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Challenges of implementing CMMS / CAFM Systems

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What is a CMMS / CAFM System

CMMS – Computerized Maintenance Management Systems

Manage the full cycle of Asset Management from purchase to disposal including corrective and preventive Maintenance, Material Management, Contract Management, Project Management, Cost and Quality Management

CAFM – Computer Aided Facility Management Systems

It is a CMMS with the capability to integrate with graphical related technology such as AutoCAD, BIM and GIS being able to project location and retrieve information related to a specific Facility / Asset

Today's CAFM Systems are:

Are packed with new and innovative technologies including Dashboards, AutoCAD and BIM integration, Business Intelligence, Mobility and integration with IoT sensors

Benefits of CMMS / CAFM Systems

- **Management, monitoring and control of all activities related to delivering quality Corrective and Preventive maintenance services**
- **Complete facilities, buildings and equipment Asset Management System of all financial and technical information from purchase to disposal**
- **Preventive and Corrective maintenance planning and management using productive and state of the art planning and scheduling user friendly tools**
- **Contract Management including the continuous control, reconciliation and management of all maintenance work, costs and SLAs**
- **Warehouse and spare parts management**
- **Efficiency Management by ensuring the optimal utilization of staff through planning, scheduling, coordinating and monitoring tools**
- **Quality Management continuous control and assessment complying to international quality, regulatory, health and safety standards**

Procuring a CMMS / CAFM System

- To get the full benefits from your system, it is mandatory to select and procure a sophisticated a CMMS / CAFM application system.
- There are tens of good CMMS / CAFM systems in the market and selecting the most appropriate one may be an important factor for a successful implementation of such a system but there not the only factor for a successful implementation.
- Any IT software system you choose today must meet / exceed the business requirements and the specific requirements of your organization / department.
- In the case of a CMMS / CAFM system it must combine the best features and functionality of Facility Asset Management, Property Management and Computer Aided Facility Management (CAFM) features with the strengths of a robust Computerized Maintenance Management System – (CMMS).
- In general to have a successful CMMS / CAFM implementation you need to ensure that the system is within the budget, requirements and time constrains you have set for your CMMS / CAFM project.

10 most important factors for a successful CMMS / CAFM project

- **Procurement / Budget**
- **Processes**
- **Taxonomy**
- **Resources**
- **Phase Approach**
- **Reputable CMMS / CAFM system and supplier**
- **Quality Data**
- **Management Decision Support**
- **Planning**
- **Training**

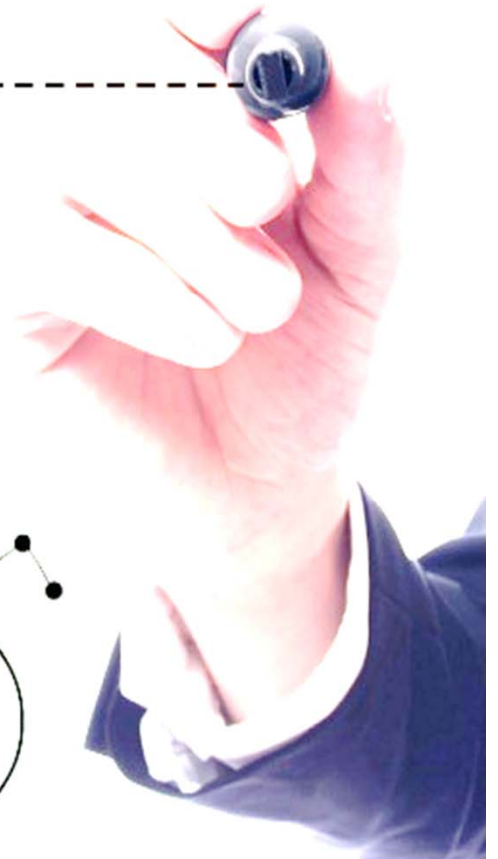


Procurement / Budget

- **CMMS / CAFM systems are designed for FM Experts.**
- **Benefits should be based on your specific FM objectives / requirements**
- **Your requirements must be well analysed and documented. This is not only important for you but for the provider to understand your needs**
- **In documenting your requirements, you need to:**
 - Think of your current problems and processes and ways that you can improve them
 - Include volume information such as buildings, type and number of assets
 - Outline your reports and KPIs / SLAs monitor and measure requirements
 - Don't focus on Technology, focus on your FM Business requirements
- **When listing requirements, do not list requirements that you do not know what they are or you do not know if you need them. Stick to Mandatory**
- **For each Requirement estimate the budget and see if you can afford it**

