



Modern technology to transform your campus maintenance & operations



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Introduction

For today's generation of students, a common response when asking a question with an easy-to-access answer is Google it. With endless answers and capabilities at their fingertips, we expect students to take initiative, educate themselves and be responsible for finding solutions with the help of available technology. Yet, in offices down the hall, many maintenance and operations (M&O) managers are still relying on paper work orders and outdated record-keeping to run their campus maintenance programs. With the long list of advantages to using a computerized maintenance management system (CMMS), why are there still campuses trying to go it alone without the help of technology specifically designed to fit their unique needs?



Chapter 1

The benefits of a CMMS

Using a CMMS makes everything about managing operations, assets, resources, etc. easier and more efficient. Your inevitable benefits are going to be results like saved time, increased productivity, better use of budget resources, less error, higher employee satisfaction, improved service, more strategic capital planning, and better communication and organization for your department.

A CMMS is a one-stop system where you can store, track and manage your work orders, assets, expenses, inventory, time, programs, reports, KPIs (key performance indicators) and more. You can:

- Send a work order to a technician in the field
- Quickly check time spent on certain tasks
- Get immediate visibility into equipment history, staff productivity, costs invested in an area of your building
- See the status of where a project is

With the right system, it's like having another high-quality staff member on your team whose sole focus is making sure everything runs smoothly. And when everything is running smoothly, your department is able to provide better service to your institution and better appeal to prospective students.

7 Four Benefits of a CMMS

1. No more paper stacks or binders
2. Data-based decision making
3. Confidence around compliance
4. Effective PM and PdM scheduling

Here are a few more specific reasons why having a CMMS proves valuable.

NO MORE PAPER STACKS OR BINDERS

Binder-covered desks, stacks of paper grouped around the office and stuffed file cabinets are way too common for campus operations teams. Administrations can't promote efficiency, organization and preparation to students, but let these things suffer among staff. The paper-and-pencil approach to running M&O is not only tedious, it's a recipe for operational breakdown.

Departments that try to function this way frequently lose valuable documents or can't find them when they're needed, and there's rarely a backup if files are lost. The paper approach also isn't environmentally or economically sound, and waiting to log work until back in the office leads to less detailed information on work performed and more error.

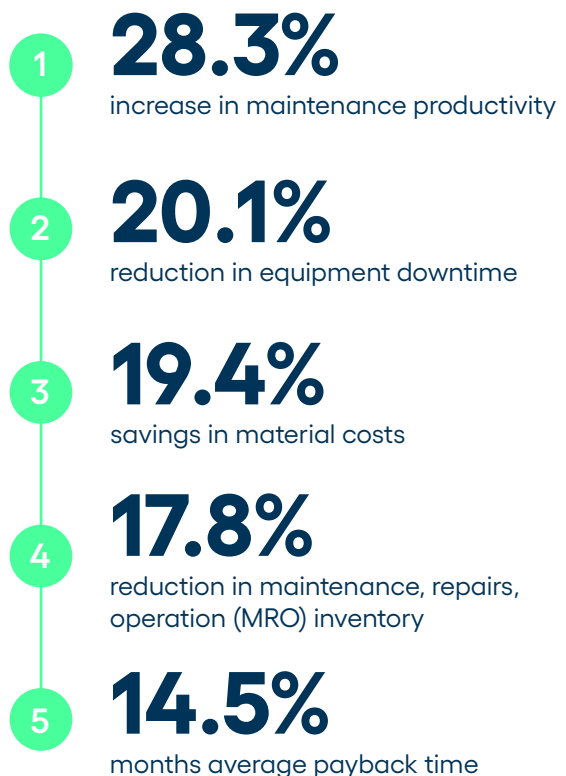
Often when campuses realize paper isn't going to cut it, they rely on an old favorite: Excel spreadsheets. While it's a step up from paper and binders, Excel spreadsheets don't have the capacity to oversee all the operations and assets of your facilities. They don't generate work orders based on maintenance schedules, they can't pull thorough reports for you in a few clicks, and maintaining them requires a lot of data entry and upkeep from the person responsible. This approach just isn't sustainable.

