

Swimming in paper? How automation can simplify your M&O



Maintenance and operations professionals face many challenges; topping the list is planning, organization and automation. With inflation, rising costs, supply-chain turbulence and labor challenges, finding efficiencies is a tall order if you're waiting for the next critical corrective work order to roll in.

Since manual maintenance systems tend to consist of a disorganized combination of word-of-mouth, phone calls, emails, printouts, sticky notes and spreadsheets, they can be difficult to track. Many companies also take the "if it's not broke" approach and don't invest the time or money into changing those systems — a change that could save them considerable time and money.

A computerized maintenance management system (CMMS) can help maintenance and operations managers rise above the swells and move from reactive damage repair to proactive maintenance. It can also amplify team morale and streamline workflows. Implementing the right CMMS system is like throwing a life preserver to an M&O manager drowning in a sea of paper.



1. Why M&O managers end up underwater

Does managing M&O feel like a game of Marco Polo? Here's why.

There is no time for proactive maintenance

If you've ever suggested ideas to improve the maintenance and operations of your organization, you've likely heard:

- "There's no time to do preventive maintenance."
- "There are too many upfront costs; there's no room for Cap-Ex in the budget."
- "It's too labor-intensive; we don't have the staff."

Many organizations resist replacing paper-based systems and traditional equipment monitoring, especially if they feel they are catching issues "soon enough."

But in a purely reactive approach, teams end up just fixing malfunctioning assets and throwing money at problems. Automated systems help managers recognize opportunities to generate cost savings or identify better ways to do the task.

The total economic impact of CMMS software can be hundreds of thousands of dollars saved for organizations just on maintaining or improving productivity.

Being reactive = extra time, money and lower test scores

\$50_{bn}

According to a [Wall Street Journal report](#): unplanned downtime costs industrial manufacturers an estimated \$50 billion annually, and 42% of all unplanned downtime was caused by equipment failures in all types of organizations.



Recent data from [Senseye](#) reveals that large facilities across all industries spend roughly \$532,000 per month on unplanned downtime due to machine and equipment failures.



The [National Bureau of Economic Research reports](#) that in schools, a student's PSAT scores dropped 1% for every 1 degree hotter it was in classrooms with HVAC system downtimes.

Paper-based systems lack automation

Most home-grown systems do not possess the capability of automated reminding, dynamic work order management, proper reporting and actionable data-capturing capabilities. Without automation, M&O managers are flying blind or, at best, piecing together a paper trail to make their next right decision. Without a big-picture view of maintenance, including cost and resource allocation, managers are more likely to:

- Encounter hard-to-predict and costly reactive repairs
- Throw money at problems rather than recognizing solutions
- Incorrectly allocate resources (people and money)

Automation can help give M&O teams the global view they need to keep operations running smoothly.

Stakeholders are resistant to change

With the fast pace of technology, it's not always easy to keep up. And, understandably, not everyone will be at the same comfort level when using new software such as CMMS.

M&O managers often cite implementation and training time, cost and a host of other reasons for their reluctance to adopt a new system. And the main reason? Familiarity. Paper-based maintenance and operations systems have often been in place for years, and there's comfort in a known process.

People like what they know.

But they can learn new things, no matter what season of their career or position within the organization. When they realize how much easier their daily workload can feel, the benefits of reduced long-term expenses for a company or heck, a day that ends early when all jobs are completed, it can be easy to gain traction quickly.

And like a smartphone, tech can feel second nature for your stakeholders before you know it.



2. What happens when you can't swim?

If your M&O department is barely treading water, chances are you might be setting your organization up for other challenges.

Increased risk of disruptive failures

Without a well-maintained system of records for equipment, managers run the risk of unplanned downtime, lost revenue, negative customer experiences and expensive, unnecessary premature retirement of capital assets.

What if you could reduce expenses associated with scrap, product rework, incorrect processes and lack of equipment maintenance? Or what if you could prevent your hospital from closing temporarily due to HVAC systems going down? With an automated CMMS system, these things are entirely possible.

