



C Computerized
M Maintenance
M Management
S System



- Designed to simplify maintenance management
- Goal: Improve organization, extend asset lifespans and reduce costs
- Can be used for simple or complex facilities, a single building or an entire campus

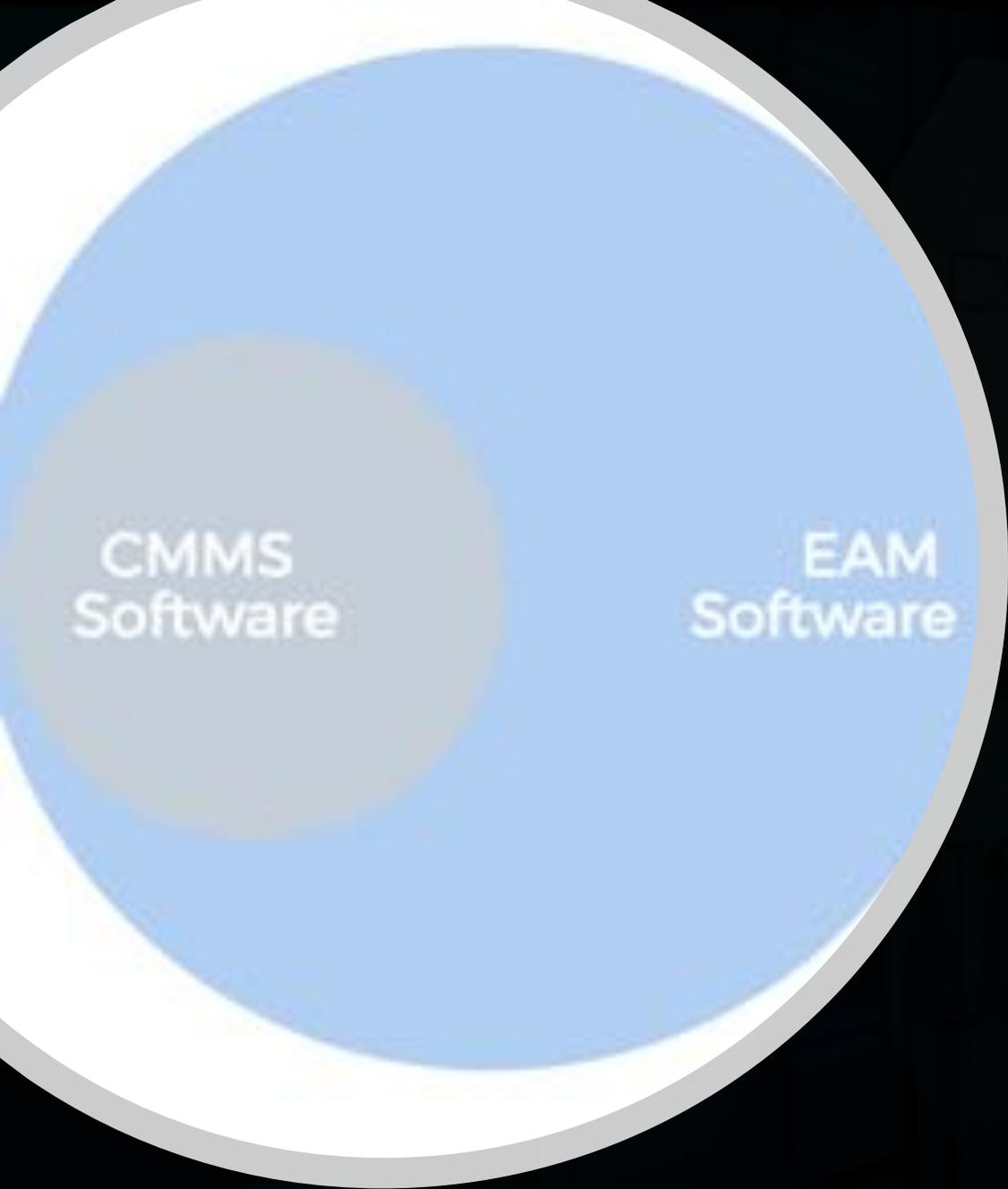


CMMS is used for



Capabilities/Functionalities

- Monitor work orders
- Quickly generate accurate reports
- Schedule repairs
- Create inventory forecasts
- Determine which assets require maintenance and when
- Quick reporting
- Equipment records
- Preventative maintenance
- Safety plans
- Improve work completion rate
- Increase visibility and transparency
- Create paperless work environment