SHOWING YOUR WORK MATTERS

What industry says this more than education? Being able to show your work is a key differentiator between institutions that are merely surviving versus thriving. What do we mean by showing work? In a word: data. Your CMMS is your data warehouse. It's the place where you collect valuable data when it comes to time, costs, work performed, assets, etc.

Pretty soon, all that information you put into your system will tell a data story that you can then use to make cases to your administration for important things like budget increases or justifying new hires. Having a data story can also help you make decisions, like whether to repair or replace or retrofit, or which technician is better suited for that painting project. From the everyday to the extensive, your easily accessible data repository empowers you to go from making educated guesses to having evidence.

And where's the data on this? Organizations that are currently using a CMMS reported an average of:



Infographic

See the full benefits of using a CMMS

[Learn more](#)



SHOWING YOUR WORK ALSO HELPS WITH SAFETY & COMPLIANCE

Training records need to be at your fingertips to make sure you're creating a safe workplace. A CMMS can help you not only store those records for easy access, but remind you when to look over the records, when certifications expire and more. A maintenance manager can easily assign work to the right people when they have necessary personnel data, such as certifications and their expiration dates, available as they're scheduling work orders. The system can also help in identifying training gaps.

It's essential to track the work you're doing so that you can pinpoint any issues to a certain date, time or job owner. Today's CMMS software will make sure any changes that are made in the system are logged so you can easily access a history of exactly what was done, who did it, which fields were changed and when.

... AND CREATING PM AND PDM SCHEDULES

Running a successful preventive maintenance (PM) or predictive maintenance (PdM) program is virtually impossible without a CMMS. These programs depend on reliable, sophisticated automation, and being able to set it and forget it is a huge time and energy saver for facility managers and similar roles. Whether your equipment requires maintenance based on active run time or things like vibration analysis thresholds or temperature ranges, a CMMS is invaluable to making it all work.

While preventive maintenance is now a must for operational success, there's an even smarter way to work: predictive maintenance (PdM). Predictive maintenance is no small trend. It's a game-changing approach to

maintenance and facility management. While it's important to have an effective PM system in place to effectively tackle the recurring tasks of your institution, wouldn't it be nice to have a system that could analyze your data and identify trends and issues you'll encounter down the road in advance?

Where PdM differs from PM is the level of intricacy and customization. While having a PM program is great, it does allow for a bit of guesswork. PdM on the other hand knows your assets so well it can see what's coming and communicate with you before the problem arises, helping you optimize each asset's performance according to its individual needs.

