TRANSITIONING TO A CMMS

How to Achieve Your Best Return on Investment (ROI)

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THE CMMS MARKETPLACE

THERE ARE 100'S OF SOFTWARE SOLUTIONS TO CHOOSE FROM…

- VENDORS FROM MULTI-NATIONALS TO MICRO COMPANIES.

- MILLION € SOLUTIONS TO VIRTUALLY FREE

- FEATURE RICH TO BARE NECESSITY

- INTUITIVE TO USE TO CONTINUOUS TOIL

- FULL CUSTOMER SUPPORT TO NONE

WHATEVER YOUR CHOICE IT SHOULD BE A **"WIN WIN"** FOR YOUR ORGANISATION.

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"WIN WIN" = +VE ROI

How to Achieve a **+VE** Return on your Investment is possibly the most important factor in the decision.

All vendors have very compelling reasons why their product is the best.

This guide will break down ROI into 3 main areas look at each in detail and illustrate the questions that vendors should be asked.

(Note: The features in FacilityManager described here, can be used as a benchmark)

ROI IS MORE THAN €

THERE ARE 3 ELEMENTS TO CONSIDER WHEN CALCULATING YOUR ROI

Financial
Investment /
Return

Will the initial and future software costs -
Generate a Positive Financial
Return, in reduced expenditure
and over what term?

Time (Admin)
Investment /
Return

Will the time expenditure in
Training, Daily Usage & Task
Performance be less than your
Current Solution?

Knowledge
Investment /
Return

Does the Vendor have a
sufficient working Knowledge of
FM and will the Solution
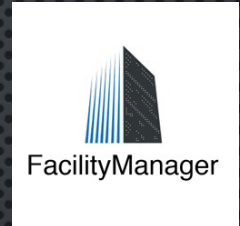Increase the Knowledge Store
Of the Client?

TRANSITIONING TO A CMMS

CALCULATING YOUR ROI

Financial

Initial / Installation & Renewal Cost

FacilityManager

		Vendor #1	Vendor #2	
Initial CMMS Software Cost	Once Off / Annual Fee / Per User			Annual
Step Back Fee Year 1	Reduction in Fee for Learning Curve			- 50%
Installation Cost	Additional costs per install			Included
Cost per New User	Additional costs in excess of Install			Included
Admin charges per User	Charges for Addition or Removal of Users			Included
Maximum Users	Is there a User Number Limit?			> 5,000 Users / 200 Sim Connections*
Charges per User Type	Different levels of usage incur different Costs			No
Data Storage	Charges for Additional Data Storage			Up to 50Gb Inc.
Set Up / Customization Fees	Can Solution be Customized to Individual Requirements? Hourly / Daily / Project Fees?			Yes, Day or Project Rate

The cost CMMS Software can vary greatly from €1,000's to over €1M depending on choice of Vendor and number of users. The higher the cost does not imply better software or support.

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Financial

CALCULATING YOUR ROI

Initial / Installation & Renewal Cost

FacilityManager

		Vendor #1	Vendor #2	
Renewal Cost (Software)	Fixed for "x" Years / Contract / Changes each Year			Fixed 2 Years
Renewal Cost (Support)	Fixed for "x" Years / Contract / Changes each Year			Fixed 2 Years
Educational Pricing	Discount for recognized institutes			Yes
Open-Source Access	For client self-customization			Limited Availability
Open-Source Access Cost	Included / Extra			Extra
Contract Exit Cost	Cost to terminate contract and return of data			No Termination Fee, Client can extract Data

For some solutions renewal costs can be considerably more than the initial cost. In some cases, Termination of Contract can be extremely costly and data may be "trapped" and un-recoverable. Excessive fees can also be charged to return data to client.

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TRANSITIONING TO A CMMS

CALCULATING YOUR ROI

Financial

Usage Benefits

FacilityManager

			Vendor #1	Vendor #2	
Helpdesk Costs	Reduction in HD Callouts	Example: (2 x €200 jobs per/day) Savings pa - +/- € 100K Based on a 5 day week			Up to 10% reduction in callout numbers
	Elimination of Un-tracked Callouts	Example: Assume 60 jobs p/w – 4% untracked. Savings pa - +/- € 25K			Up to 100% reduction in un-tracked Jobs
Planned / Predictive Maintenance	Reduction from analytics and better overall control of activities				Up to 7.5% reduction in costs
	Increase in Asset Average Lifespan from 12 to 13 years	Example: Assume Asset value of €10M Savings pa - +/- € 64K			> 1 Year over 8 years
	Reduce Critical Failure Events	Savings - €3K - €500K+ (Event type dependent)			> 1 Event every 5 Years
Comparative Plant Analysis	Comparing performance, reliability, energy usage, etc., between vendors & new technology	Example: Air Con v AHU			> 2% on new asset purchase expenditure