Processes

- Any IT systems depend on processes.
- Before you implement a system to have in place SOP
- Processes must also be aligned to the digital technologies you are to implement, eliminating any duplicate or redundant steps.
- It is highly advisable that before you start your journey towards a new application system you have FM business consultants audit your current operation and ensure that that your SOP are sufficient to take advantage of a CMMS / CAFM system
- Use standards like ISO41001 Facilities Management and ISO55000 Asset Management



Taxonomy

- **Taxonomy provides a framework within which knowledge is able to be identified and categorized for ease of access by practitioners**
- **Taxonomy refers to all the types and coding of data you have within your organization to identify your FM related resources**
- **Taxonomy covers**
 - Type of building, assets and coding masks (Tag IDs) to be able to define your Assets
 - Type of Tasks, Trade, shifts
 - Work Order type, status, failure codes
 - Type of material, procurement status, etc
 - Hierarchical structure of coding defining facilities, buildings, projects, contracts and how all these are interrelated
- **Ensure that your CMMS / CAFM supplier has experience in helping you evaluating you Taxonomy for a more efficient and effective management**

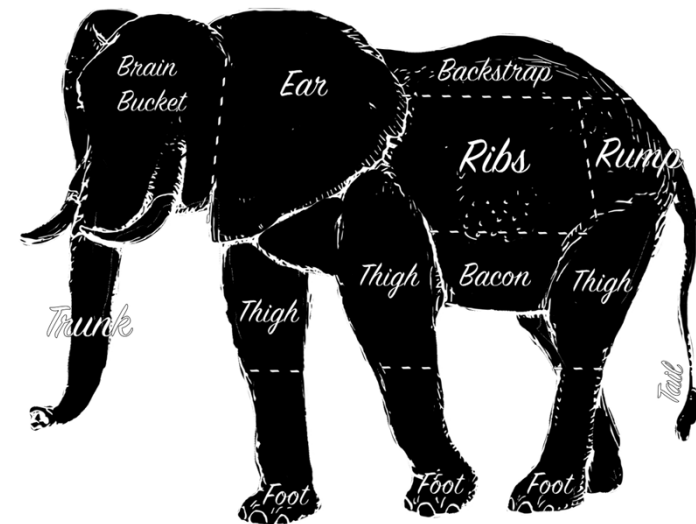
Resources

- **The biggest investment in a CMMS / CAFM project is the time and resources you put into it before, during and after implementation**
- **Your implementation team must be computer related, understand your organization and your FM needs and are able to provide the necessary feedback to the application provider**
- **Ideal implementation team from the customer side:**
 - A Project Manager
 - FM Experience person responsible to administrate the CMMS / CAFM system
 - A steering committee comprising with one representative from each of the departments in your organization related to your FM functions (procurement, finance, HRM etc)



Phase Approach

- Use the 20% to 80 % rule.
- 20% of the functionality will solve 80% of your problems
- You need to put a plan in place that will focus on implement and taking live the 20% features first and then move to implement the other 80%.



Reputable CMMS / CAFM system and provider

- **Select a CMMS / CAFM solution from a reputable company that has been for many years in business with a track record of successful implementations especially in the industry sector that you are in**
- **The supplier must have a good knowledge of the business, standards and successful implementations in their background**
- **Procure a system that can support features such as:**
 - User friendly and robust
 - Collaboration between customers, suppliers, contractors and end customers
 - On-line using self-service help desk through the web
 - Planning and scheduling tools
 - Mobility
 - Dashboard tools and Query tools to build dynamic KPIs
 - Ability to integrate to Energy Management, BIM, AutoCAD, BMS, GIS and ERP systems
 - Support standards such ISO41001 Facilities Management and ISO55000 Asset Management
 - Has enough qualified resources to be able to support your users after the project goes live.

