Computerized Maintenance Management Software BuyerView | 2014
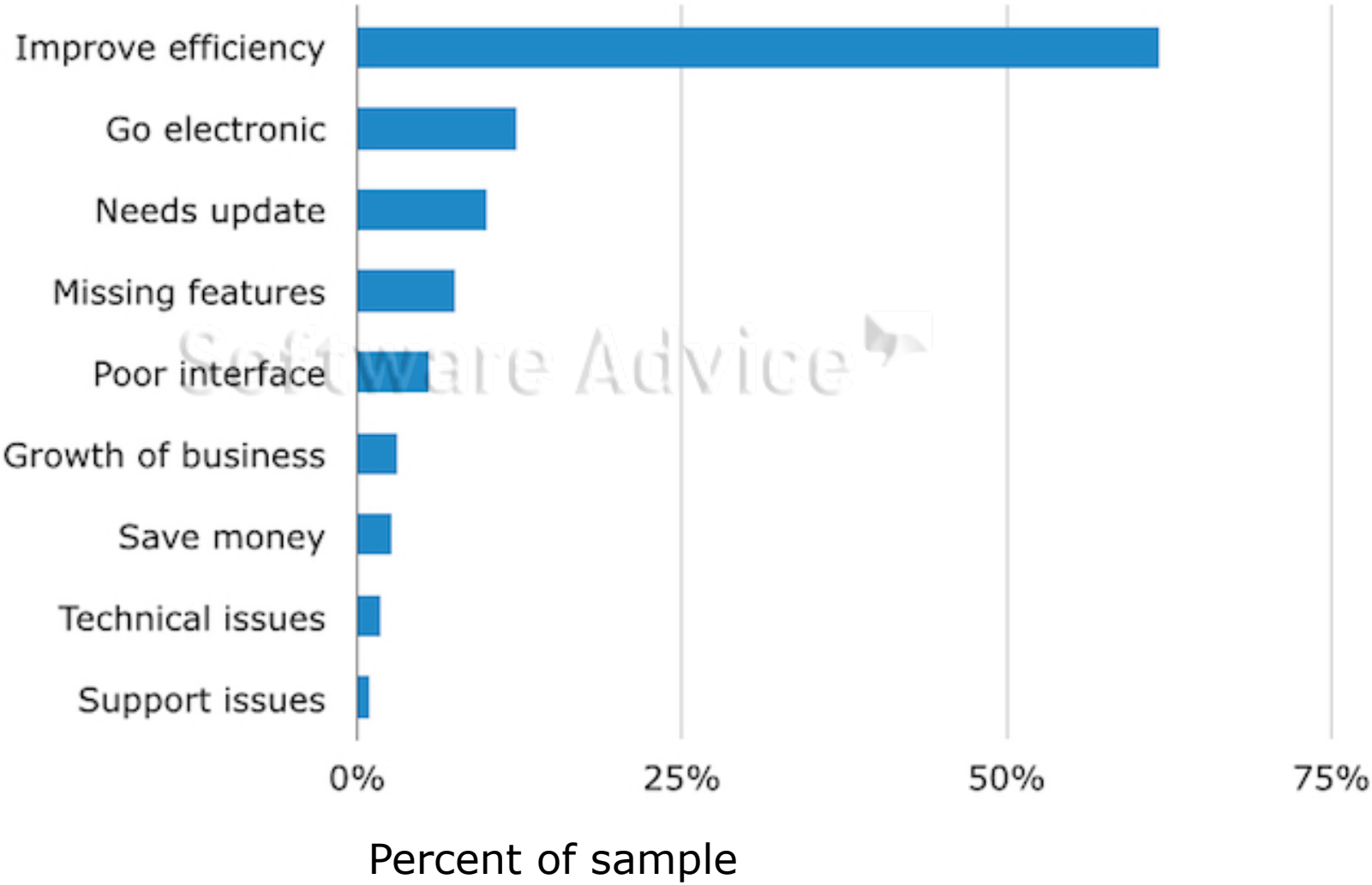
Insight into today's software buyer

