



Delivering Transformation & Cost Optimization

CMMS Maturity Journey

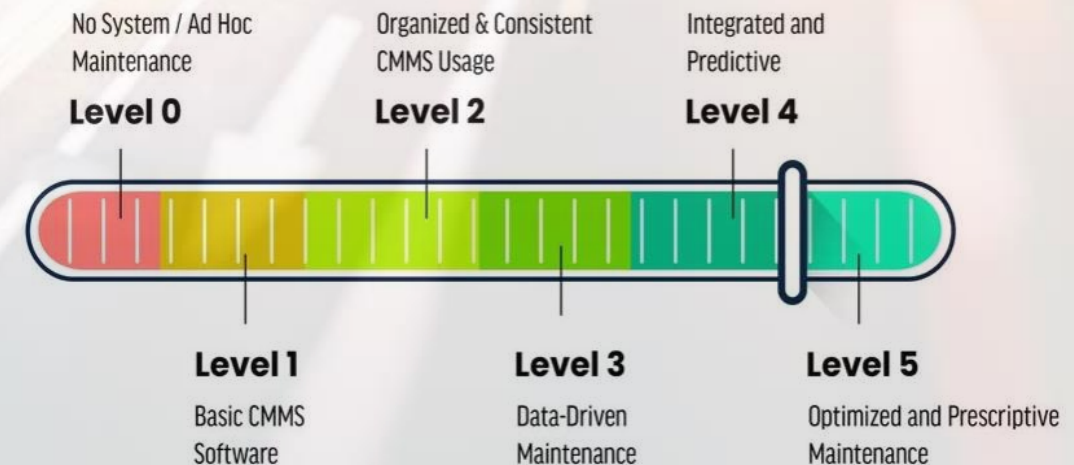
Executive Summary

A mature CMMS becomes a strategic asset, not an operational tool.

It integrates data, automation, and AI to optimize maintenance, reduce downtime, and strengthen financial performance. At full maturity, the CMMS provides prescriptive insights, improves workforce and inventory efficiency, and feeds reliable data into ESG reporting. This positions Maintenance and Asset Management as true strategic partners—driving uptime, cost optimization, and long-term enterprise value.

CMMS and Maintenance Maturity

- **CMMS maturity and maintenance maturity grow together.**
To reach World Class Maintenance, an organization must use its CMMS at a very advanced level—accurate data, consistent processes, analytics, and integration. Without a mature CMMS, it's impossible to achieve truly proactive, optimized, or predictive maintenance.
- **Delta Flow Global** defines 6 maturity levels for CMMS and 5 maturity levels for overall maintenance.
This means CMMS capability is assessed with a finer granularity because CMMS performance is a key driver for reaching higher maintenance maturity. To achieve top-tier (World Class) maintenance performance, an organization must operate at the highest CMMS maturity levels.



Delta Flow Global Maturity Assessment Matrix

Maturity Level	CMMS Maturity	Maintenance Maturity
0	No System	Reactive Maintenance: Highly Reactive – focus on issues after they occur Opportunistic – no/low level of planning and scheduling Silo mentality
1	Ad Hoc: Fragmented Usage Inconsistent Adoption	
2	Opportunistic: Basic Organisation and Early Wins Reactive still high proportion	Preventive Maintenance: Pre-scheduled time-based maintenance Ground work laid for improvements
3	Standardised: Formalised Processes Trusted Data Decisions Based on Metric	Predictive Maintenance: Leveraging data and technology to anticipate asset issues
4	Managed: Integration with Enterprise Systems Predictive Tools	Prescriptive Maintenance: Start to optimise asset performance and resource allocation analytics and machine learning prescribe most effective maintenance actions
5	Optimised: Emphasis on Continuous improvement and optimisation Clear alignment with business strategy Measurable ROI	World-Class Maintenance: Proactive approaches Alignment with organisational goals Demonstrable understanding of maintenance maturity, driving continuous improvement and operational excellence.

Delta Flow Global Maturity Assessment Matrix

No System / Ad Hoc Maintenance	This is the baseline foundation stage. Work is managed through verbal instructions, paper notes, sticky notes, or whiteboards—informal methods that resemble work orders but lack structure and traceability.	Level 0 Risks Unplanned downtime is frequent, and critical knowledge is held by only a few individuals, creating vulnerability in daily operations.
Basic CMMS Software	The CMMS is implemented but used inconsistently. Work orders and PMs are often ignored, and the system functions mainly as a digital archive. Limited reporting and low user engagement mean the CMMS is seen as a chore, not a useful tool.	Level 1 Risks Poor data quality reduces trust in the system, and some technicians continue to resist full CMMS adoption.
Organised and Consistent CMMS Usage	Staff actively use the CMMS daily, follow procedures, and complete scheduled PMs. Asset records are maintained, work orders are linked correctly, and reports support basic compliance and tracking.	Level 2 Risks Failures still trigger reactive work. Reports are basic, not strategic. Old habits cause resistance, and some staff see the CMMS as an admin burden rather than adding value.
Data-Driven Maintenance	High PM compliance, active reliability tracking, and CMMS–ERP integrations enable data-driven decisions. Improved uptime and analytics-based planning deliver 10–20% cost reductions .	Level 3 Risks Users can feel overwhelmed by excessive data, and limited training slows adoption. Shifting from reactive to planned maintenance also requires a significant mindset change across the organization.
Integrated and Predictive	The CMMS is integrated with ERP, IoT, and SCADA, enabling predictive maintenance. Continuous improvement drives decisions based on asset criticality and lifecycle cost.	Level 4 Risks Requires strong IT and change-management support. Predictive tools may be mistrusted, and AI evolves quickly. A proactive culture enables technicians to act confidently on predictive alerts.
Optimized and Prescriptive Maintenance	World Class Maintenance Standard 	A mature CMMS becomes a strategic hub—using AI to drive prescriptive maintenance, optimize resources, support ESG reporting, and elevate maintenance as a key partner in maximizing uptime and ROI.