What to Look for When Selecting a Computerized Maintenance Management System (CMMS)
What’s the real cost?

Not all CMMSs are created equal, and certain service providers tack on additional fees, nickel-and-diming their users for features and support. It’s important to identify the hidden expenses tied to each option, as these can tally up over time.

CMMS City explains that there are some maintenance management software solutions that require you to store all of your facility information on on-site servers. These so-called “desktop” solutions come with unpredictable expenses. First, you have to shell out funds to buy the necessary servers and devices. Additionally, you will encounter costs to power and maintain essential hardware. This means you have to tackle IT updates, upgrades, repairs and replacements all on your own—not to mention, pay the utilities bills—which can pile on unforeseen expenses.

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<th>ORGANIZATIONS THAT ARE CURRENTLY USING A CMMS REPORTED AN AVERAGE OF:</th>
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<tr>
<td>28.3% increase in maintenance productivity</td>
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<td>20.1% reduction in equipment downtime</td>
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<td>19.4% savings in lower material costs</td>
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<td>17.8% reduction in maintenance, repairs, operation (MRO) inventory</td>
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<td>14.5 months average payback time</td>
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What to Look for When Selecting a CMMS

Bearing this in mind, cloud-based solutions can be an excellent choice. They eliminate the need for on-site servers and prevent you from spending money on IT support and maintenance. For example, Dude Solutions’ cloud-based CMMS can decrease your total costs by up to 70% compared to desktop systems.

Some CMMSs have even more add-on costs that facility managers have to take into account. Service providers often charge you based on the number of staff members using the software. Consequently, you need to calculate how many users – both current and future – your facility will have to give yourself an educated estimate of these costs.

Even though your staff may not be responsible for making updates and fixes to your systems, software companies may charge you for support. In some cases, service providers could be banking on your facility incurring these expenses to make a profit, so you should look for a company that includes instant updates and offers support as part of the package.

If you consider all of these factors, you can make a well-informed investment in a CMMS to maximize your long-term savings with a reliable servicer.

Consider the steps you need to take when setting up an on-site system. Plant Engineering and Maintenance magazine points out that with desktop solutions, you have to wait to get your hands on the software and take the time to reconfigure your hardware and install your solutions using a CD. This lengthy process, which requires at least one IT-savvy staff member to complete in person, is not foolproof either. You could encounter compatibility problems or other tech hiccups that you must mitigate on your own, making for a frustrating and inefficient CMMS implementation.

With a cloud-powered CMMS, you can avoid a demanding installation. Your service provider does the legwork off-site, and you just have to register and access your new system with whichever device you prefer. In fact, if you’re using Dude Solutions, you could be using these simple solutions in two hours or less. Not to mention, you’d have full support to ensure that the process goes off without a hitch. This saves time, effort and patience, increasing your facility’s efficiency in a matter of hours.

At a Glance Checklist

- Are there hidden costs?
- Is it a desktop solution or cloud-based?
- How is pricing calculated?
- Do updates come at a price?
- How lengthy is implementation?
- How many avenues of support will you have access to?
- Will support and training cost extra?
- Is the company reliable?
- Is your data safe?

How intensive is the implementation?

Once a facilities team decides to adopt a CMMS, they must tackle the implementation process. While desktop software systems can often be a hassle to get up and running, cloud-based systems can be substantially easier and less time-consuming to implement.
What kind of support are you getting?

When you’re depending on a certain software system to store all of your facility’s data and orchestrate functions, you need reliable, knowledgeable professionals providing you support. If something were to go awry, you want to know that you can reach your CMMS service provider for backup as soon as possible to ensure minimal downtime.

It is strongly recommended that you assess the support services offered by each software company you are investigating. Given that a new CMMS is uncharted territory for your staff, you should look for a CMMS service provider that will train your team, guaranteeing that your facility has a handle on all of the functions available through your new system. Each CMMS service provider offers a different way of getting support – some have online tutorials (which can be useful, but limit the ability of your staff to ask questions and cannot present multiple ways to learn a task), others send representatives to your facilities to walk you through these tools in person (highly effective but time-consuming).

A good option can be webinar training, as these sessions can be slotted in to a free hour instead of monopolizing an entire workday.

After you’ve learned the ropes of your CMMS, you may still run into bumps down the road. If you have problems or questions, you should be able to contact your service provider in a convenient manner – whether that be by phone, through email or via chat. It’s not enough to be able to reach out to your CMMS service provider, though – someone needs to be on the other end ready to help you when you need it. A provider must make a commitment to respond to your emails within the hour, have a real person answer the phone and be ready to chat during your work day – all promises that Dude Solutions upholds. This way, you can work with your CMMS service provider to resolve issues quickly, so your operations don’t come to a screeching halt.

For the lifetime of your products we will support, train and help you. We are always a call, chat or email away.
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What is the company like?

You also need to evaluate each provider to make sure it’s a safe bet. When you’re looking to put all of your facility data and functions into the hands of a third party, you want to be sure that company is trustworthy and dependable. Common indicators of a reputable company include a long-standing market presence, a commendable track record and a strong client base. Additionally, you should assess every provider’s long-term goals, ensuring that they’re committed to developing their products so they can continue delivering cutting-edge solutions.

Lastly, the company you choose for your CMMS needs to be on its A-game in terms of data security. The benefits of the cloud are abundant – as long as the system is protected. Service providers should make regular updates to their software and incorporate new features that will keep your facility’s information safe, in addition to backing up your data so nothing disappears. By pairing with a provider that stays on top of data security, you can adopt a CMMS that is both effective and safe.

About Dude Solutions

Dude Solutions, parent company of SchoolDude, FacilityDude and TheWorxHub, is a leading software-as-a-service (SaaS) provider of operations management solutions to education, government, healthcare, manufacturing and membership-based organizations. The company combines innovative technology with operational insight to transform the places people learn, live, heal, work, and play. Today, more than 9,000 organizations are using Dude Solutions’ award-winning software for facilities, energy, safety, IT and a growing suite of related enterprise applications to increase efficiencies, improve service and save money. For more information, please visit dudesolutions.com.

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