10 Reasons to Use a CMMS over Email

FTMaintenance

THE PROBLEM WITH USING EMAIL
FOR MAINTENANCE MANAGEMENT

When implementing a preventive maintenance program for the first time, maintenance managers often rely on email software. These programs feature built-in calendars that make it easy to communicate with others, schedule work orders, and send reminders. Not only that, but nearly every business owns email software, such as Microsoft Outlook, and most employees are already familiar using it.

Though email is an important communication tool, relying solely on email for maintenance management is not a sustainable solution. In the following pages, you will see why maintenance professionals choose computerized maintenance management software (CMMS) over email.

1. PREVENTIVE MAINTENANCE TRIGGERS

Email software allows you to schedule work orders by calendar date, but there are other non-calendar events that signal that maintenance is required. Maintenance software allows you to generate preventive maintenance work orders by calendar date, runtime or meter reading, or monitored equipment condition.

2. REPORTING AND ANALYTICS

One major area in which email programs fall short is reporting and analytics. In most cases, third-party software or integrations with other database programs are required for even the most basic of reports, which are unlikely to include results based on your maintenance data.

In comparison, generating maintenance reports is a focal point in CMMS systems. The software is designed to transform your maintenance data into easy-to-interpret reports with minimal effort. The system also handles the tracking of key metrics and performs calculations automatically.

3. ACCESS TO CRITICAL DOCUMENTS

Another benefit of computerized maintenance software is the ability to upload and attach critical maintenance and safety documents to work orders. This includes resources like manuals, schematics, warranty agreements, images, and even videos. Though files can be attached to email messages, technological constraints greatly limit the size and type of files that can be sent.

4. CENTRALIZED DATA

A CMMS is a single place where maintenance data is stored and tracked, instead of being spread out among various team members' emails. Technicians no longer need to remember to CC someone on an email when updating work orders or sift through their inbox to find historical data. CMMS software is a one-stop shop for all equipment and maintenance information.

5. TRANSPARENCY

Personal email accounts are walled off from one another, meaning that technicians cannot see who has been assigned to jobs, when work was completed, or what was done. If using a shared account, such as maintenance@yourdomain.com, there's nothing to stop multiple people from responding to the same request.

A CMMS system is better for determining which employees have the most work orders assigned to them so that you can allocate labor resources more efficiently. Maintenance managers can also see at-a-glance what work still needs to be done, the status of work in progress, and who is currently performing repairs..

6. STANDARDIZATION

Each time a work order is created from a request, the maintenance manager must collect specific information from the requester. Manually-created email messages often contain incomplete or inaccurate details and become a source of frustration for the maintenance employee who is assigned to the request. Maintenance management software provides a service request portal that can be customized so that all required information is gathered when requests are submitted, allowing requests to be addressed more quickly.

7. AUDITING, REGULATION, AND COMPLIANCE

Maintenance software makes passing audits and complying with regulatory requirements a cinch by creating a digital paper trail of work orders. The software can also quickly generate reports that detail work performed and automatically log when changes were made and who made them. Preparing for audits using email requires much more time and effort. Maintenance managers must search through a cluttered inbox and collect any additional information stored in related spreadsheets, paper copies, or other notes in order to find the appropriate documentation.

8. INVENTORY CONTROL AND PART TRACKING

An effective supply chain management strategy relies on the accurate tracking of maintenance, repair, and operations (MRO) inventory. A CMMS stores all of your inventory and vendor information in a single place, so that you can track parts usage and optimize inventory costs. When parts are used, the CMMS automatically reduces stock levels and notifies you when parts need to be reordered. With emails, you must manually track part consumption, vendor details, and purchasing history in a separate document or software package.

9. ALERTS AND NOTIFICATIONS

Though email software isn't designed for full-scale maintenance management, it remains a powerful communication tool for the maintenance team. CMMS software automatically sends email notifications for important events, such as when service requests are submitted, when parts need to be reordered, when preventive maintenance work orders become active, and many more. Using a standard email program, these notifications must be sent manually, keeping you tucked away in an office instead of on the plant floor getting things done.

10. SPECIALIZATION

As useful as emails can be, they will never live up to the power of computerized maintenance management software. Email applications were simply just not designed with the industrial user in mind, and cannot effectively handle the complex tasks that befall maintenance managers. It is impossible to achieve the same level of sophistication of a CMMS with email, even when used in conjunction with other documentation methods. In comparison, CMMS software was developed specifically for use in industrial settings, and offers industry-specific features and capabilities.

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FTMaintenance is a feature-rich, easy-to-use CMMS solution that automates maintenance tasks and connects you with powerful data for smarter maintenance management. Available as an affordable Software as a Service (SaaS) subscription, a convenient cloud-based purchase, or a traditional locally hosted solution, FTMaintenance is designed to work in any environment and fit any budget. Learn more at **www.ftmaintenance.com**.

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