

# What is a CMMS?

**A “Computerized Maintenance Management System” software package helps maintenance teams record work orders, track maintenance tasks, and store all information related to the organization’s maintenance operations.**

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A computerized maintenance management system (CMMS) greatly helps improve the communication between employees and helps management make more informed decisions about preventative maintenance and resource allocation. Simply put, CMMS software links all of the maintenance and facilities functions within your company, and places them in one place to give you total control over all of your assets.

For business users, a computerised maintenance management system software system is designed to facilitate the comprehensive management activities by inter-disciplinary teams, and consolidating them under a single platform. This encompasses the ability to strategically plan, systematically track, accurately measure, and efficiently optimise various aspects ranging from work orders to inventory management and reporting. A Computerised Maintenance Management System is utilised by maintenance teams in industrial settings characterised by a high volume of assets. Its primary function is to facilitate the organisation of information, ensure the completion of tasks, and assess the outcomes of such activities.

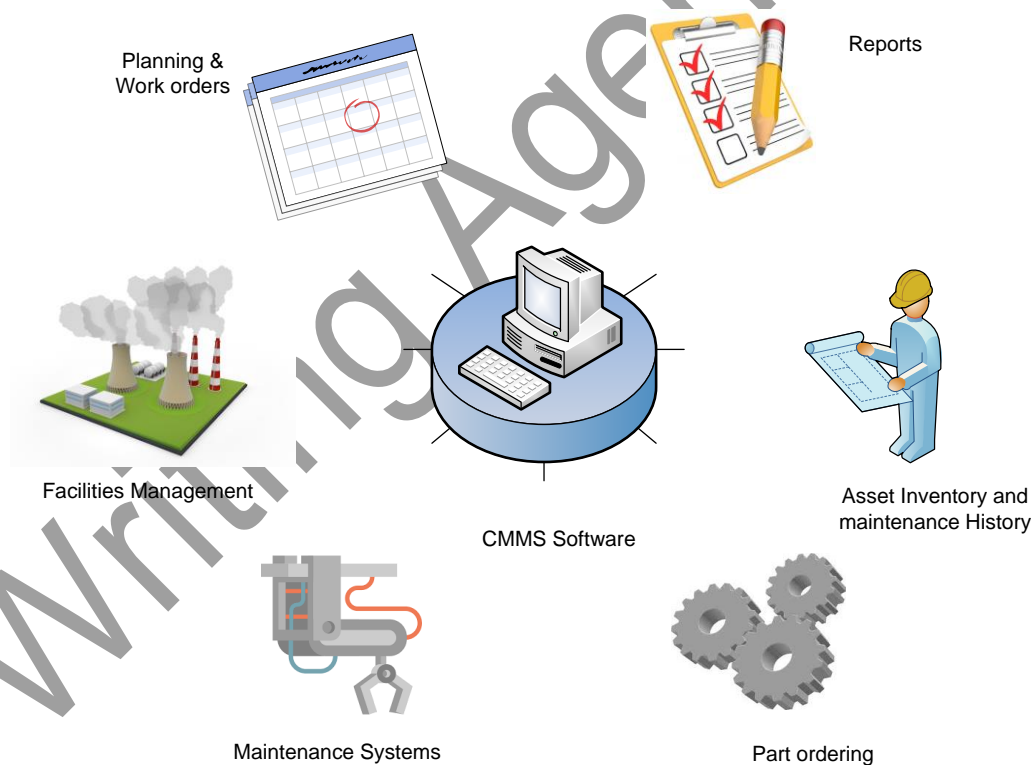
CMMS software offers a comprehensive system and operational framework for effectively overseeing maintenance operations, encompassing reactive, preventive, and predictive maintenance activities. A well-designed computerised maintenance management system solution serves to consolidate facility maintenance data, hence facilitating the automation of various asset maintenance activities. However, in order to ensure that all maintenance activities are captured, the CMMS typically needs to exhibit a number of core features that set it aside from other classes of business software system.

