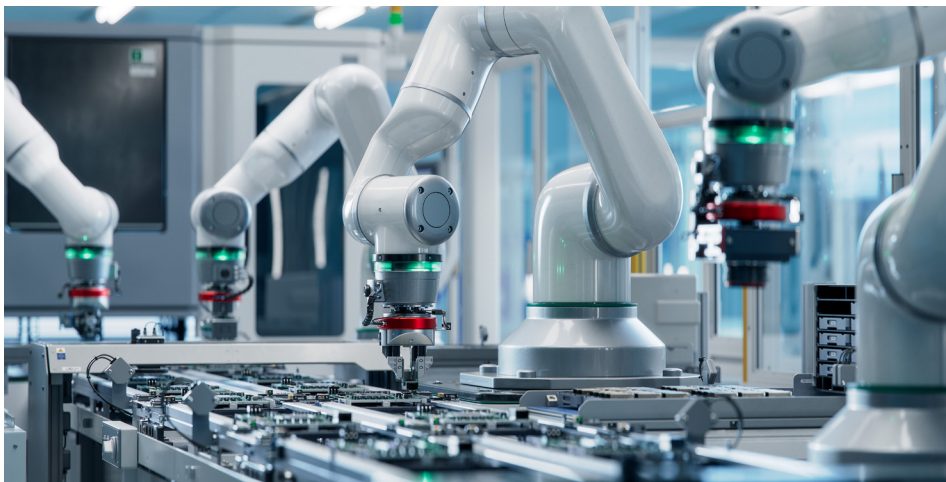


ABM Performance Solutions

## Silicon Valley manufacturer and ABM partner to ensure uptime and drive innovation



When a large Silicon Valley-based manufacturer needed to diversify and cut costs while keeping its facilities and assets running at peak performance, they turned to trusted partner ABM. Together we were able to meet cost-saving targets while maintaining uptime and compliance, support a dynamic work environment and drive sustainability efforts. All while improving the employee and customer experience.

This tech manufacturer continues to maintain their status as a global leader by providing state of the art solutions for the semiconductor industry..

### CHALLENGE

Tech companies must dedicate their focus to fast-paced industry change, while also centering production, talent acquisition and employee and client satisfaction to stay competitive. For this manufacturer, maintaining facilities and grounds was not a core competency.

### Client Overview

Headquarters in  
Santa Clara, CA

ABM supports 5.7M  
total sq ft. across 10  
different locations in  
North America

Length of  
relationship:  
15+ Years

Client Revenue:  
\$25 Billion

Employees:  
33,000+

Number of Patents:  
17,000+



They needed someone nimble and experienced who could ensure peak operational performance—they needed a partner—they needed ABM.

At ABM, our experience with business-critical needs in the high tech industry helped: control costs, meet regulations and streamline operations while keeping R&D and data center functions up and running efficiently. This included flexible support for a non-traditional work environment.

## SOLUTION

Our work with this tech manufacturer started years prior, providing janitorial services at their campus headquarters. Over the years, delivering on demanding service commitments and our ability to meet aggressive financial targets gained us a more extensive role. The expanded partnership evolved to integrated facility-wide engineering and soft services.

### ABM Performance Solutions Provided

#### Operations:

- Help Desk
- CMMS
- Waste & Recycling
- Financial Management
- Project Management
- Furniture Fixtures and Equipment (FFE)
- Design/Build Office Spaces
- Compliance

#### Facilities Maintenance & Repair:

- Mechanical
- Electrical
- Janitorial (Office, Warehouse, Cleanroom)
- Plumbing
- Engineering
- Specialized Cleanroom Systems
- Building Automation Controls

We were able to focus on day-to-day facility operations while also hiring, training and managing all highly-skilled service personnel. Additionally, the tech company had many disparate systems and processes to manage the facilities due to their rapid growth. Our customized dashboards, benchmarking and automated work order management helped streamline and standardize best practices across the facilities.

With an agile partner focused on daily facility operations to maintain data uptime, our tech client could then devote their attention to their own innovative services.



### Client Projects:

1500 gallon leaching tank installation

Mini-environment builds for tools

Main drive repair

Office redesign

## BENEFITS

Throughout the years, ABM has continually provided quality service, delivered on commitments and met tough financial KPIs, all while maintaining manufacturing uptime through unexpected events. ABM's flexibility and reliability to cost-effectively deliver streamlined programs has given this tech leader the space to focus on its core competency: producing industry-leading products, instead of worrying about its assets.

Through a comprehensive approach, ABM has delivered on:

- Meeting cost cutting targets and achieving year over year savings despite annual union labor increases
- Exceeding uptime KPIs with rates of 99.9%+
- Maintaining compliance with strict critical system and cleanroom regulations
- Creating off-hour cleaning programs that help save money and energy
- Reducing carbon footprint through waste diversion, drought management, and lighting and energy efficiencies, with an increase in recycling of 12% in just six months
- Embedding onsite with facilities leadership
- Integrating future growth for satellite offices
- Contributing to new construction review
- Developing emergency preparedness
- Holding quarterly business review with leadership
- Enhancing predictive & preventative maintenance programs
- Incorporating building automation specialists with new system installations



## DELIVERING DATA UPTIME THROUGH THE UNEXPECTED

For a company whose business involves keeping critical data running smoothly, emergency

preparedness is vital to operations. During extreme weather, as well as during the COVID-19 pandemic, ABM's plan for both preparedness and preventative measures was crucial for this global manufacturer.

### *Extreme Weather:*

When the city of Austin experienced below freezing temperatures, unusual winter precipitation and electrical outages, the entire city was brought to a standstill. We recognized how important winterization would be for all their facilities and were ready with a response. Enough crew was on site to perform emergency equipment and building triage over the 48 hours that followed to prevent any extensive damage that could come with equipment downtime.

Our support included:

- Responding to requests from remote team members
- Checking infrastructure
- Responding to and monitoring burst pipes
- Sanding entryways and roads
- Modifying BAS systems to redirect heat flow
- Changing equipment operation
- Immediate response to onsite downed limb removal
- Enlisting third party assistance with downed limbs



**COVID-19 Response:**

The pandemic fundamentally shifted the way the world had to conduct business. ABM was no exception. At the height of the pandemic, our approximately 200 onsite employees were considered essential workers and came in every day. We knew it would be vital to change everyday interactions to keep everyone safe. We shifted the way employees clocked in and out, worked and ate meals to maintain social distancing.

**CONCLUSION**

When uptime is at stake, proactive maintenance of day-to-day operations by a dedicated partner is the key to overall success. At ABM, our focus on facility management innovation keeps businesses running smoothly and efficiently, so companies can focus on their core services.



ABM Performance Solutions provides one source of accountability for all facility services, all while delivering greater ROI.

ABM helped this client cut costs while also optimizing operations.  
Find out how we can make it possible for you by calling **866.624.1520** or visiting **ABM.com**.