

ABMNext

# Elevating Innovation at ABM

Through our **ELEVATE** strategy, we are dedicated to improving our team member and client experiences and using technology and data to be a driving force towards a **cleaner, healthier, and more sustainable world**.

ABMNext, our latest innovation initiative, enables client-facing technology solutions, **improving service delivery, increasing satisfaction, and creating even stronger partnerships**.



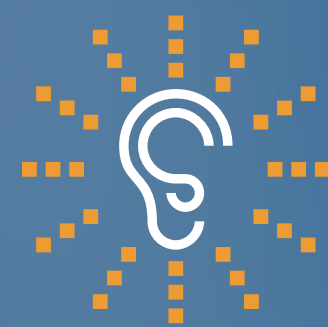
## A DEDICATED TEAM

The cross-functional work team behind ABMNext comprises leaders from Strategy & Transformation, IT, Operations, Procurement, Sales, and more. The team's singular goal is developing robust solutions that further differentiate ABM's offerings and keep pace with client expectations around real-time information, digital experiences, and proactively utilizing new technology.



## PILOT PROCESS AND FUNDS

All innovations and products identified by the ABMNext team undergo a thorough pilot process, ensuring each solution is vetted to understand potential, challenges, and scalability. As an integral part of our ELEVATE strategy, a dedicated funding source is available for approved pilots. Collectively, this helps us to provide even greater value to our clients.



## LISTENING TO OUR CLIENTS

Client listening sessions are key to the ABMNext development process. By collaborating with our clients, we're able to determine their value drivers and solution perceptions and refine our solutions accordingly. In addition, select solutions are piloted with clients with whom we have established partnerships, ensuring an iterative, client-focused feedback loop.



## INNOVATION SUMMITS

Innovation Summits are biannual meetings during which the work team conducts a formal review of our innovation roadmap and pilot plans. This time is also used to define how we'll incorporate ABM team members' ideas submitted via the ABMNext intranet.