## Core Features of a CMMS:

CMMS systems have a number of fundamental areas that define them and work in tandem to provide a holistic approach to maintenance requirements. These are defined as the different areas of the company that benefit from the use of the software and, while they are interlinked, they each cover specific parts of the maintenance operation. Business maintenance is an enormous area that is constantly facing new challenges. These can range from the need to deal with aging properties and equipment to the introduction of new legislation and the its impact on a business. The five key benefits of a CMMS are:

- Decrease Long-Term Equipment Expenses.
- Reduce Equipment Downtime.
- Increase the Life of Equipment.
- Meet Safety and Compliance Standards.
- Help With Future Maintenance Planning.

The interaction between the main functions of a CMMS are shown in Figure 1, below.



**Figure 1: Main Element of a CMMS**

# Planning & Work Order Management Via CMMS

The ability to plan maintenance activities and handle Work Order Management is the core for any CMMS system. This is regardless of whether it is a preventative maintenance work order, inspection sheet, or a breakdown maintenance work order. Your CMMS should be able to assign work orders to individuals or teams and do it in a manner that is fast and efficient. With many CMMS software systems, you have the option to customize work orders, assign it to a location, and even highlight the particular asset that it all relates too. The level of control allows anyone from within your facility to submit work order requests and chase them up too. From your mobile device you can approve, reject, and follow up with request tickets. Respond to work requests promptly from anywhere and update the requester as jobs are being completed. The use of CMMS also allows you to make informed decisions as well, since it will deliver all of the maintenance information you need in one place. The main features of a well-designed CMMS should always include a mix of action and reporting functions. The main areas that should be evident in a CMMS are:

## Asset Lifecycle History

A good CMMS system should have the track the entire lifecycle of any reportable asset from the original purchase date up until it gets decommissioned. It should hold a preventative maintenance schedule and also show a history of previous work orders performed on a particular asset. In layman's terms, your CMMS system should be the data center for all things related to your assets and facilities, and will deliver all notifications of work required, work completed and spare parts needed for future maintenance activities. The CMMS should also be able to automatically establish depreciation and the weekly value of significant equipment. Asset Lifecycle History is an important feature and is something that is at the core of PRODUCT operations.

## Group Collaboration

Group collaboration is typically not something CMMS systems do well, but the developers at PRODUCT are committed to making communication better between everyone in your team. We think real-time updates and direct messaging is going to be crucial in the future for CMMS systems. So, what does this mean in practice? Well, if a piece of equipment breaks down and we need to communicate the fact with a group of people, and understand what went wrong and how to fix it – it should all be done within the CMMS system in real time. PRODUCT has bespoke modules that handle these interactions, and ensure that the information is disseminated out to all appropriate team members in a timely fashion.

## Cloud Computing Options

A well-designed CMMS system will allow backup to the cloud, ensuring that the information is available not just out of the company but at multiple sites too, even if they are internationally-based. Cloud computing allows you to access all of your information so that all schedules and stock lists are accessible to all of your teams, regardless of where they are. Modern cloud computing systems are updated immediately, ensuring that the entire team – and senior management – have up to date information, regardless of where they are.

## Cost Savings

While the purchase, installation, and training associated with a CMMS system may have an expense attached to it, this is typically offset by the benefits of ownership. CMMS software is usually purchased on a month-by-month basis and spread over the year, so purchase isn't too onerous anyway, but the benefits that it brings to your company are almost immeasurable. However, there are huge differences in the cost of ownership amongst commercial CMMS packages, and more expensive doesn't necessarily mean that it is better. There is no correlation between spending more on a CMMS system and better results from your maintenance, so cost does not necessarily equate to a better experience. Understanding what you are likely to achieve and the services provided is a large part of the informed decision-making process. PRODUCT has been developed to match the experience from even the most high-end CMMS products, but at a much-reduced monthly outlay. Pick the right CMMS package and the cost savings will quickly become evident.

