

TOP 10 QUESTIONS TO ASK IN YOUR CMMS SEARCH

You're starting out searching for a new CMMS system; whether you've got an existing system in place or not, you may feel a little overwhelmed.

That's why we've put together this 'Top 10 Questions' guide. This will help you through your search and selection, breaking the whole process down into 4 key phases.

Take the time now at the start of your search to answer all 10 questions involving all the relevant people in your business to make sure your requirements are clear.

Revisiting your answers will also help to keep you on track and guide you to select the right CMMS system.

The four stages of your search are signified by the colour symbols below:



**ESTABLISH
REQUIREMENTS**



**SUPPLIER SEARCH
& SELECTION**



**SYSTEM
IMPLEMENTATION**



**SUPPORT & FUTURE
DEVELOPMENT**

1

**WHY DO YOU NEED
A MAINTENANCE
SYSTEM?**

What is driving your search for a CMMS system? Do you need to understand and manage production downtime? Control inventory? Has there been a Health and Safety incident? Maybe you won a new contract and the customer plans to audit every 6 months? There could be many motivating factors (and probably more than one). You need to understand what is driving your search so you can ultimately measure your success.

Planning? Reporting? KPI Measurement? Compliance? There are over 200 CMMS solutions available, so to help refine your search you need to clearly define what you and your organisation want the system to do. Do you want to manage work orders, inventory, purchase orders and labour? Do you want to manage the certification of your team so you're on top of their training and compliance? You need to gather together your full list of requirements and refer to them throughout.

2

**WHAT DO YOU
WANT FROM A
SYSTEM?**

3

**WHO IS GOING TO
IMPLEMENT AND
MANAGE THE SYSTEM?**

The importance of Senior Management buy in and a System Champion.

A major factor to a successful implementation is to have buy in from the top; new systems need investment and resources to make them work and begin to pay back. Projects and systems also need a champion, typically someone from Engineering or IT who has the interest and influence to keep the project on track.

SSG INSIGHT

EMEA Tel: (0) 1924 200344

Asia Pacific Tel: 1300b 784 352

Canada Tel: +1 778 381 8398



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Match your requirements to potential suppliers. You have your requirements, so you will quickly identify suppliers that can meet them. Your search might also create additional requirements, such as providing a hosted solution or mobile solutions. These next questions will help you refine your supplier list and create your final shortlist.

4

WHICH SUPPLIERS
CAN MEET MY
REQUIREMENTS?

5

IS THE PRODUCT
USER FRIENDLY?

User friendly systems are adopted quicker, giving faster ROI. Many CMMS solutions are over complicated. The easier a system is, the quicker it will be adopted. Your chosen system needs to have well-designed simple screens, just containing relevant information for each user, whether they are a helpdesk operator, cleaning contractor or maintenance engineer.

6

IS THE SUPPLIER
STABLE?

Investment in the system is the start of a long term relationship. The system you choose will become an integral part of how you work. That's why it's important to find a supplier you can work with. They will need to demonstrate financial stability and experience, to ensure that they will be around beyond initial set up.

7

CAN IT INTERFACE
WITH OTHER
SYSTEMS IN THE
ORGANISATION?

Integrating systems across your organisation will save time & money. Your organisation has systems in place. The key to getting the most out of a new CMMS is to integrate with the existing systems. This means that business information only needs to be entered and captured once. After this it flows around the entire organisation, automating and streamlining - saving time and money.

8

CAN FULL TRAINING
BE GIVEN TO ALL
USERS?

Train your users – get a quicker ROI. Your investment in a new system needs to be backed by training for all users. Training gives them the knowledge to use the system. But it also generates interest and acceptance. The result? A system that is quickly adopted, used and that will generate a quicker ROI. Training is a must.

9

IS THERE ONGOING
CUSTOMER
SUPPORT?

Prompt resolution of issues. Whether your system is new or has been installed for a while, there will always be questions and queries that need to be resolved. Your CMMS supplier should have available Customer Support to answer questions, resolve issues and get you back on track as quickly as possible.

10

WHAT ABOUT
THE FUTURE?

Your business will change, systems need to expand and grow. No organisation stands still. Technology, people, infrastructure, production techniques are all changing, adapting and improving. You need to choose a supplier who can grow and change with you, sharing their experience and offering their guidance.

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