Software Advice™

Prospective Buyers' Current Methods
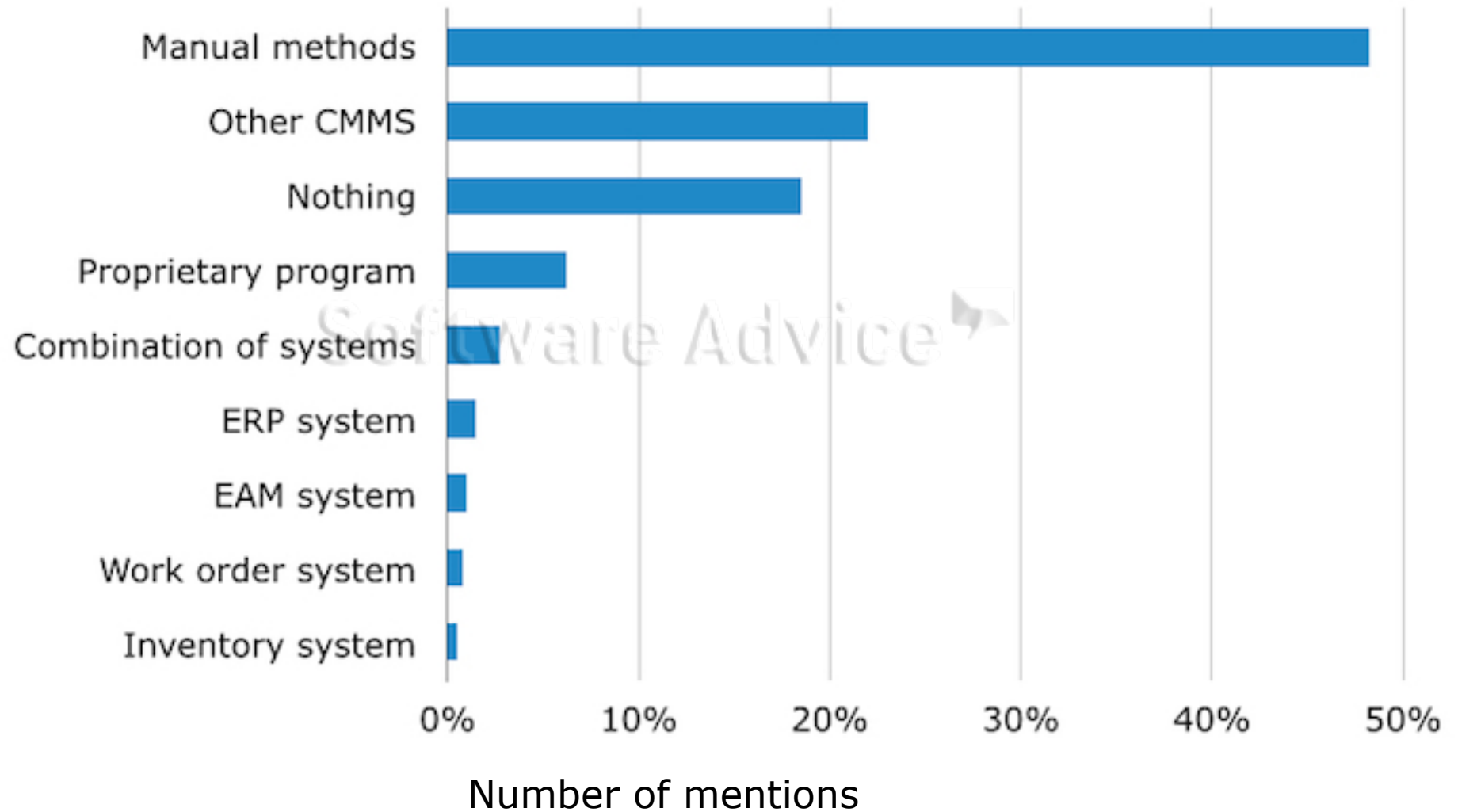
Nearly half of prospective buyers (48 percent) mentioned that they currently use manual methods, such as paper or spreadsheets.

Top Reasons for Software Purchases

Reason	Percent of sample
Improve efficiency	
Go electronic	
Needs update	
Missing features	
Poor interface	
Growth of business	
Save money	
Technical issues	
Support issues	

Percent of sample

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With 62 percent of mentions, most buyers cite a desire to improve efficiency and streamline operations.