E Enterprise
A Asset
M Management

A hand is shown interacting with a digital interface. The interface consists of a grid of hexagonal icons, each containing a different symbol related to technology, business, and utility. The background is dark blue with a grid pattern. The text "Does your utility need a CMMS ?" is overlaid in white, centered on the screen.

Does your utility need a
CMMS ?



- What does your record-keeping look like?
- Is it chaotic, with related material kept in many different locations?
- Is it hard to locate assets?



- Are routine processes moving smoothly?
- If routine processes are running smoothly but are they as efficient as possible?
- Are you easily communicating what needs to be completed on a daily basis?



- Have you ever failed to complete repairs in a timely manner because important spare parts were unavailable?
- Maybe you have the part but have no idea where it is.
- Or you thought you had it only to realize you used it in a previous repair and forgot to order another?





Who to involve?

Everyone!

A wide-angle photograph of a soccer goal on a lush green field. The goal is positioned in the middle ground, with its white frame and black crossbar clearly visible. The field extends to the horizon, where a line of trees and a few distant buildings are visible under a bright blue sky with scattered white clouds. The text "Define your goals" is overlaid in the center of the image in a clean, white, sans-serif font.

Define your goals

Essential:

- Asset Management Tracking
 - Asset Inventory
 - Cost Data
 - Maintenance Records
- Generates Work Orders
- Spare parts inventory tracking
- Communicates with tablets or smart phones for in-field updating and accessing (mobile option)

Optional:

- Clean user interface
- Easy to use
- Connects horizontal assets (GIS based inventory) and vertical assets
- Communication with (future) SCADA systems



Image source: <http://www.huenei.com/index.php/en/2017/08/28/benefits-of-cloud-vs-on-premise/>

- A cloud-based system requires fewer upfront costs because you don't have to set up and manage the server
- Updates can be quickly implemented
- Issues with the software can be solved remotely
- An on-premise solution has better security
- If your utility has data or regulatory requirements that force the data to stay on site then it will be the best option for you



Time to explore
your options



Making Contact

- Make a phone call and set up a demo
- Demo's are a chance for you to actually see how the software will fit your needs
- Usually the company will ask your goals or needs from the CMMS so they can better tailor the demo



Demo

- Show some of your items on your essential features list
- Think about functionality and ease of use as the demo is going on
- Does the feature seem user friendly?
- Ask questions!
- The more prepared you come to the demo, the more you will get out of it



Application Programming Interface (API)

- API's extend the power of your CMMS and lets it talk to other computers, applications, equipment
- Many companies may not have a specific feature as part of their software initially but can use an API to integrate that feature if necessary
- Be aware that the use of an API will likely be an additional cost

Technical Support

- Other questions you should ask..
- All companies should provide some type of technical support but the type may depend on whether your software is cloud-based or on-premise.

Questions to ask:

- How does technical support work? Is there around the clock support?
- Do you provide instructional videos, in-software guides, live chat?
- How are upgrades done?



Everyone's
favorite topic...

Price

- CMMS is expensive
- Each company will have very different pricing schemes
- Check website
- Subscription or license based
- For an accurate estimate know the following if you are a water utility:
 - gallons per day
 - number of connections
 - number of users.
- May ask for the total number of users or ask for the number of concurrent users





Questions:

- How much are onboarding and training fees? These usually depend on how large the setup is, number days someone from the company has to be at the utility etc.
- Does the license or subscription fee stay the same or increase every year?
- Is there a cost to importing and integrating data into the system?
- Is there an additional cost for technical support?
- Is there an additional cost for upgrades?



Challenges

- Put in the time up front to get it right the first time
- Most CMMS failures are due to lack of research and lack of ownership
- The goal is to get exactly what you want because switching CMMS is a big pain and big expense
- It can't solve all your problems but can help