Team inefficiencies

Feel like you can't get ahead? Heavy reliance on reactive maintenance leads to a "fire-fighting" mode to tend to a constantly growing maintenance backlog.

Homegrown systems are limited. Paper- and spreadsheet-based systems are difficult to maintain, typically only work well for the author, and can cause issues for the whole team leading to even more chances for human error.

A more intelligent system that connects to everyone can shift your team from reactive to proactive.

Have you ever experienced an M&O department in chaos?

This might be your team if you're:



Unsure what tech is available or who has the correct skills



Unable to properly plan future work



Experiencing too much overtime, poor morale and safety risks



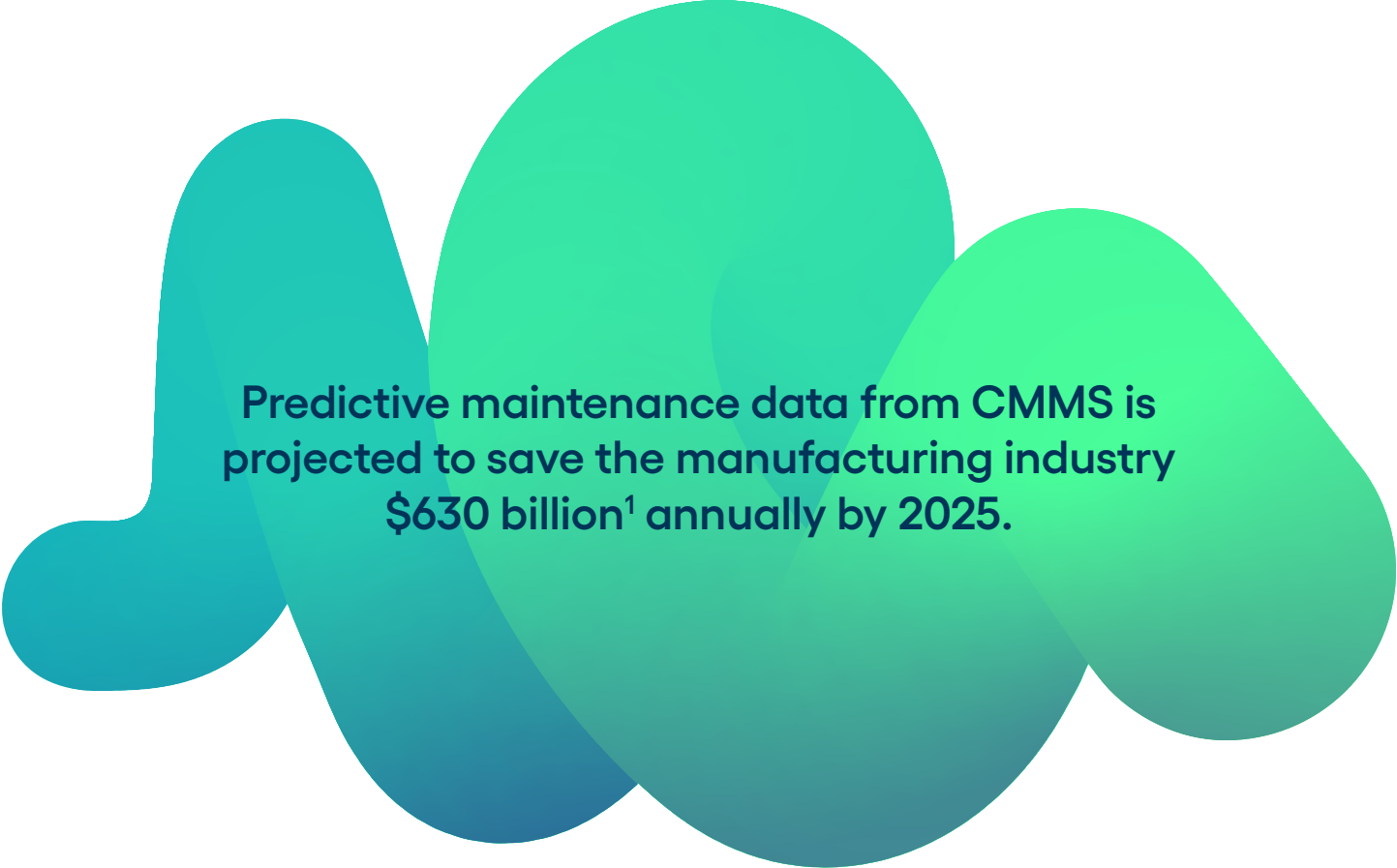
Lacking a notification system, smart workflow, or escalation plan