# Top Reasons for Replacing Existing Software
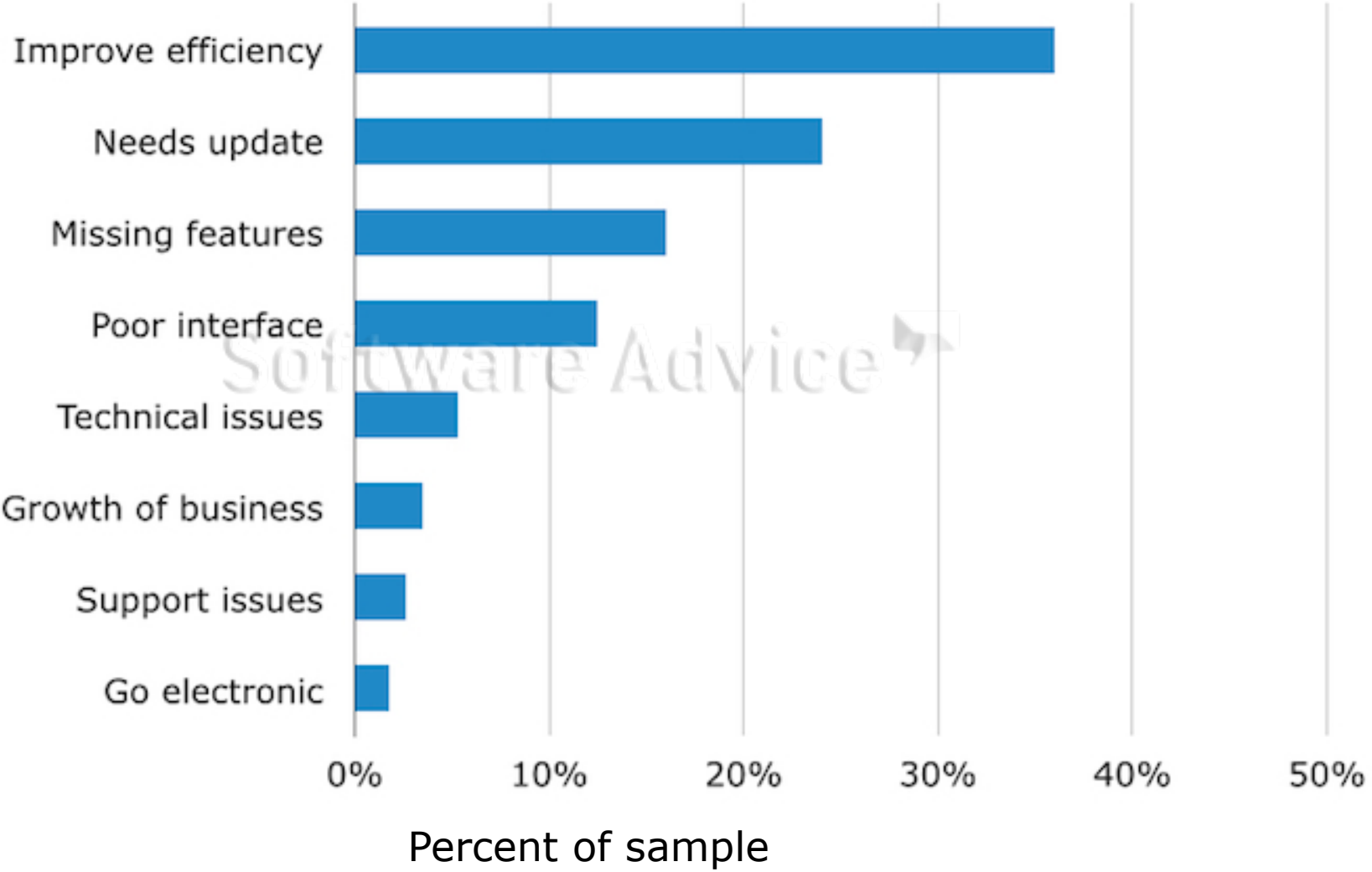
We found that 37 percent of buyers who were replacing an existing CMMS