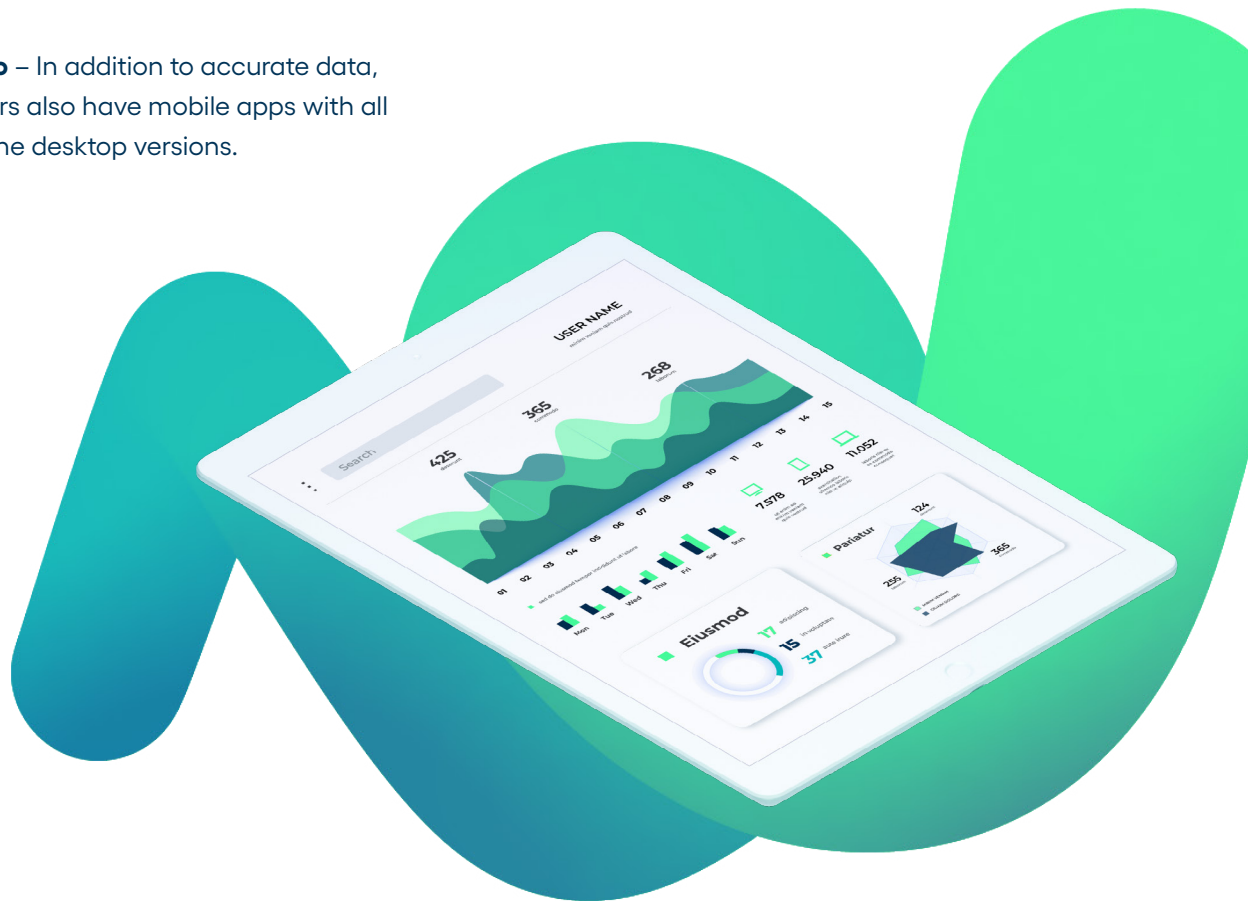
Where preventive maintenance says your roof should last X number of years as long as you perform these maintenance measures at this cadence, predictive maintenance responds to the actual condition of the roof versus its age or manual guidelines. It takes into account factors like the weather the roof has been exposed to and its work order history to calculate how the roof is truly holding up as opposed to relying on a blanket time table. This prevents unnecessary time or money spent on maintenance that may not actually be needed at the time.

PREDICTIVE MAINTENANCE



PDM WITH A CMMS HELPS YOU IN FOUR MAJOR WAYS:

- 1. Advanced workflows** – CMMS capabilities can be configured for automated workflows, such as email notification triggers, to tackle any problems that are detected in real time.
- 2. Automated, detailed reporting** – With real-time data, you'll get the most accurate information on your assets at all times. A good CMMS solution can then take that data and create detailed, easy to read reports.
- 3. Accurate capital forecasting** – By predicting when a piece of equipment will fail or reach the end of its useful life, you can then accurately project those expenses into your budget.
- 4. Information on the go** – In addition to accurate data, many CMMS providers also have mobile apps with all the functionality as the desktop versions.





Chapter 2

How to choose a CMMS

It's important to note that not all CMMSs are created equal. Some are more robust than others, require different levels of participation during implementation, come with different services, etc. Set your team up for success by doing some research, taking advantage of free demonstrations and checking out what other campuses are using to find the right fit for your needs.

Here's a simple checklist to help you in your search:

- Are there hidden costs? How is pricing calculated?
- Is the system desktop or cloud-based? (Desktop systems fall short in many areas compared to cloud-based.)
- Are you able to have a free, personal demonstration of the system before making any decisions?
- Do updates come at a price?
- How lengthy is implementation? What's involved? What kind of support will you have?
- What kind of service will the company you work with provide? What's their track record?
- Is your data safe and readily available?