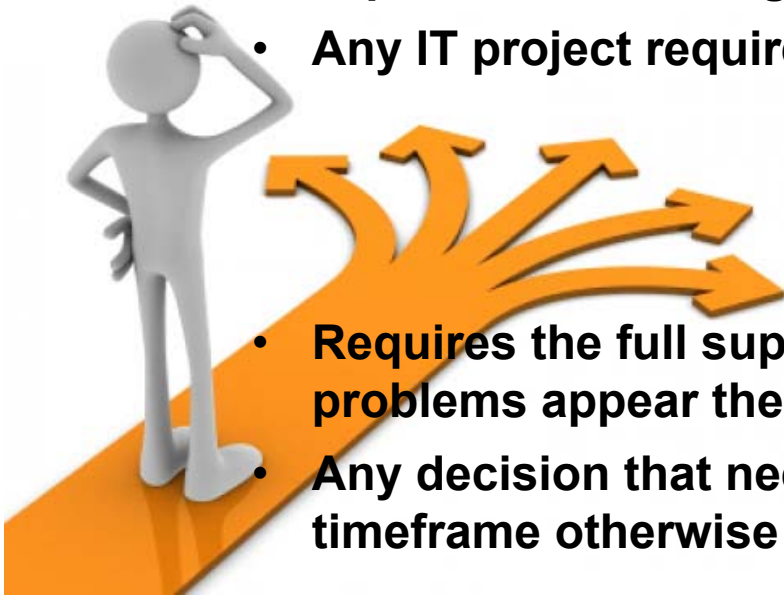
Quality Data

- **IT systems run on data. In IT we use the term garbage in garbage out. If you do not have quality data or you will not get be able to monitor and measure your performance.**
- **You do NOT need to have the 100% availability of data**
- **What you need to make sure is that any data you load to your system are in good quality and provide enough information to manage your operation.**
- **Start with the ones that require the most corrective and preventive maintenance and gradually load data when these are available.**



Management Decision Making

- **An IT project always starts with excitement until the first issues appear.**
- **If you complete a CMMS / CAFM project without any issues, then expect issues during after going live.**
- **Any IT project requires continuous decision making**
- **Requires the full support of upper management so that when problems appear these can be resolved asap.**
- **Any decision that needs to be made must be made within the agreed timeframe otherwise your project will slip and sometimes never end.**