wanted to improve efficiency, and another 24 percent wanted a "more modern" system.
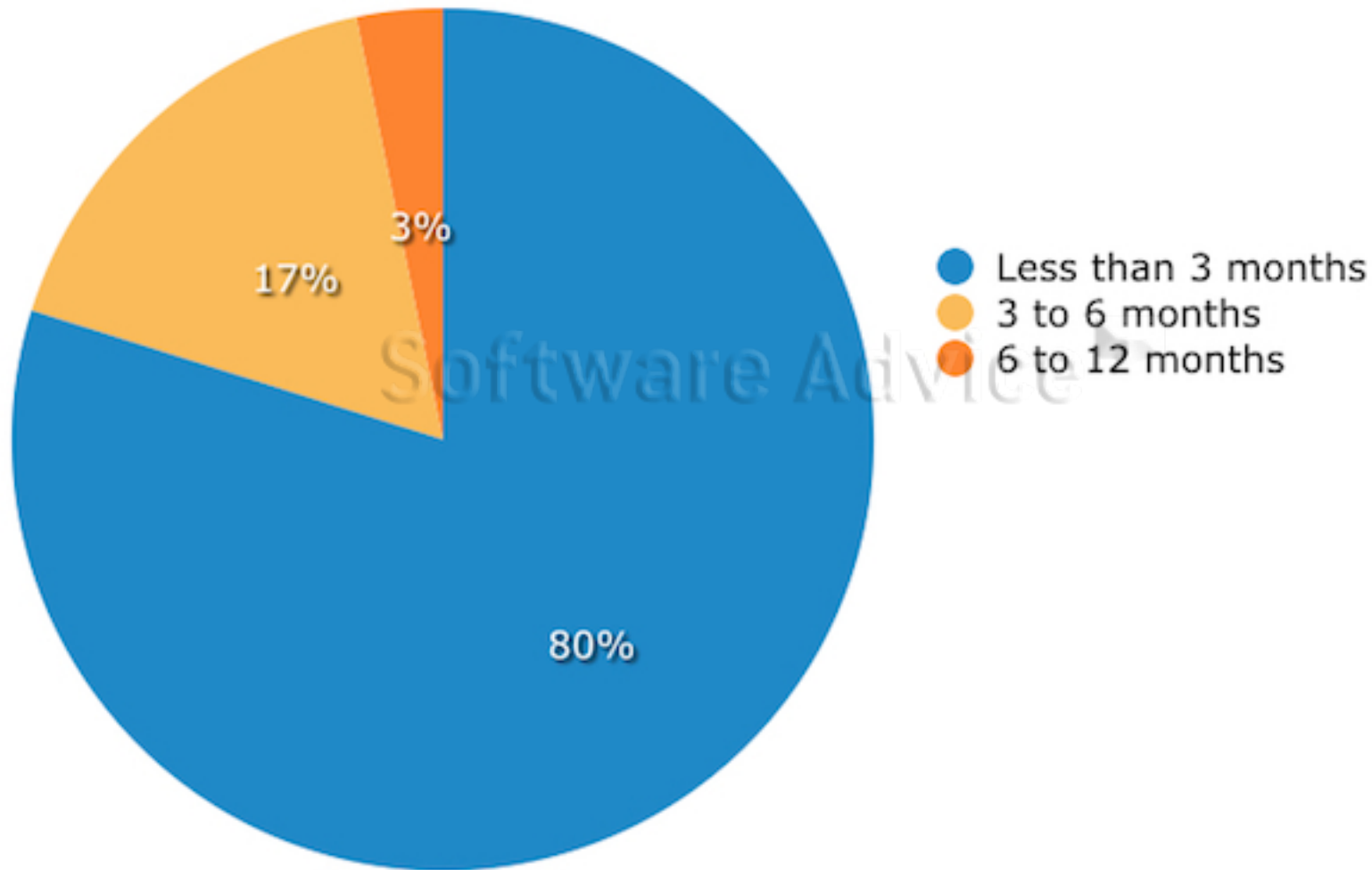
Top-Requested CMMS Features
