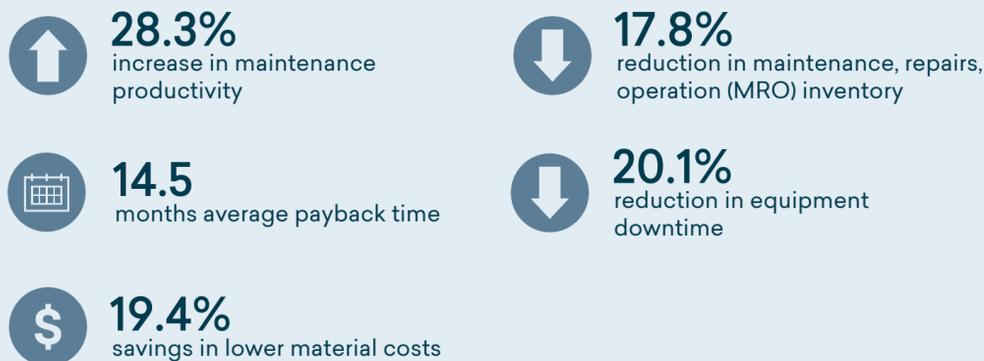


# 5

## Questions to Help You Select the Right CMMS

A computerized maintenance management system (CMMS) has helped millions of operations professionals like you save time and money and work smarter. But with all the CMMS vendors on the market, you need to ensure that you partner with the right one with the best technology to ensure success in the future.

### ORGANIZATIONS THAT USE A CMMS REPORTED AN AVERAGE OF:\*



### 1 WHAT'S THE REAL COST?

It's important to understand all the costs associated with running the solution.

- Understand the difference between a [server-based and cloud-based](#) CMMS
- See if there are any add-on costs and compare pricing models (per user, sq. ft., etc.)

**Pro Tip:** Use a cloud-based system to save on IT support and maintenance.

### 2 WHAT DOES IMPLEMENTATION LOOK LIKE?

A CMMS solution is only as successful as the team using it. Don't bet your operations on an implementation/investment that might not pay off.

- How long does it take to implement?
- Will my technicians and team find the system easy to use?
- Is there an option for an expert to come on-site and implement the system and train the team?

**Pro Tip:** Ask how many clients have been successfully implemented and for examples.

Check out our [3-step implementation process](#)

### 3 WHAT KIND OF SUPPORT WILL YOU GET?

Every vendor says they offer incredible support, but that doesn't always mean the same thing.

- What does the support package include?
- Will you be able to speak to someone when you need live help?
- Do they offer additional training and an online community of other users?

**Pro Tip:** Partner with a vendor that offers many forms of support via phone, email, chat and online help.

See how we make [client services and support our #1 priority](#)

### 4 WHAT FEATURES DOES THE SOFTWARE OFFER?

You want to make sure you select a CMMS that solves your most pressing problems now and in the future.

- What types of solutions do they offer and how easy is it to add on additional ones?
- What integrations are offered?
- What type of reporting do you get with the system?

**Pro Tip:** Select a vendor that offers many solutions (from maintenance to asset management to energy management and more), so they can help you continuously operate smarter.

Our 12,000 clients benefit from a [connected suite of software](#)

### 5 HOW CREDIBLE IS THE VENDOR?

Your organization and challenges are unique. Make sure to choose a vendor who has a proven track record working with organizations and helping overcome obstacles like yours, as well as one that can be a strategic partner for the future.

- How many clients do they support and how long have they been in business?
- What does their product improvement roadmap look like and will it address your challenges for the future?
- How do they ensure data security?

**Pro Tip:** Gather reviews online and ask for client success stories from the vendor (or ask to speak to one in your industry to hear about their experience).

#### How our clients rate us:



Learn more about exploring each of these areas and selecting the best CMMS with [this guide](#).

### SOURCES

\*8 ROI Stats on the Benefits of a CMMS," Dude Solutions.  
<https://www.dudesolutions.com/resources/8-roi-stats-benefits-cmms>