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## **ABM Franchising Group Support Department Honored as Bronze Stevie® Award Winner at 2018 American Business Awards(SM)**

NEW YORK, June 14, 2018 (GLOBE NEWSWIRE) -- [ABM Franchising Group, LLC](#), a subsidiary of [ABM](#) (NYSE:ABM), was named the winner of a Bronze Stevie® Award in the Support Department of the Year category of the 16<sup>th</sup> Annual American Business Awards<sup>SM</sup>. This marks the fourth time in eight years the company has been recognized by the American Business Awards.

The American Business Awards (ABA) are the nation's premier business awards program. All organizations operating within the United States are eligible to submit nominations - public and private, for-profit and non-profit, and large and small.

ABM Franchising Group previously received a Silver Stevie Award in the Customer Service Team of the Year category in 2016, a Bronze Stevie Award in the Support Department of the Year category in 2014, and was also a finalist for Support Department of the Year in 2010.

"Our team is honored by the American Business Awards' recognition of our ongoing commitment to provide outstanding support for our franchisees," said Elizabeth Heisel, Director of Application Support and Implementation. "The team goes above and beyond to provide support to our franchise networks, and I am proud of the team's exceptional customer service, professionalism, knowledge and ability to support and implement a variety of business software platforms across a vast, international community."

ABM Franchising Group's support department has the expertise to serve the diverse needs of two distinct franchise networks made up of over 260 locations. In addition to the day-to-day operational support, the department develops and implements new software solutions and processes for sales, accounting, business management and operations within the franchise network. The department maintains a completely satisfied customer approval rating of 98 percent year after year, a two-hour response time and a 94 percent weekly close rate of open support calls.

In 2017, the support department helped implement two new business-critical software solutions, providing training, bug fixes and ongoing enhancements, while continuing an ongoing effort to convert franchisees to a new accounting platform. The support team also assisted with additional franchisees' software needs.

Thousands of nominations from organizations of all sizes and in virtually every industry were submitted for consideration in a wide range of categories, including Startup of the Year, Executive of the Year, Best New Product or Service of the Year, Marketing Campaign of the Year, Live Event of the Year and App of the Year, among others.

One judge for the American Business Awards said the support department has demonstrated "good consistent numbers since 2006," and another noted the department's "interesting utilization of new software to improve customer service."

ABM Franchising Group offers a portfolio of franchise networks that deliver mechanical and electrical service and preventive maintenance solutions to commercial and industrial buildings. ABM Franchising Group consists of two franchise brands: Linc Service and TEGG.

Details about The American Business Awards and the list of the 2018 Stevie winners are available at [www.StevieAwards.com/ABA](http://www.StevieAwards.com/ABA).

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[ABM](#) (NYSE:ABM) is a leading provider of facility solutions with revenues of approximately \$5.5 billion and more than 130,000 employees in 350+ offices throughout 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 [www.abm.com](http://www.abm.com).

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