Increased capital expenditures

A common problem for managers is the inability to recognize where serious savings are possible, leading to cost overruns due to improper management, rising expenses for deferred or backlogged maintenance, and frequent replacement of assets, systems and buildings prematurely due to poor M&O processes.

Other hidden costs

There are other expenses that are often overlooked. Missing critical spare parts when needed results in difficulties meeting regulatory requirements. An integrated CMMS can help you to manage your spare parts and requisitions: never get caught in a “stock-out.”



Predictive maintenance data from CMMS is projected to save the manufacturing industry \$630 billion¹ annually by 2025.

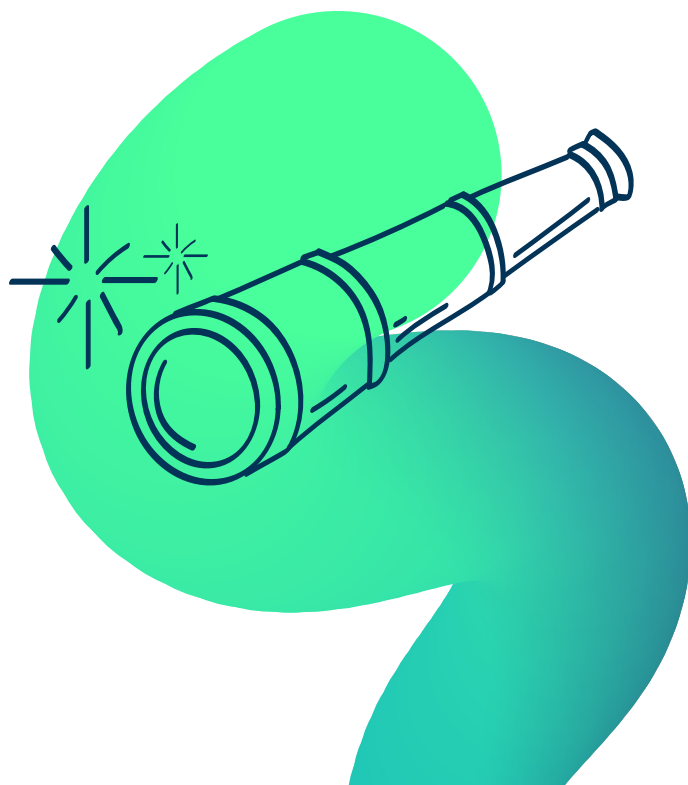
3. Swimming back to shore: What happens when you make the switch from paper to a CMMS

Migrating to a CMMS can be overwhelming for maintenance teams still using paper and spreadsheets for inventory management, but with the right partner, it's worth it (and not nearly as hard as you think it's going to be).

An efficient CMMS implementation can help simplify planned maintenance scheduling, extend the life of equipment and enable more data-driven decision-making to maximize productivity. Perhaps more important to M&O managers, work order automation creates time for strategic, higher-value tasks for the whole team.

Start planning ahead versus putting out fires

If you fall into the “we don’t have time to do proactive maintenance” camp, chances are you’re still spending valuable resources (cough, time and money) on fixing broken assets. A CMMS helps organizations hit their preventive maintenance goals.



CMMS can help your org find the right balance

80/20

It's an 80/20 split: 80% preventive maintenance, 20% corrective maintenance is the “stable” goal, according to the [Society for Maintenance & Reliability Professionals \(SMRP\)](#)



The SMRP lists that a 90/10 split is considered “world-class status.”

See outcomes: better-maintained facilities, performance goes up

An integrated CMMS promotes better, safer and more efficient facilities and operating environments.