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Financial

Usage Benefits

FacilityManager

		Vendor #1	Vendor #2		
Energy Usage	Assessment of individual plant energy usage				> 2.5% reduction in energy usage
Contractor Performance	Open & Transparent environment (data share) between client & contractor				> 5% reduction in maintenance / replacement costs
Documentation Turnaround	Potential Timeframe between job completion, report receipt, invoicing to improve cashflow				Can be completed within same day

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TRANSITIONING TO A CMMS

CALCULATING YOUR ROI

Time

Training Time & Cost Per User

FacilityManager

		Vendor #1	Vendor #2	
Initial Training Cost	Training Cost Structure			X Days Included Annually
Cost per User / Time	Training cost per user or hour / day Rate			Day Rate
Training Time Requirements	Data Entry Level			< 1 Day
	Admin Level			< 1 Week
Training Group Size	Individual or Group Training			Both
Group Size	Max Individuals a Group Training Session			Max 10 Pers
Additional Training Costs	New staff / Upgrades / Etc.			Daily Rate in Excess of x Days
Training Formats	Media – Paper / Video / Live Streaming			Various
Training Location	Client Premises / On-Site / Virtual			All

An important consideration with regard to Training is not just cost but time expenditure. How much will training impact on existing daily routine and will a training regime be an ongoing part of operations? Ease of Use and a short training requirement should be a calculated factor In choosing a vendor.
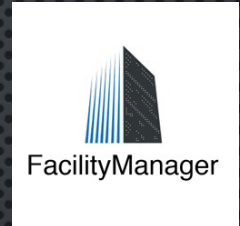
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TRANSITIONING TO A CMMS

CALCULATING YOUR ROI

Time

Software Efficiency

FacilityManager

		Vendor #1	Vendor #2	
Server Uptime	Time loss / disruption due to offline server			>99.5% Uptime
Software Ticket Generation	Tickets generated by client due to software issues			< 1 per client / month
Software downtime	Disruption due to software being taken offline to fix issue(s)			None Any issue can be fixed on live system
Software modification	Disruption due to software being taken offline to install modification / updates			None All can be done on live system

Will software issues result in considerable downtime / no access. How will this impact on facility operations?

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Time

Administrative Benefits

FacilityManager

		Vendor #1	Vendor #2
Clerical Admin Reduction	Reduction in time – Data Entry & Processing, Scheduling, Communication, Task Assignments, Report Processing & Preparation…		Up to 50% reduction
Managerial Admin Reduction	Data Analytics, Asset Lifespan Performance, Financial Planning…		Up to 20% reduction
Technician / Engineer Efficiency	Tracking Jobs, Daily Planning, Reporting, Analytics,		Up to 15% improvement
On-Site External Contractor Control	Controlling site access, tracking maintenance activity, documentation & reporting, health & safety monitoring…		Up to 80% improvement
Help Desk Callout Reduction	Job Grouping, Reduction in low urgency issues and nuisance calls…		Avg 10%+ reduction
Elimination of Untracked Jobs	Policy change, All jobs Tracked		Up to 100% reduction

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Knowledge

Interaction
With CMMS
Vendor & software

FacilityManager

		Vendor #1	Vendor #2	
Software Adaptation	Software can be adapted to changes in the Facilities environment			Yes
Vendor Communication	Levels of communication between vendor and client. Is it only related to the CMMS Software?			• Software • Customer A/c • Facility Issues • Problem Solving • On-Site Visits • Facility Assessments • Contractor Performance Monitoring
Software Scope (Data Input)	Is the software comprehensive enough to gather the required data?			Yes (based on current client reviews)
Software Scope (Data Output)	Is the software comprehensive enough to generate the required reports and analysis?			Yes (based on current client reviews)

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TRANSITIONING TO A CMMS

Knowledge

If You Decide to Change

In the Future you Decide to change CMMS –
What costs will you incur from current vendor?

FacilityManager

		Vendor #1	Vendor #2
Data Ownership	Is it made clear from day 1, that ALL data, images etc., entered into the CMMS belongs to the client?		Yes
Data Locked	Is the data non-accessible (cannot be exported or copied) or locked?		No
Data Client Access	Can the client easily export data to other formats i.e. Excel?		Yes
Termination Fee	Is there an end of contract termination fee?		No

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THE CMMS MARKETPLACE

There are so many choices to make and we hope the previous slides will assist in your decision.

There will never be a perfect CMMS solution, some compromise will be needed.

Whatever Your choice it should be a **"WIN WIN"** for your organisation.

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FacilityManager®

As part of your decision process…

If you would like to learn more about

FacilityManager® from CompassAFM
please contact us

Web. WWW.COMPASSAFM.COM

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Thank You

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