# What You Need To Know About CMMS Software

## FOCUSED *on* FACILITIES

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# Introduction

Technology is everywhere. Just as the latest technology starts getting traction in the marketplace a new one emerges to take its place. It can seem overwhelming when you see people walking about with wearable technology, looking at 3D facility models on tablets, or talking to coffee makers. The reality is we are living in a fast paced technological world that's ever evolving and isn't slowing down. Take a moment to watch the videos above to see how innovators are integrating the latest technology within the work place.

What's important to remember as a Facilities Manager, particularly if you aren't eager to jump on the tech bandwagon, is that technology is developed to improve our businesses, enhance our ability to make good decisions, and optimize our quality of life. Great steps have been taken by companies to continuously improve the ease-of-use and capabilities of the technology we use.

Another important fact to keep in mind is that even though there are complex and sophisticated technologies available, this doesn't mean you have to adopt them all to be successful. There are a number of small steps that can be taken to integrate technology into your facilities management operation.

Computerized Maintenance Management System (CMMS) software is typically the first step. These software systems have come a long way in the last decade and allow facility managers to automate a lot of their daily work processes and communications. Long gone are the days of phone calls, index cards, Post-Its, binders and filing cabinets. CMMS software takes your paper driven operation and digitizes it to streamline your day-to-day activities.
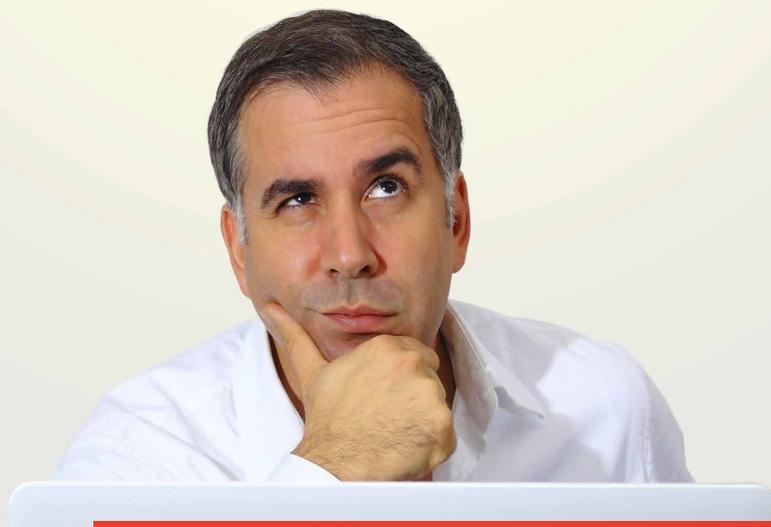
# So What Is CMMS Software?

Computerized Maintenance Management System (CMMS) software are applications developed for the purpose of managing day-to-day maintenance tasks and recording activities in order to gather maintenance data.

CMMS software guarantees improved work efficiencies over managing maintenance using paper filing, spreadsheets, and memorization. It gives facilities management the tools needed to manage work, standardize tasks, and capture historical data that creates actionable insight for future decisions.

The end goal is to make life easier for facilities teams. Management can see what's being worked on and employees know when, where, and how to complete assigned tasks. It's a door of opportunity and while a CMMS won't solve all of your problems it creates a platform for continuous improvement.

Inherent in maintenance management applications is the ability to capture institutional knowledge from veteran employees. Typically, knowledge leaves when employees leave, creating a void that is detrimental to the facility department's mission. Establishing procedures, taking photos, and developing video tutorials to capture this knowledge in a CMMS will ensure new hires catch on to concepts quickly, keeping the wheels turning when people leave or retire.

Above it all, insight is by far the greatest benefit of a CMMS. The data collected not only serves to benchmark the facilities operation, it gives management a means of generating reports for facility owners and business executives. Being able to justify managerial decisions with data is important to higher officials. It makes it easier to push against the status quo when they can see the impact on the bottom line.
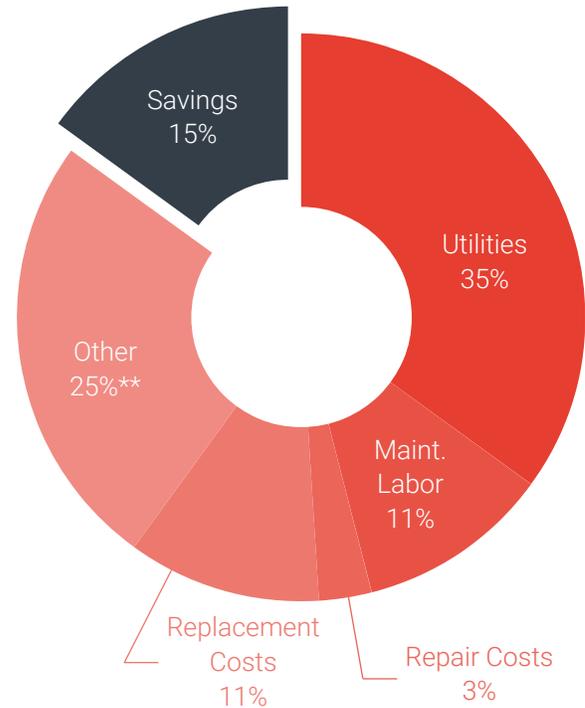
# Annual Facilities Operating Budget: $750,000

