

## 4 ways to cut maintenance costs



## The Challenge

Budgets are smaller, buildings are aging, and maintenance and operations teams across the country are shrinking.

And statistics confirm these concerns:

- The average age of a building in the US is 50 years old<sup>1</sup>
- 50% of facilities management personnel are expected to retire in the next 10 years<sup>2</sup>

Today's maintenance team does more with less, and this often goes without recognition.

## The Opportunity

Maintenance and operations teams are the ideal group to empower to reduce operational costs because these critical team members:

- Communicate regularly with an organization's most expensive resource: their employees
- Maintain valuable assets like heating, cooling, plumbing, fire, safety and other systems
- Prepare and execute long-term planning to ensure there are no budgetary surprises in the foreseeable future

## The Solution

Over the past decade, [CMMS \(computerized maintenance management system\)](#), especially modern mobile tools, have emerged to support maintenance and operations teams with:

- **Coordination:** A one-stop shop to provide insight into what is going on, where and why in your buildings
- **Remote access:** Access to your system anywhere with an internet connection, even a mobile device
- **Visibility:** Dashboard metrics on key performance indicators (KPIs) and status provide information for decision makers

Operations management software can help your day-to-day work orders, preventive maintenance and capital planning tasks all work together to make your operations more strategic and cost-effective.

## 4 Ways to Cut Facility Costs

### 1. Innovate your maintenance

There are many unique facets to managing maintenance (whether you work at a school, manufacturing plant, hospital, senior living or government building), and the landscape of maintenance and operations is continually changing. **Increasing workload and lack of resources are some of facility managers' top concerns.**<sup>3</sup>

Many maintenance teams use a combination of paper, spreadsheets, sticky notes, whiteboards and voicemails to receive work orders, compile reports, schedule preventive maintenance, manage inspections and more. These manual processes invite in error and provide little visibility to outstanding requests, status, overall spend and other key metrics. In addition, there's no consistent recordkeeping, which can lead to a lack of communication and transparency and issues with compliance and safety.

“

Preventive maintenance is important for our budget. We'd rather change a \$40 air filter than spend \$5,000 on a major repair.

”

**Theresa Garcia**  
Sandusky County (Ohio)

## Innovative tools

What if keeping track of work orders was the easiest part of your day? What if pulling reports and keeping other departments in the loop was just a click or tap away? And what if all of these “what ifs” didn’t have to be “what ifs” anymore?

A CMMS can allow your team to:

- **Plan:** Create, assign and manage recurring preventive maintenance (or PM) tasks
- **Report:** Track detailed metrics on building maintenance, repair spending, regulatory compliance and more
- **Ensure continuity:** When a team member is out for some time, [retires or takes another job](#), it’s easy for others to pick up where they left off

## 2. Track inventory more effectively

### No one likes dead inventory

Inventory is one of an organization’s most costly assets. Managing it with manual and paper systems can contribute to shortages, inventory shrinkage, dead inventory and waste.

Inventory is tied to these common reasons frontline technicians can’t complete maintenance work:

- Lack of parts
- Work orders don’t identify required parts
- Parts can’t be found

### Inventory tools

Inventory software has advanced quickly over the last decade, making it easier for maintenance and operations teams to:

- **Track:** Use barcode and QR-code technology to number parts, maintain accurate records, link parts
- **Report:** Gather key data automatically to keep

management and executives informed and simplify annual audits, while identifying inconsistencies to create opportunities for greater efficiency

- **Optimize:** Eliminate inaccuracies caused by human error, manual systems and paperwork, while validating the need for on-hand inventory
- **Report:** Gather key data automatically to keep management and executives informed and simplify annual audits, while identifying inconsistencies to create opportunities for greater efficiency

### Cost savings

Streamlining inventory management can save most departments 10-20% of annual inventory. Considering that a typical maintenance-parts inventory has a value of about \$1 million to \$10 million, this could result in an **estimated savings of \$100,000 to \$2 million a year.**<sup>4</sup>

## 3. Improve capital planning

### Seeing the future

Even though we know that operations professionals can’t see the future, they’re often asked to do just that. Forecasting future operational needs is a daunting task, but it has to be done. Whether it is replacing old equipment or planning for future renovations, it all needs to be taken into account.

A large piece of capital planning comes down to an organization’s equipment and infrastructure. While a [facility condition assessment](#) provides good information, it often lacks details that would come from a CMMS to help put everything into action. These could be details on past repairs, expected asset lifecycle, issues that regularly arise and the day-to-day of how a machine is functioning.

### Forecasting tools

Capital forecasting tools can provide access to an inventory of structures and assets, along with a record of their age and condition.