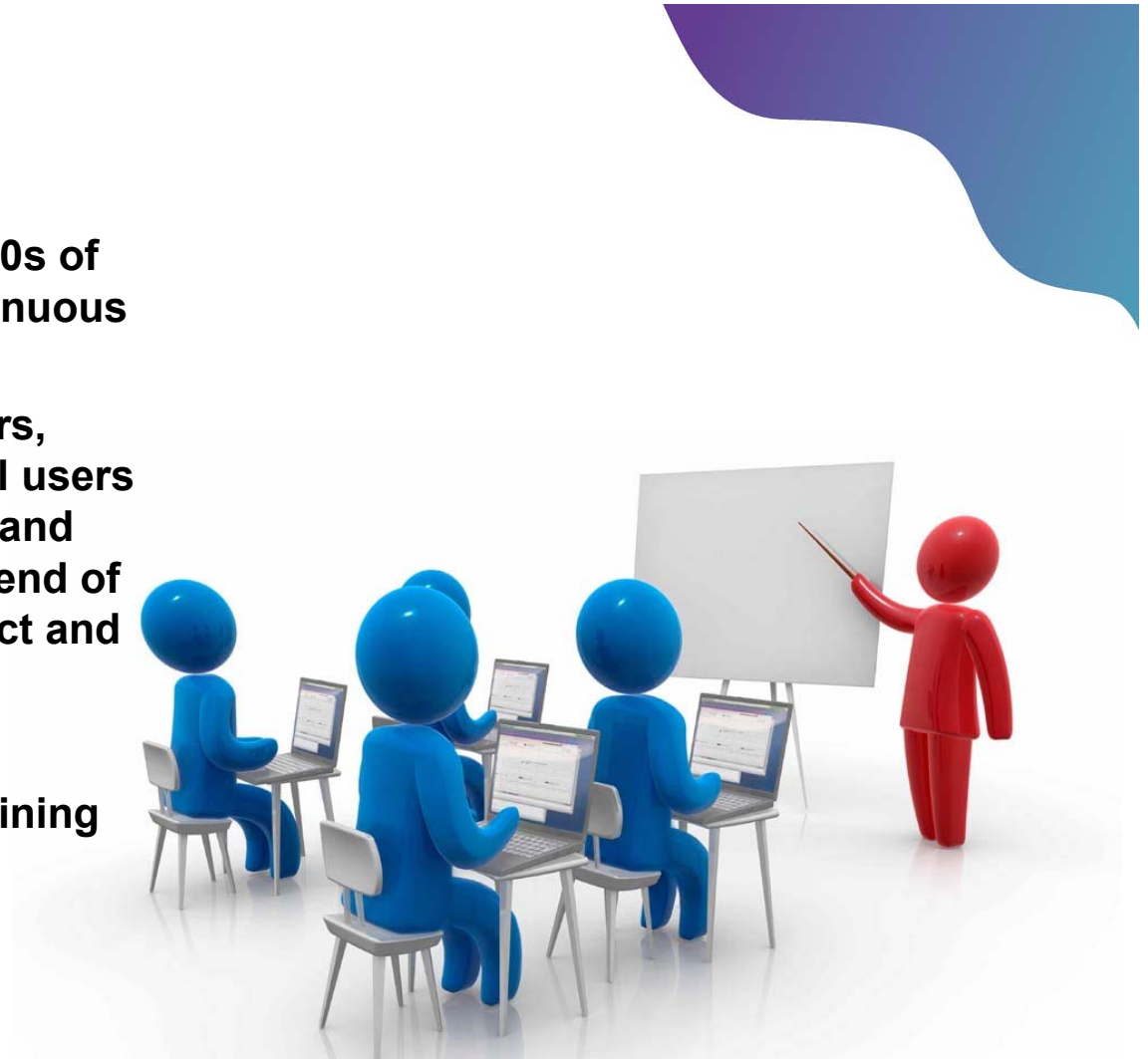
Planning

- **Benjamin Franklin once said, “If you fail to plan, you are planning to fail.”**
- **Planning can make the difference between failure and success in a CMMS / CAFM project.**
- **A Plan must have all the tasks required from beginning to end:**
 - Dynamic process
 - Expect tasks, duration and work time, grouped in Work packages
 - Milestones and Dependencies
 - All resources involved in the project must be involved




Training

- **CMMS / CAFM systems have 100s of features and benefits with continuous updates.**
- **Users and especially supervisors, Administrators and generally all users must be well trained on the job and during training sessions at the end of the implementation of the project and before going live.**
- **Training should be in phases**
- **Most important is on the job training**



Conclusion

- **if you do not have in place the appropriate plan, resources, processes, quality data, taxonomy, management support and training, chances are that your project will fail.**
- **Factors outlined are not exhaustive and their importance varies to the size of the project and customer organization and requirements**
- **To make sure that all factors are managed it is important that a CMMS / CAFM project is implemented in a partnership between the supplier and the customer.**
- **Before the project starts you need to perform a risk analysis of what are the possible risks that may affect the cost, the time and scope of the project.**
- **Risks need to be evaluated, plan adjusted and appropriate measures must be introduced so that these risks are mitigated as much as possible.**



***Thank you very much for
your attention***

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