## Reporting Opportunities

Plainly, one of the most important aspects of any CMMS and facilities management software package is the ability to report on the effectiveness of the system. With rising costs within businesses, the need for reliable monthly reporting has never been more important. A CMMS product is generally a major investment for a company and senior management are going to want a good idea of how the maintenance system is working and the impact that it is having on the company. Most well-designed CMMS systems are able to accurately report about a number of fundamental features regarding both time and money and will be able to give headline figures on both of these. PRODUCT has reporting characteristics built in at a fundamental level, so it becomes easy to extract data and build bespoke reports that show exactly what you want with just a few keystrokes.

Software such as PRODUCT allows interrogation of the system and salient information to be taken out so that it can be delivered in simple means such as spreadsheets or presentations, so you can give reliable regular updates on the effectiveness of the system. And being able to control your maintenance program will lead to a leaner system that becomes a cost-saving in itself.

## Team Management.

As companies grow, so do their maintenance burdens. The need to maintain building and equipment becomes larger, and control becomes imperative. Maintenance Team Management encompasses a set of procedures and guidelines designed to effectively collaborate with a dedicated team in order to achieve optimal outcomes while minimising resource expenditure in terms of time, labour, and finances. Maintenance teams have evolved beyond being mere repair crews, as they now possess the ability to adopt a proactive approach and optimise the process of equipment maintenance management. With adequate training and assistance, individuals will possess the capability to adhere to industry best practices and implement efficient maintenance strategies.

The computerised records of all maintenance activities, encompassing pertinent details such as personnel involved, tasks performed, timing, and location, are stored within the system known as PRODUCT. Additionally, PRODUCT facilitates the automatic assignment of work orders to technicians who are currently available. The implementation of automated work order allocation diminishes the supervisors' exertions in ensuring the accurate and consistent completion of maintenance operations. The term "product" refers to a tangible or intangible item that is created through a The Computerised Maintenance Management System (CMMS) possesses the capability to identify the availability of personnel and efficiently assign and execute work orders in a timely manner.

Using a professional CMMS software lets everyone on the team know exactly what is required and when it is required by. Allowing the team to access the system, either live online or via the cloud means that they can plan their own work schedule, making the whole system both reliable and cost effective. Team management of this level gives senior management the confidence that the entire system is being dealt with effectively. This takes a lot of pressure off the maintenance manager and allows team members the opportunity to grow within their roles, and becomes a career-development factor as well as an effective routine for managing your facilities and equipment.

All of these factors are inter-linked and demonstrate the power of a strong CMMS system and how it can impact your facilities system. PRODUCT CMMS can deal with any type of maintenance process, including predictive maintenance, preventive maintenance, reactive maintenance, and even run to failure. Whatever internal maintenance system you run a well-designed and implemented CMMS can make it run a great deal smoother. Figure 2, below, shows an overview of the integrating elements of a CMMS product.



Figure 2: CMMS Integrating Elements.

Fundamentally, your CMMS system is a software package that maintains a database about all aspects of your organization's maintenance operations. This information helps technicians do their jobs more efficiently and help make better, more informed decisions about costs and resources.

PRODUCT does all of this and more and if you want to see what you can do with PRODUCT, there is a limited user free download that you can use to evaluate just how much this kind of software can do for your company.

## Installing a CMMS: PRODUCT Makes it Easier

Most CMMS products are designed to integrate with standardised software systems and will work alongside them. In the first instance, it is always checking for any known interface issues between a CMMS and existing company software such as SAP or other workflow management software, accounting packages, and Customer Relationship Management software. To ensure that the CMMS is installed in the right way, and benefits the user, it must be carried out in a series of coherent steps.

