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ABM Launches Healthcare Support Services Business to Meet Evolving Needs of the Healthcare Market

ABM's Three Healthcare Businesses Join Forces

NEW YORK--(BUSINESS WIRE)-- [ABM \(NYSE:ABM\)](#), a leading provider of facility solutions, today announced the launch of its ABM Healthcare Support Services business, which combines the strengths of [HHA Services](#), Healthcare Parking Systems of America and ABM Health. The combined business is uniquely positioned to provide ABM's healthcare clients with a level of support which does not currently exist in the healthcare industry through an unmatched breadth of services and guaranteed results.

"The healthcare industry is currently undergoing dramatic transformational changes due to new reimbursement policies, regulatory requirements and policy changes," said ABM Healthcare Support Services President Dan Bowen. "ABM recognized that a new service delivery model would be needed to deliver higher quality care with lower costs, so integrating ABM's healthcare offerings was the best way to meet the market's demands."

ABM's portfolio of services for its healthcare clients' patients and guests include: Clinical Engineering & Healthcare Technologies, Environmental Services, Food Service, Facility Management, Energy Solutions, Hospitality & Valet, Parking & Shuttle, Patient Observation, and Patient Transportation and Security. ABM can self-perform each of these critical services at a variety of healthcare facilities, and ABM will work with clients to define performance-based improvements, guaranteeing those results.

"One of the major trends we're seeing is the expansion of the healthcare industry's patient care ecosystem — from hospitals to ambulatory surgical centers and medical office buildings," continued Bowen. "This ecosystem expansion has created unique challenges that couldn't be easily solved until ABM entered the market. The solution requires both on-site and route-based specialists that can provide services to the entire healthcare ecosystem regardless of building size or location. Relying solely on on-site, full-time personnel in surgical centers and medical office buildings creates a cost structure that is prohibitive and the support services quality can be inconsistent."

Additional market demands ABM Healthcare Support Services is prepared to meet include the need for IT convergence in healthcare ecosystems through its [clinical engineering expertise](#); the need for improved Hospital Consumer Assessment of Healthcare Providers and Systems (HCAHPS) and patient satisfaction scores, which ABM can guarantee through metric-driven, performance-based results; and performance-based improvements throughout the ABM service chain, from full risk facility and medical equipment contracts to valet parking service level agreements.

"ABM continues to make a concerted effort to identify the pressing service needs of our key vertical markets and find the best ways to solve them," said ABM Executive Vice President Tracy Price. "ABM Healthcare Support Services is the only company that can deliver this gamut of services for the entire healthcare ecosystem and back up our promise of performance improvements through guaranteed results."

ABOUT ABM

ABM ([NYSE: ABM](#)) is a leading provider of facility solutions with revenues exceeding \$4 billion and 100,000 employees in over 350 offices deployed throughout the United States and various international locations. ABM's comprehensive capabilities include facilities engineering, commercial cleaning, energy solutions, HVAC, electrical, landscaping, parking and security, 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 hospitals to the largest and most complex facilities, such as manufacturing plants and major airports. ABM Industries Incorporated, which operates through its subsidiaries, was founded in 1909. For more information, visit www.abm.com.

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