



CMMS

Your Guide to Success

What is a CMMS?

Section 1

In a nutshell, a Computerized Maintenance Management System (CMMS) helps maintenance and facilities teams better organize their day-to-day tasks and big picture objectives, such as implementing preventive maintenance initiatives. The system is useful for almost every organization so long as you have operational processes that need to be streamlined. The following sections will give you a more in-depth look at what a CMMS is and what you can expect to achieve with one.

What is a CMMS typically used for?

Work order management

A CMMS enables you to manage all of your work orders and other maintenance requests in one single system. You and your team can respond to, assign, and resolve maintenance issues while keeping track of labor hours and money spent.

Preventive maintenance scheduling

One of the hardest parts of performing preventive maintenance is finding time in your schedule to do it. With a CMMS, you can schedule preventive maintenance tasks well in advance for your equipment and assets. This prioritizes preventive work for your team, send notifications reminding them when an equipment item is due for preventive maintenance work, and ensures no task is overlooked.

Inventory & asset management

With a CMMS, you can monitor and adjust inventory levels in real time by pulling your inventory up on the software or scanning the QR code affixed to your assets. Inventory levels sync with work orders and preventive maintenance tasks so that you can accurately track inventory usage and current quantity levels. Whenever your inventory is running low, you can set up a notification that reminds you to order more. This proactive approach allows your organization to save money by purchasing inventory ahead of time instead of paying premium prices for quick delivery.

What is a CMMS typically used for?

Event scheduling

By scheduling rooms and assets within a CMMS, you are able to prevent double-booked spaces and resources, and create flexible approval processes to ensure event success. If you rent out your facility to the community, you can use a CMMS to better manage those processes as well. This approach gives community members a central place to reserve rooms and receive invoices, while ensuring easy payment tracking.

Preparing for audits

A CMMS keeps an extremely thorough backlog of all the maintenance that has been done on each piece of equipment, which makes passing audits a breeze. Maintenance staff can easily pull these reports to verify compliance needs and successfully pass audits. In addition, a CMMS can store required documentation such as product requirement documents and manufacturing build packages, so that you can easily access them if necessary.

When used effectively, a CMMS helps maintenance departments take better control of their operations and gain deeper insights into their maintenance and facility costs and trends.

What are the benefits of a CMMS?

Section 2

Determining whether or not a solution is right for your organization comes down to two fundamental questions:

1

Will it either make me money or save me money?

2

Will it improve my processes and help me achieve my operational objectives?

Thankfully, a CMMS checks both of these boxes, and a few more. Discover the benefits a CMMS can bring to your organization and how it can improve your overall bottom line.

Decrease costs & maximize budget.

A CMMS's robust reporting features allow you to track maintenance, labor, and inventory costs in one easy-to-navigate system. Extraneous costs and labor hours can be associated with work orders, preventive maintenance tasks, inventory updates, and more to provide a holistic, real-time view of your maintenance expenses. You can use this data, and other reports, to gain insight into problem areas within your department, while discovering ways to cut costs and improve your bottom line.

You can also achieve cost savings by managing inventory in a CMMS. As you know, it's important to keep the appropriate amount of inventory on hand because inventory surpluses often add storing costs, and outages cause panic, lost opportunity costs, lost time, and more. With a CMMS, you can check inventory levels in real time and make quantity adjustments, or order more, as needed. With a CMMS, you can say goodbye to expensive shipping costs and wasted space in your facilities.

Equipment downtime will also decrease with a CMMS, which ultimately cuts costs and improves your bottom line. By scheduling and tracking preventive maintenance in order to ensure each asset receives the proper care it needs, you are ultimately reducing equipment failures. In addition, the system can predict the next time a piece of equipment will break, and alert you in advance. This approach allows you to schedule downtime for these repairs at a time that won't disrupt your daily processes.

Performing preventive maintenance saves organizations an average of **12-18% in costs** - you can save even more by decreasing downtime.

Maximize Productivity.

The majority of the time, organizations that implement a CMMS see a return on investment in some way, whether it be time savings, cost savings, or more organized operations. A few of the most common returns FMX customers experience are as follows:

67%

Reduction in work
order resolution time.

50-70%

Reduction in time spent
coordinating maintenance.

\$5K-\$30K

Range of cost savings annually

Get more done in less time.

In addition to reducing costs, maintenance leaders who implement a CMMS see improvements in their team's work performance as well. Requests will no longer be forgotten about or overlooked because they will all be stored in one central location. This will also increase accountability for your team, and encourage them to work efficiently and effectively to showcase their hard work and talents.

Most organizations that use a CMMS report an improvement in maintenance processes whether it's improved communication between departments, increased safety and security, or more satisfied end users.



Determine your maintenance needs & goals

Section 3



In order to choose the solution that works best for you and your team, it's important to lay out your objectives.

Establishing these up front will help you prioritize solutions with your organization's end goals in mind. You should define your goals in terms of return on investment, cost savings, time savings, improvements in efficiency, compliance needs, downtime objectives, safety improvements, inventory management, event management, and preventive maintenance efforts.

Once these are outlined, you can begin to determine what your solution looks like, whether it be a CMMS or something else entirely.

After defining your goals, you can begin to dig deeper and determine specific benefits your solution needs to provide. You can begin by asking the following questions:

- When will the solution need to provide you a return on your investment?
- If the solution can provide you with a return by the timeline specified above, is budget still a factor?
- What does the solution need to do in order to achieve your goals outlined above?
- Does your team need to be able to access the system from a mobile device?
- Does your team need to be able to access the system offline?
- Is your team able to work with a technical solution?
- Does the solution need to integrate with any current systems?
- Are there any deal-breakers for you and your team when it comes to evaluating a solution?
- What is the budget allocation for this project?
- Are there any decision makers who need to sign off on this that may give you pushback?
- What reports and dashboards do you need - what are you trying to measure?

