white grout that was met with enthusiasm from the team, resulting in the upgrade of 26 bathrooms in two and a half months. Following the renovations, the ABM team received positive feedback from the Citadel staff on the enhanced perceptions of the restrooms and their improved cleanliness.

Overall, the combination of responsive, experienced ABM leadership and dependable employees resulted in a swift transformation to both facility restrooms and occupant satisfaction levels.

To learn more, visit ABM.com