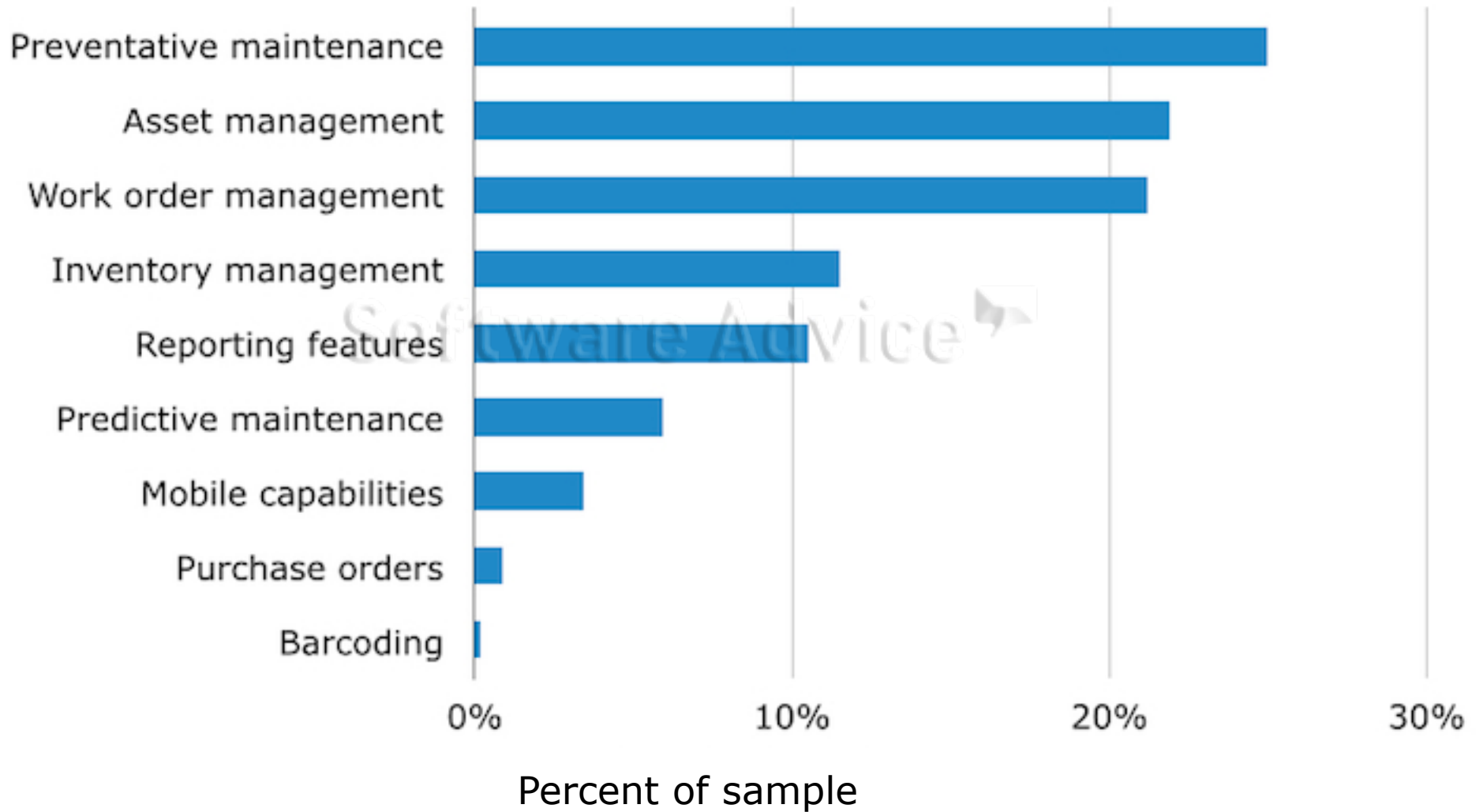
One-quarter mentioned preventative maintenance functions, or asset management (22 percent) or work order management (21 percent).