These improved outcomes include:

- Efficient production at facilities
- Enhanced quality products
- Better team morale
- Optimal processes to remain ahead of backlogged maintenance orders
- Improved long-term asset health
- More asset and system uptime
- Increased opportunities for cost savings, budget adherence and, most important of all: profitability

Maintenance managers become a more significant part of the organizational profit center

In many ways, maintenance professionals play a significant role in increasing profitability. There are many other places where CMMS will control costs, make you more efficient and ultimately more profitable — far outweighing the costs to acquire the CMMS.

Some examples:

- Reducing unplanned downtime of your assets/equipment
- Minimizing stock-outs (missing a critical spare part for a work order when you need it most)
- Optimizing your team (have the right person for the right job at the right time)
- Better quality production (reduce scrap and rework)
- Stretch the life out of your assets and facilities by avoiding costly capital expenses replacing or overhauling prematurely-aged equipment
- Helping document and enact compliance and safety initiatives your stakeholders before you know it.



Promoting safety and avoiding fines

Data captured in CMMS programs can help mitigate OSHA fines for safety violations, which cost operations nationwide \$164 billion² in 2020.

Getting organizational buy-in to a new technology solution — from management through techs and operators

CMMS implementation isn't just about getting the software up and running — the right solution should be paired with carefully designed, clearly-established workflows.

Success often boils down to getting alignment across the organization, especially from the maintenance team. The key to getting everyone on board is shifting from thinking of the CMMS cost to focusing on the value and reduced maintenance-related expenses.

Learning to swim

Gearing up for change requires a plan so you can save time and energy. With perks like better control over processes and real-time access to critical reporting metrics, a CMMS can quickly become your organization's best friend. But before any of that happens, you will need an implementation plan.

Here's a complete checklist of key steps to help ease the transition and gain buy-in:

- 1 Dedicated implementation team.** Trust your CMMS partner to coach you through this to success.
 - Work with your vendor to model improvements into your CMMS.
 - Schedule periodic check-ins between primary users and vendors to ensure things are going well.
- 2 Shared vision of success.** Assemble a team of internal stakeholders with multiple voices (management, technicians, etc.).
 - Gain a broad perspective of your organizational needs.
 - Develop internal “champions” (typically those on the initial team) to help gain traction.
- 3 Employ a “crawl/walk/run” mentality.** You don't need to solve all problems at once — this is a “continuous improvement” process.
- 4 System and structure.** Create a coding and labeling protocol for the new system that includes data on the design of your overall operations.
- 5 Training.** Once ready to “go live,” ensure everyone on your M&O team has access to proper training (including technology and systems).

Getting a system set up and using it correctly can streamline work order management, reduce energy expenses and protect technology — helping your operations run at peak efficiency.

You dove in the deep end. Here's a life preserver

This e-book is a roadmap to get you started on your transition from a paper-based system to acquiring the CMMS technology that can change your operations for the better.

For more information on our CMMS technology, check out our [Brightly Buyer's Guide](#) on best practices for how to purchase the right CMMS and EAM software.

Why adopting a CMMS is better than building

It can often seem more cost-effective to build your system (i.e., paper logs, basic spreadsheets or even home-grown systems) rather than invest in a fit-for-purpose CMMS.

But is it best in the long run?

Why buying is best

Across industries, staffing and worker shortages are leading challenges. So, if you're thinking of implementing a new solution, you may be worried about the time it will require for training and additional resources to get up and running.

It might seem easier to stick to your familiar home-grown, paper system.

But for organizations (M&O professionals included), new tech can be easier than ever before to implement, scale, and get everyone up-to-speed. Incoming talent demands having the tools they need to do their jobs effectively — even in manual-type roles, these tools are the future of tech.

The right CMMS solution should come with the support you need to minimally disrupt your operations while getting everyone online and aligned.

As times continue to change, we are here to address and assist your ever-evolving needs. We offer a suite of award-winning solutions to help you optimize today, plan for tomorrow and help the world to thrive. Are you ready to get organized, eliminate paper and save money? [Talk to one of our experts](#) to learn about our solutions.



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