*Answers to these questions will help you in the next section:
Evaluating CMMS options.

Evaluate CMMS options

Section 4

There are many CMMS options out there, and you want to ensure you choose the one that's best for you. When evaluating your options, be sure to carefully analyze the following factors and determine if they are important to your organization or not. The answers from the exercise in section three should help you determine which factors are most important to you. Be sure to use our evaluation matrix as you walk through the process.

Features

Most CMMS options will have similar features. However, a certain CMMS's feature set may be better suited for your specific needs than others. During the demo process, ask specific questions about each feature pertaining to your specific needs. You can get a good idea of whether or not the CMMS can streamline your processes by seeing it in action. For instance, if you have an extensive approval process and a CMMS cannot create approval paths, then that CMMS may receive a lower score than others.

Ease-of-use

When it comes to being technologically-savvy, many maintenance team members fall on a spectrum - some are avid technology users and others use technology very infrequently. That being said, in order to achieve success with a CMMS, the system needs to be easy enough to use for your entire team. If it's not, your team will have trouble adopting it, which will lower your chances of success.

Keep in mind that easy-to-use does not mean that the system won't be as robust or capable as other systems.

Once you've narrowed down your choices, bring your entire team to a demo and get buy-in from each one. After all, they will be using it every day and need to be comfortable with your decision. Some vendors will even hold a discovery call with you prior to a demo to make sure their solution is the best fit for your needs.

Customer Support

A stellar support system is important no matter what you are buying. You never know when something will go wrong, and you need to feel confident that your chosen vendor will be able to assist you with all of your needs. When looking at a vendor's customer support, be sure to ask about their customer satisfaction rating and their average response rate. If you're experiencing an emergency, the last thing you want is to be on hold for any duration of time. For easy vendor comparison, you can find reviews online on Software Advice and Capterra. You should also ask how long support lasts after implementation and whether or not it is unlimited. Finally, be sure to note whether or not support is offered in your native language and available during your business hours.

Training

Training goes hand-in-hand with customer support. As your team size grows, or you add more functionality to your solution, you want to be sure that training is provided for these additions. You should be asking whether or not on-site training is provided and if that comes with a cost, how much time it typically takes to get up and running, and how much work you will need to do on your end. Answers to these questions will help you understand a vendor's implementation process and ongoing training options.

Mobile friendliness

Being able to open, update, and close out tasks from a mobile device is a must in this day in age. Make sure the CMMS you choose can support all of your on-the-go needs. If you need offline access, be sure to ask whether or not that is supported.

Software development

The maintenance management industry is ever changing, so you need software that can keep up. Choose a solution with a positive track record for updating and improving their software. You should also ask how they incorporate customer feedback into their product. As an end user, you should have a say in its functionality.

Data ownership

Data ownership may not be at the forefront of your mind during the evaluation process, but you'll wish it had been if you ever decide to change vendors. Some companies may keep your data, meaning it cannot be exported out of the system if you choose to switch to another service. Others might make the data export or transfer process very cumbersome. Most cloud-based solutions provide data backup, replication, and security better than on-premise options. Get to know the data export processes your chosen solution offers in case you ever need to export your data.

Integration options

Do you have current systems the CMMS will need to integrate with? If so, make sure the solution you choose is capable of this, and all future, integrations. Solutions that offer an open API make integrations easier and tend to be more cost-effective.

Making the case for a CMMS

Section 5

Making the case to your manager or the C-Suite of your organization for a CMMS is a hefty undertaking, so being prepared is essential for success. In order to make the case for a CMMS, be sure to walk through the following steps.

1

Evaluate your current processes.

Before you can begin requesting a new system, you need to explain the drawbacks of your current one. Ask yourself the following questions and use these answers to fuel your discussion with upper management.

- How long does it currently take to receive and close out work orders?
- How much time is your team wasting organizing requests each week/month/year?
- What does a current day look like for you/a member of your team?
- How much paper are you wasting?
- How many requests are being lost because of inefficient processes?
- What does your backlog look like?
- How frequently is equipment breaking down?
- How often do you pay to priority ship a part or piece because you ran out of inventory?

2

Outline your goals.

Upper management will want to know that you've considered what the bigger-picture objectives are, not just how a CMMS will affect your day-to-day operations. Be sure to discuss the goals you outlined in the third section of this document, but also relate these to the organization's overall goals. Presenting the CMMS as a way to solve company-wide objectives creates an immediate want and need from the C-Suite.

3

Research and evaluate potential vendors and pick your top contender(s).

Lucky for you, you already did this in section four! The work done here helps you make the case by explaining what the CMMS is capable of doing and how those capabilities tie back to your end goals.

4

Provide ROI.

Everyone knows that management needs to “see the numbers” before giving the stamp of approval. So, you’re going to need to show that a CMMS will save time and money, while also optimizing operational processes. A few of these metrics include reducing operational costs and improving equipment uptime. To help you determine these figures, we’ve created an ROI calculator. If you’re interested in determining your ROI for this project, we would love to help. Feel free to reach out for more details.

About FMXcmms

FMXcmms is a Computerized Maintenance Management System (CMMS) that allows organizations to manage work orders, plan preventive maintenance, manage assets and inventory usage, track staff and equipment performance, and more, all in an easy-to-use calendaring system. This enables organizations to streamline processes, increase asset productivity, and turn actionable insights into meaningful results.

Learn more about FMXcmms



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