Infographic

Use this sheet to work through the necessary questions of a new CMMS

[Learn more](#)





Chapter 3

CMMS software predictions for 2022

Advancements in CMMS software are always happening. In 2022, we predict a strong rise in the use of CMMS systems to manage M&O work, particularly enterprise, cloud-based systems with capabilities beyond basic maintenance. Here's what CMMS purchasers should look for in 2022 and beyond to stay in touch and to maximize their operational efficiency.

Internet of Things (IoT)

IoT is essentially a way for your assets and system to “talk” to one another about asset function, enabling your CMMS to record data about your equipment without you needing to interfere. Machine learning comes into play here to assist with running a PdM program, since this data collection means that the system will automatically create maintenance schedules for managers.

Application Programming Interface (API)

This is an advanced way for different programs to communicate with one another regarding inventory control, supply orders and other maintenance operations. It also increases security when importing data.

Mobile Access

You’ll do a huge disservice to yourself and your team if your CMMS is not accessible on mobile devices. This is a huge game changer for productivity.

GIS Data

GIS capabilities allow you to manage all of your assets, wherever they may be. A CMMS with GIS integration includes map features that allow you to tie assets to work orders outside of the building. This way, you’ll have just as detailed of an asset history and maintenance schedule for your external assets as you do for your internal.





Chapter 4

Mobility in maintenance

Mobile capabilities are a must for your CMMS, allowing you and your team to work more efficiently, whether you're in the field or in the office. Whether it's through tablets or smartphones, modern M&O teams are saving time, money and paper with simple mobile apps.

Why go mobile?

1. Gain time and efficiency
2. See fewer errors
3. Have more accurate reports
4. Use your budget more wisely

Making your maintenance mobile

Using a CMMS with mobile capabilities is invaluable. When you have a system that's able to be accessed on your smartphone or tablet, you're able to freely work in the field, instead of having to come and go between field and office to get work orders or document information. The result is more accessible asset intelligence, increased productivity and efficiency, better workflows, and cost and time savings, to name a few. Let's break those benefits down a little further.

- **Ease of use**

The majority of your staff members are going to own or at least be familiar with how mobile devices work. If you have a smartphone, you can use a CMMS. And mobility makes your system portable, the most convenient way to work.

- **Enhanced efficiency and time savings**

One way mobility helps technicians make better use of their time is by cutting out unnecessary travel. No more coming back to the office for the next work order or to report on work. Your system can be as on the go as you are. And while in the field, techs can access or update checklists right at the equipment location. It's real-time visibility, right there in your pocket. Not to mention all the mobile GIS capabilities.

- **Fewer errors**

Access to manuals and training materials is just a few clicks away using a mobile device, and since work order information is being entered on the spot, there's less room for misremembering or error. Plus, going mobile means you can attach photos to work orders from equipment right where you stand, so anyone with system access can see.

- **More accurate reporting**

A technician who's able to access your CMMS in the field doesn't have to wait until they're back in the office to log information on performed work. While on-site at the job, a technician can access the work order, perform the duty, create or update information regarding the work order or asset, and even attach photos from the job. With this added convenience, you're more likely to have up-to-date, accurate, detailed information in your system.

- **Better use of budget**

Not only does less travel time mean less budget spent on gas, but more efficient equipment and labor monitoring means more significant ROI. For example, if a technician can simply swipe the tablet to start their time and swipe again to stop their time while working on the machine, this easy to use feature ensures extremely accurate labor hours and labor monitoring reports for management. Additionally, once disabled equipment is up and running again, this is communicated to all stakeholders in real time, ensuring there is no lag in using the equipment due to communication issues.