Deployment Preferences

15%

14%

71%

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- Not Determined
- On-Premise
- Web-Based
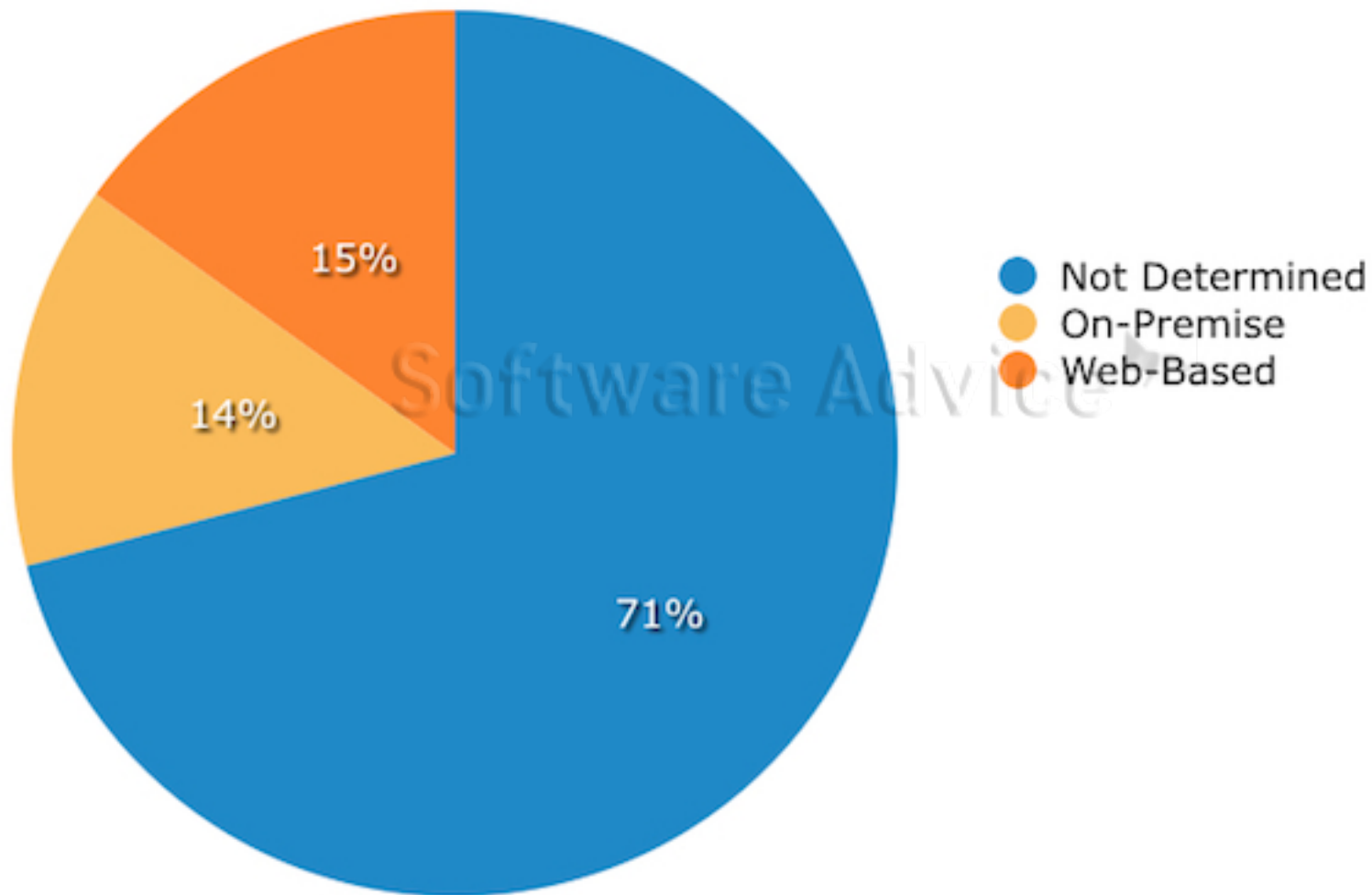
Seventy one percent of buyers didn't have a specific preference for deployment. On-premise (14 percent) and web-based (15 percent) ranked similarly.

Prospective Buyers' Time Frames for Implementation

Legend:
- Less than 3 months
- 3 to 6 months
- 6 to 12 months

80% — Less than 3 months
17% — 3 to 6 months
3% — 6 to 12 months

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The vast majority (80 percent) of buyers said they would make a decision in fewer than three months. Only 17 percent plan to take three to six months.

