



Hiram College

Integrated Facilities Management

This 169-year-old school is pioneering a new vision for small liberal arts colleges. To ensure campus infrastructure and facilities support that transformation and improve the student experience, this nationally ranked College of Distinction needed a partner ready to contribute real solutions.

CHALLENGE

Hiram college serves about 1,000 full-time students in the village of Hiram, Ohio. While national enrollment trends and changing demographics put the crunch on small college budgets, Hiram College is inspiring students to see a new way forward. To keep their small-college feel and transform their conventional liberal arts program, Hiram had to put curriculum and student experience first, while facing the same fiscal challenges closing down other institutions.

Refinancing long-term debt was only part of the financial solution. Operational spending and deferred maintenance had to be addressed, but not at the cost of the campus environments so crucial to the student experience. Infrastructure stewardship hit a crisis point when a service vendor gave its 30-day notice. Unable to meet Hiram's expectations and manage labor resources, the vendor left school leadership in need of a partner able to step in and build a forward-thinking program.

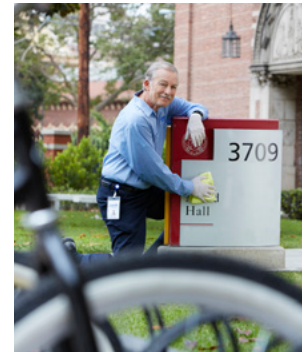
SOLUTION

With a deferred maintenance study in hand, ABM crafted a new preventive maintenance schedule customized to Hiram's budget. Greater transparency in real issues and costs helped Hiram and ABM teams plan to reduce capital volatility and ensure campus spaces did their part to attract and retain students.

Bringing together janitorial, landscaping, and maintenance, ABM integrated services to control costs and focus on driving results, such as improving the green cleaning program, driving renovations for faculty and student spaces, supporting the special alumni gardens, and keeping all natural turf fields open for the season in the first time in 8 years.

What did ABM bring to the table for Hiram College?

- Local presence allowed self-performed solutions without excessive subcontractor costs.
- The resources of a national facility services leader helped rightsize staffing through improved pay, hiring, and management practices.
- The capability to integrate janitorial, landscaping, and maintenance created operational and administrative efficiency.
- Corporate relationships with vendors helped control prices, and ABM's LINC franchise partners added local HVAC expertise.



"We told ABM that for every dollar we spend on grounds, custodial, and skilled trades we hope that members of our community could see two dollars of value-add across the campus. Our optimistic arithmetic seems to be panning out: ABM has delivered positive results on a very tight budget. The daily work and the ongoing projects that our ABM partners undertake at Hiram help to improve the daily life of faculty, staff, and students."

- Lori Varlotta, President,
Hiram College



How did ABM's employee transition strategy improve results?

ABM knows that great results depend on great people. As part of our transition strategy, ABM recognized the leadership and institutional knowledge of key team members and brought them onto our team. By taking on new roles and challenges with us, former Hiram employees were able to use our tools, processes, and support to drive operational efficiencies and improve results for students, faculty and staff.

BENEFITS

ABM delivered a facility solution customized to the economic realities facing the school budget that drove improvements school leaders needed.

The quality of ABM's work was quickly recognized across campus and in the community. Impressed by the improved aesthetics and visual impact of campus grounds after two months of our all-inclusive grounds maintenance, Hiram's athletic department asked us to take on full care of athletic fields and turf. Hiram Christian Church, a supporting institution separate from the campus, recognized our good work for their neighbor and asked us to do the same for their grounds. ABM's scope was expanded to rental units, and our teams continue to improve spaces with special projects.

Our solution also:

- Instituted a proactive CMMS (Computerized Maintenance Management System) to improve accountability and work order tracking, leading to increased responsiveness, higher service levels, and a 97% completion rate.
- Updated green cleaning practices and upgraded green cleaning tools through ABM GreenCare®.
- Filled long-term vacancies and rightsized staff to service level expectations through ABM's recruiting practices and market intelligence.
- Retained key employees through ABM employee retention initiatives.
- Ensured retention of key employees and institutional knowledge with team member recognition programs.
- Instituted safety culture and continual training programs.
- Brought in arboreal services to achieve new certification.
- Integrated multiple additional specialty services to maximize efficiency, including snow removal, fertilization and aeration, and more.

About ABM

ABM (NYSE: ABM) is a leading provider of facility services in the United States and various international locations. ABM's comprehensive capabilities include janitorial, electrical & lighting, energy solutions, facilities engineering, HVAC & mechanical, landscape & turf, mission critical solutions and parking, provided through stand-alone or integrated solutions. ABM provides custom facility solutions in urban, suburban and rural areas to properties of all sizes - from schools and commercial buildings to hospitals, data centers, manufacturing plants and airports. ABM Industries Incorporated, which operates through its subsidiaries, was founded in 1909. For more information, visit ABM.com.



866.624.1520
ABM.com/HigherEd