Facility Rentable Square Footage (RSF): 100,000

Total Replacement Asset Value (RAV): $4.5 million
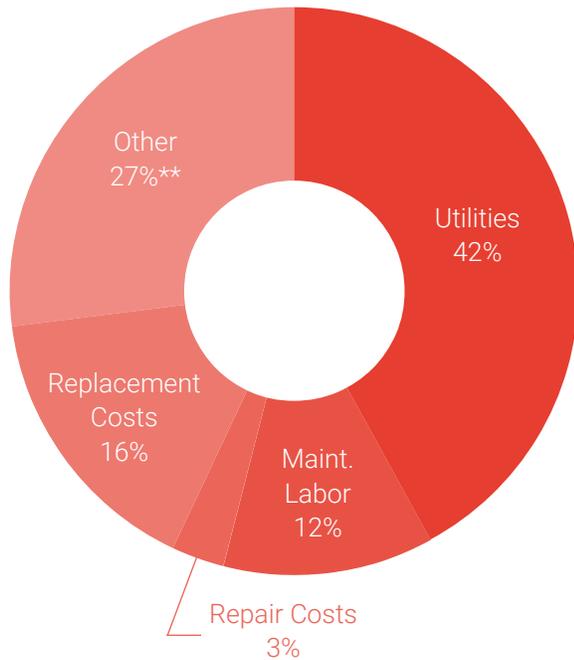


## Without CMMS*
## Limited PM

| | |
|---|---:|
| Utilities: | $315,000 |
| Other**: | $202,500 |
| Replacement Costs: | $120,000 |
| Labor: | $90,000 |
| Repair Costs: | $22,500 |
| Total: | $750,000 |

## With CMMS*
## Benchark PM

| | |
|---|---:|
| Utilities: | $262,000 |
| Other**: | $187,500 |
| Replacement Costs: | $82,500 |
| Labor: | $82,500 |
| Repair Costs: | $22,500 |
| Total: | $637,500 |
| **Savings:** | **$112,500** |

*This data does not suggest "With CMMS" results cannot be achieved without a CMMS. The data shown uses benchmark cost averages from over 1,000 surveyed facilities operations from various industries.

**Other consists of janitorial labor/supplies, security, and administrative overhead labor and costs.

Sources: IFMA Operations and Maintenance Benchmarks Research Report #32, Determining the Economic Value of Preventive Maintenance, Jones Lang LaSalle

# What The "Old Fashioned Way" Is Costing You

The cost savings realized in the budget comparison example relates to efficiencies created in work processes and mechanical asset operation. A CMMS won't save you money, it will actually cost money with the subscription, but using it as a tool to improve preventive maintenance and to create standards for operating is what makes it worth the investment. Spreadsheets, binders, and emails are too time consuming to track and update and it's too easy to get side tracked with all that needs to be done. CMMS software takes care of the scheduling, reminding, emailing, tracking, and reporting so you can focus on new projects to further lower the cost of operations and improve performance.

No matter what industry you're in, the size of the facilities, or the equipment owned, a solid preventive maintenance program has the potential to reduce costs related to utilities, labor, and premature equipment failures. There are also small cost reductions with not having to store paper records. With a CMMS, everything is digital. Manuals, spec sheets, receipts, and work orders are all available at the touch of a screen or click of a mouse. There's no need to waste time or space keeping paper documents.

Every facility operation is different with different costs and different processes but there is enough evidence to support that the tangible and intangible benefits of a CMMS outweight the cost in any market. These benefits include: an easier work process, lower utility costs, fewer wasted labor hours, fewer missed PM's, more timely responses to requests, improved communication, longer asset life-cycles, quicker access to relevant reports, and the list goes on.

# Process Comparison

| No CMMS | CMMS |
|---|---|

**No CMMS**

- Work request called in, verbalized in person, or emailed to facilities.

- Request is logged in a spread sheet and converted to a paper work order.

- Paper work order is given to an employee to complete. Employee travels on-site to complete the task.

- Employee determines that an asset manual is needed to fix the problem and heads back to the office to get it.

- Employee returns and determines what parts are needed to fix the problem and goes to the inventory warehouse to see if there are any on-hand.

- Employee returns on-site with the parts and tools needed to fix the problem and completes the task.

- Employee fills out work order with closing information, inventory used, and labor hours applied and hands the work order in to the administrator.

- The administrator enters the data into the spreadsheet and files the request away in a cabinet. An email is sent out to the requestor of the work letting them know it has been completed.

**CMMS**

- Administrator recieves the request via an online form.

- Administrator reviews, approves, and assigns the request to an employee who is emailed automatically when the request is updated.

- Employee receives the email with work request details and travels on-site to complete the task.

- Employee determines that an asset manual is needed to fix the problem and pulls the document up on their digital device from the online work request.

- Employee determines what parts are needed to fix the problem and checks inventory counts in the application to see if they are available.

- Employee retrieves tools and parts, completes the task, and closes the work order entering closing information, inventory used, and labor hours applied. The administrator and the requestor of the work are automatically notified via email that the request has been completed.

# From-the-ground-up

At Q Ware, we think a "one size fits all" attitude towards CMMS design and installation just doesn't work. Our solution starts with a facility's unique needs and way of working and then it grows from there. We believe that this works well for our customers and empowers them to maintain excellence.

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"Q Ware is our 'best fit' solution.
I'm happy I made the switch."

— **Jeff Ross,** Director of Facilities
Episcopal Senior LIfe Communities

# Maintain Excellence

**GET IN TOUCH WITH US TODAY.**