- **Mobility in maintenance is on the rise**

Mobility in maintenance is on the rise. From tablets to smartphones, mobility as part of your mobile operations isn't the future – it's the present. Many of us already know the value of mobile solutions, so it's no surprise that maintenance teams are taking advantage of the benefits. From tablets to

smartphones, these devices are a valuable window into data that can empower employees on the go. Organizations that haven't yet embraced them won't have much of a choice in the future; mobile usage will actually become a requirement for conducting business.

Of course, it's not just the devices themselves that empower companies, but also the access they supply to well-designed apps. Cloud-based CMMS apps, for instance, enable devices to become part of a seamless network of real-time updates and valuable analytics. The native features of mobile devices, such as cameras, QR codes and mapping, are also incorporated into many solutions. Whether these device features are used for faster item lookup or entry, or for clearer communication of asset issues or locations, the combination of a powerful CMMS app with today's iOS and Android devices can lead to greater maintenance efficiency and organization.

- **The importance of mobility for good data generation**

Here's a motto for you and your team: good data in, good data out. With it becoming more and more necessary to work strategically, the more detailed, accurate information you put into your system, the more effective your data repository will be to draw from. When you're in a meeting with your administration and someone asks to see numbers, you can quickly and easily pull a report with data you can trust is current and correct. When it's time to make the case for a budget increase, new staff member or a capital project, you can rely on the data your team has collected.

When you empower your technicians with an easy-to-use mobile system to put in the correct measurements, times, costs and notes for each work order, meter reading and asset report, you benefit from clean data that more clearly tells the story of your workflow.



Chapter 5

The what and why of GIS

GIS (geographic information system) is a term you may be hearing a lot of lately. Having a mobile platform that supports GIS can fundamentally change the way you're able to operate on your campus. With GIS mapping technology, you can capture detailed asset histories tied to their locations. That means you or your technician in the field can access a map on a mobile device, see the precise location of an asset on that map, and get immediate insight into the work order and work history associated with that asset, whether it's inside or outside the building. GIS is able to organize layers of data into visualizations with maps and 3-D scenes to help you make smarter decisions and work more efficiently.

HERE'S A LITTLE MORE ABOUT WHAT GIS CAN DO:

- Allows you to visualize, analyze and interpret data to understand relationships, patterns and trends
- Manage work orders, GIS assets and maintenance activity in one place using a map view
- View upcoming work spatially to measure and plan effective routes
- Connect work orders and work histories with assets in the field
- Improve communication by updating work in real time via a mobile app
- Save time thanks to precise asset location mapping that simplifies work in the field
- Access and manage living data and improve reporting

Imagine your technician is in the field, ready to go to the next job. They can pull out a mobile device and access their GIS-enabled CMMS to see where the closest assigned work order is. The technician saves time and increases efficiency by cutting down on unnecessary driving due to not factoring in location when prioritizing work. Once at the work site, the tech can get immediate insight into work history tied to that asset and make real-time updates in the system about work performed, leading to better communication and more accurate data and records. That's the power of GIS.

Conclusion

There are many ways to take advantage of a modern CMMS and mobile capabilities that can greatly improve operations on your campus, but if you're feeling overwhelmed, remember that you don't have to do a complete overhaul at once. Decide what would work best for your campus, and do your research on the software available. The important thing is that you start somewhere, because if you're still using pen and paper or desktop spreadsheets to manage your operations, your campus and the people you serve aren't getting the best out of your maintenance team. Help your team work more efficiently and provide better service to your organization with the benefits of a reliable CMMS.



About Brightly Software

Brightly, the global leader in intelligent asset management solutions, enables organizations to transform the performance of their assets.

Brightly's sophisticated cloud-based platform leverages more than 20 years of data to deliver predictive insights that help users through the key phases of the entire asset lifecycle. More than 12,000 clients of every size worldwide depend on Brightly's complete suite of intuitive software – including CMMS, EAM, Strategic Asset Management, IoT Remote Monitoring, Sustainability and Community Engagement. Paired with award-winning training, support and consulting services, Brightly helps light the way to a bright future with smarter assets and sustainable communities. For more information, visit brightlysoftware.com

