WHEN'S THE RIGHT TIME TO UPGRADE YOUR MAINTENANCE SOFTWARE?

7 ESSENTIAL QUESTIONS

Is it time to replace your maintenance management software? If your employees are still writing reports on notebook paper, it's definitely time to upgrade to a modern Computerized Maintenance Management System (CMMS). What if you have a functioning CMMS, though, that's doing most of what you need? When is the right time for an upgrade? Follow the guidelines below, and take action—before you've wasted valuable resources by using outdated software too long.

Timing is the Key

Your update is only worth the time and money it saves your company. When will you and your team get the most out of an update? Ask yourself these 7 questions about your current maintenance management solution:

1. Is there room to grow?

Think of buying a new software package like you're buying kids' shoes. Does your current solution give you room to grow? Whether it's a larger staff, better internal efficiency, or better integration, there should be room for growth in the areas you need it most.

2. Are my numbers crunched?

Most CMMS software can help reduce operational costs by using detailed tracking tools for financial and business metrics. Some even offer cost center budgeting tools. If your current software is weak in this important area, that alone could justify an upgrade.

3. Is the learning curve too steep?

How much time does it take a newly hired employee to learn your system? Does it seem like your employees need computer engineering skills just to keep accurate records? Time is money, so if it takes more than a few shifts for someone to learn the ropes, you'll save big bucks with a modern, user-friendly CMMS. And, you might find your employees in a better mood.

4. What does user-friendly mean to me?

Are you tied to your desk? Modern software provides rich mobile functionality on most smartphones. It's a huge improvement over older, desktop-centric software. This means more freedom for you, and increased accessibility.

5. Is my information secure?

Does your current maintenance management system do a good job of controlling who has access to critical data? Do you know who is in the system, where, and when? Modern CMMS applications incorporate easy-to-manage security controls to ensure the right people—and only the right people—have access to the right information.

6. Are my customers served?

What do customers stand to gain with your current software? Is it failing to serve their needs? The service request management features in most modern CMMS applications allow requesters to monitor the progress of maintenance requests as you update and complete repairs. Empower them, and their trust and confidence in your team will grow. Direct, accessible communication is essential to customer satisfaction.

7. Am I one step ahead?

Preventative maintenance (PM) scheduling keeps your assets working and prevents expensive downtime. If your current system makes scheduling difficult, you're missing PMs—count on it. A modern system will make scheduling easier and help you avoid costly failures.

So, be honest with yourself. Are you procrastinating on that software upgrade? A proactive upgrade—one that meets your company's unique requirements—can save more time and money than you may have realized. If you found answers to these 7 questions, you're on track toward finding the specific upgrade your company needs.