

# CPMS Newsletter

## “As the Wrench Turns”

Special Edition

November 6, 2012

### Choosing the right CMMS program for your plant

It is Election Day in America and what better time to vote on the best CMMS program! You might wonder how we can be objective on this subject since our company provides the Computerized Preventive Maintenance System. Actually, we can. We have pointed a number of large manufacturing companies who required a very high level of accountability, to a complex and all inclusive, CMMS system. We have also recommended a spreadsheet solution, or a very basic CMMS program, to small companies who had no need for a comprehensive system.

Here are some of the questions you should ask before purchasing a new CMMS system or changing CMMS systems:

- Is the proposed CMMS system easy to learn and easy to use? If the software company offers weeks of onsite or offsite training, run away. That is not an intuitive system.
- How long can you expect before becoming fully operational? You know you need to track your Equipment, Parts, Employees, Vendors, etc. But when it comes to your equipment, do you really need to “drill down” to every system, assembly, component, and finally to each part? If you make cars- Yes. If you are in the food industry- Probably not.
- Some of these systems require a full time Parts Clerk- 24/7. Do you have one?
- Does the CMMS system provide all of the operational reports and graphs needed by Maintenance, and all of the management reports required by your plant and corporate management, in addition to customer and other outside audits? If so, it is the right tool---

enough, but not too much. Be skeptical about hundreds of additional reports and graphs “you might use someday”.

- Cost. Is the purchase price and annual software maintenance fee reasonable? Check for hidden costs. Is there a charge for:
  - ✓ Each additional feature as an add price?
  - ✓ Each additional PC user at your plant?
  - ✓ Each support email or phone call?
  - ✓ Important changes and enhancements you request in the program?
  - ✓ Travel day fee to/from your plant and/or unreasonable travel expenses?
- Support. Can you expect:
  - ✓ A fast response by email or phone from a person you can understand?
  - ✓ Timely program changes and corrections?
  - ✓ Assistance, if needed, when using a particular function, running a report, sending us an example or loading program updates?
  - ✓ An online Help system (and Manual) which is context sensitive to the screen form or function you are using and is really helpful?

We understand that no one wants to spend tens of thousands of dollars and, years later, still not have a CMMS system fully operational. We are always ready to help you make the best decision for your plant(s) and your specific goals and objectives.

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