1. **Create a Master Inventory.** An accurate, prioritised asset inventory for the preventive maintenance (PM) programme is at the heart of every well-functioning CMMS. Many inventories are out of date and may not include new equipment from expansions or upgrades. They also do not prioritise equipment like as air handling systems or life safety equipment, which are vital to the successful operation and function of a structure. It is vital that you solicit feedback from your personnel on equipment status and make aside time to update and correctly label it. Every CMMS requires a mission important (regarded as being priority one) equipment inventory as the foundation for enhanced metrics and efficiency, as well as compliance verification for certain sectors. This critical equipment then serves as the foundation for your team's calendar, indicating which work orders must be done each month to ensure business continuity. Based on your demands and history, you can go to priority two and three equipment. PRODUCT CMMS allows the user to identify maintenance tasks in terms of their priority, and cascade them accordingly.
2. **Establish Accurate Task-lists and Schedules.** One of the fundamental functions of a CMMS is to generate frequent preventative work orders for staff to ensure that equipment maintenance schedules are followed. These work orders, when combined with a review of maintenance plans and task descriptions, not only help demonstrate compliance but also improve group efficiency and serve as the basis for various key performance metrics. To develop your preventive maintenance schedules, begin with your priority one-level asset inventory and evaluate the manufacturers' recommended maintenance schedules and related checklists. In the normal course of an installation PRODUCT CMMS automatically sifts and suggests that you distribute your quarterly and semi-annual service requests so that they are not all created on the same days.
3. **Set Priorities.** The punctual completion of preventive maintenance serves as an indicator of the group's equipment maintenance proficiency, while the response to corrective maintenance (CM) represents the group's level of assistance for its customers or workers. It is a frequent occurrence to observe CM work orders being submitted with identical priority levels and default goal dates. As a consequence, there is a substantial number of

targets that have been missed, leading to subpar statistical outcomes, or necessitating significant editing efforts to rectify the situation. Conduct an assessment of your current CM work orders and establish a mechanism for prioritising them. Various models are accessible, and it is expected that your software vendor would provide assistance in facilitating a user-friendly experience for your team. It is advisable to establish a system consisting of three to four distinct levels of priority for work orders. These priority levels should be accompanied by default response times that vary depending on the urgency of the issue. For instance, life safety issues should be addressed within a few hours, while less urgent matters may have response times of 30 days or longer. This establishes a supplementary metric for measuring performance and a tool for enhancing efficiency as one evaluates the complete workflow from the first request to the final closeout. PRODUCT CMMS held establish this structure.

4. Identify process workflows. There exist various approaches to developing a proficient and productive configuration management (CM) procedure; nonetheless, the optimal solution is contingent upon the specific requirements of your personnel and programme. Initially, it is important to conceptualise the configuration management (CM) process as a systematic sequence of tasks. Next, generate a workflow diagram and systematically analyse each phase, incorporating input from staff members, in order to find potential areas for enhanced data gathering and increased efficiency. Commence with the process of data input and deliberate upon the manner in which clients or building staff members submit work orders. Is a web-based work request interface utilised, or is direct communication with the facilities group through phone preferred? To what extent does your team augment the initial request with supplementary details prior to generating a work order? Subsequently, an analysis should be conducted on the allocation, monitoring, and fulfilment of tasks, as well as the extent to which requesters offer feedback through maintenance surveys integrated inside the Computerised Maintenance Management System. This is a major strength of PRODUCT CMMS, and one of the factors that makes PRODUCT a sought-after system.
5. Install KPI's. The absence of precise performance data poses significant challenges in implementing and evaluating programme modifications. Having access to accurate data instills confidence in one's decision-making abilities and enhances the effectiveness of programme representation to company or institutional administrators.

After identifying the metrics to be tracked, it is important to prioritise them and collaborate with the software provider to analyse the required data components. This analysis will help decide the essential information to be collected and evaluate the possible accuracy and



reliability of the identified metrics. This will assist in developing an understanding of the procedure involved in obtaining important performance measures.

PRODUCT CMMS is an ideal package for the logging and pursuit of all of your maintenance tasks, and can be adapted to suit either large or small companies. Proper maintenance of both buildings and equipment is essential, but needs to be handled in a coherent way. PRODUCT CMMS has been designed to maximise your control while minimising active work to operate it.

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