Forecasting tools along with a CMMS can bridge the gap between capital planning and maintenance and operations programs by helping facility managers:

- Justify funding and budget requests by tracking the cost of correcting deferred maintenance deficiencies
- Facilitate the creation of long-range capital plans by accounting for major equipment and building replacements and renovations
- Associate needed corrections with equipment to enable comparison of maintenance costs versus replacement costs

Implementing an achievable capital plan can provide a boost of efficiency to your operations by eliminating future issues, as well as help you anticipate your needs during an emergency situation. A mobile CMMS can help you and your team members have the safety protocols and procedures they need when and where they need.

## 4. Energy Tracking

### Controllable cost

For most facilities, energy is the largest but most controllable fixed cost. Increasingly, building managers with few resources are turning to [energy efficiency](#) to cut fixed operational costs.

But when maintenance and operations teams make retrofitting efforts, how do they know they worked? Was the money spent on new light bulbs and the time spent installing them worth it to the organization? And how do you effectively show the outcome to leadership in your organization?

### Tracking tools

Energy tracking tools have advanced and expanded to allow organizations to track retrofitting efforts quickly and with minimal training.

Utility tracking tools allow maintenance and operations teams to:

- **Understand:** Review energy consumption to identify unusual spikes in usage. A spike in water consumption with no obvious reason could mean you have a leak.
- **Measure:** Watch and compare pre- and post-retrofitting effort usage, then follow up on repair projects to see if your team's repairs fixed a spike in consumption.
- **Report:** Analyze and benchmark energy usage data to previous years to justify the time and money spent on energy efficient changes made by your team.

On average, **your organization can save \$50,000 annually** with a \$1 million energy budget – 5% average energy savings through utility tracking.<sup>5</sup>

### Good maintenance saves energy

Building systems that are properly maintained will perform more efficiently and use fewer utilities, so it's important to pair energy-saving efforts with strong preventive maintenance programs.

“

The savings are so dramatic, at one point our utility costs at one building were down 74%.

”

**Brendan Ganser**  
Rawhide Boys Ranch

## Get started today

Cloud-based maintenance management systems are flexible and can be implemented quickly. They're also easy to use, even for the most seasoned facility manager who is accustomed to using spreadsheets and paper processes to get the job done. Of course, the more quickly an organization gets started, the faster it will realize cost savings.

To learn more about how you can apply online tools to cut costs, create efficiencies and improve reporting, visit [our website](#).

## Success stories

After using Brightly TheWorxHub for 5 years to help streamline maintenance at their CCRC, **Canterbury Court** has seen some great results. They were able to use reporting from the maintenance system to justify hiring an additional staff member, and their staff is much more efficient since they can now complete work on mobile devices. [Read their client success story.](#)

**Rawhide Boys Ranch** in New London, Wisconsin faced a repair-versus-replace dilemma in managing its 600-acre complex with 22 buildings, the oldest of which was built in 1908. Since its five-person maintenance team began using Dude Solutions, the team has recorded significant savings, including reducing utility costs by 74% for one building. They also used our maintenance solution to justify the replacement of a boiler/chiller system and continue to report resulting energy savings to their Board of Directors. [Read their client success story.](#)

**Hutchinson Correctional Facility** in Kansas has three facilities with a staff of 35 maintenance technicians and a limited budget. Their facility manager uses Brightly for maintenance and shares detailed reports with the warden to justify staffing. The team can flag high-priority tasks, such as security system repairs, for fast attention. Maintenance completion rates have increased by 25%.

**Pepsi Bottling Ventures** in Garner, NC switched from a paper-based system to Brightly to submit, organize, complete and report on the 76,000 work orders at their bottling plant. Employees use the solutions on tablets to record information and efficiently complete tasks right at the machines they're working on. [Watch their video testimonial.](#)

For **Georgia Tech Athletics**, the switch from paper and pencil to Brightly Asset Essentials has allowed them to do work more efficiently and strategically. Their technicians can better plan out their day, too. [Read their client success story.](#)

## Sources

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## About Brightly Software

Brightly, the global leader in intelligent asset management solutions, enables organizations to transform the performance of their assets. Brightly's sophisticated cloud-based platform leverages more than 20 years of data to deliver predictive insights that help users through the key phases of the entire asset lifecycle. More than 12,000 clients of every size worldwide depend on Brightly's complete suite of intuitive software – including CMMS, EAM, Strategic Asset Management, IoT Remote Monitoring, Sustainability and Community Engagement. Paired with award-winning training, support and consulting services, Brightly helps light the way to a bright future with smarter assets and sustainable communities. For more information, visit [brightlysoftware.com](http://brightlysoftware.com)