Demographics: Prospective Buyer Size by Number of Users

Legend:
- 1
- 2 to 5
- 6 to 10
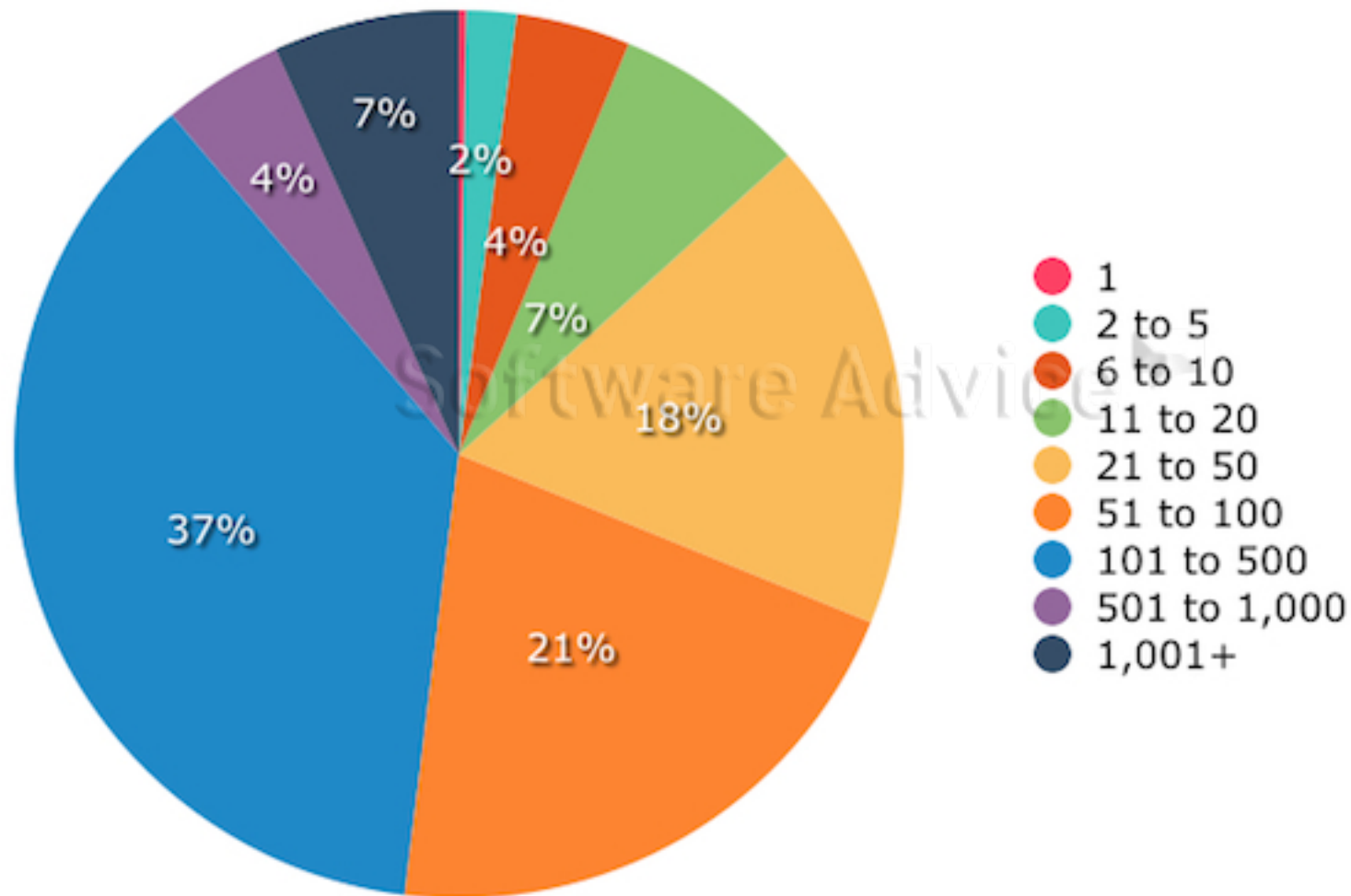- 11 to 15
- 16 to 20
- 21 to 50
- 51 to 100
- 100+
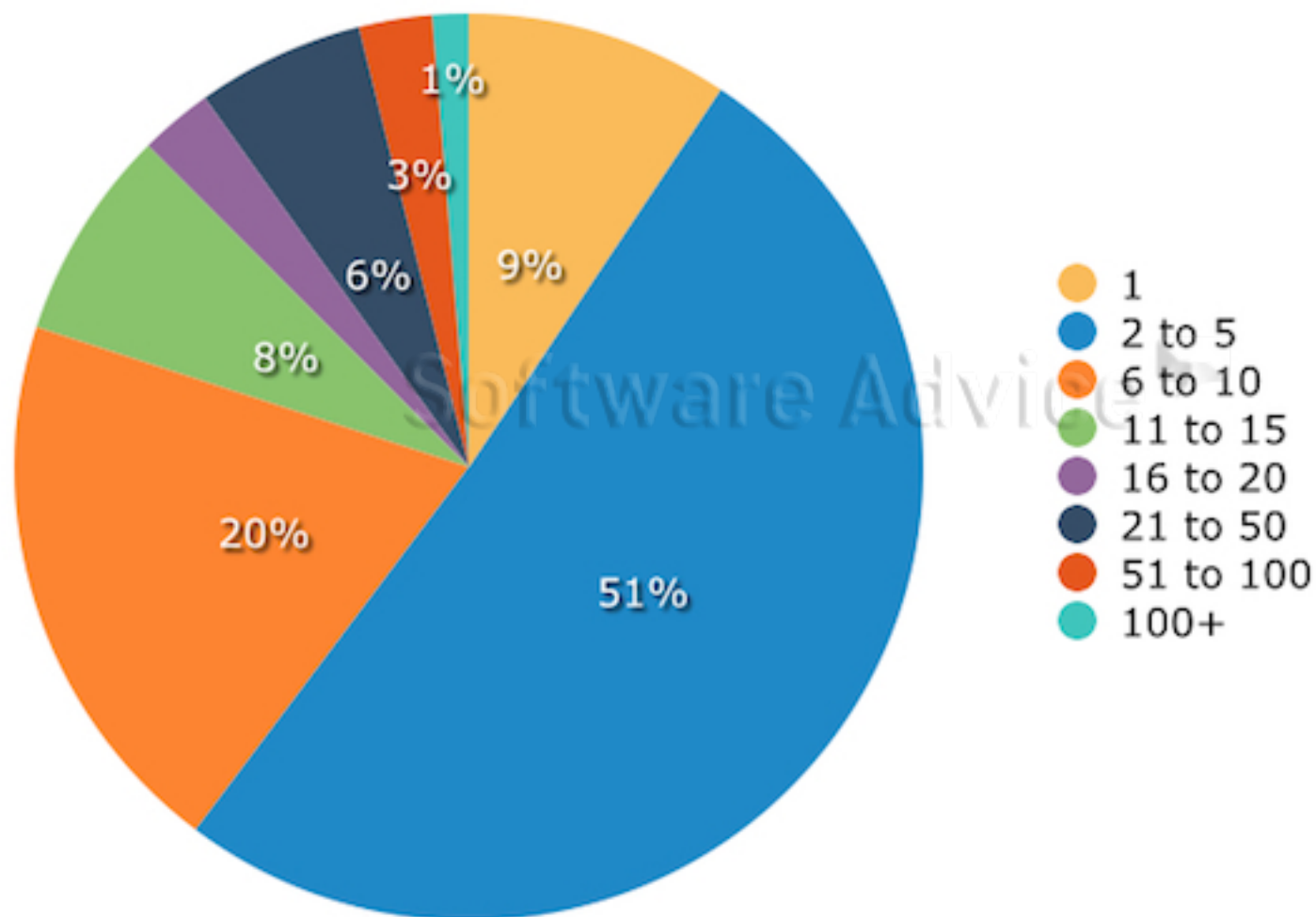
Over 50 percent of the buyers we spoke with only require access for two to five users, and another 20 percent need access for six to 10.

Demographics: Prospective Buyer Size by Number of Assets
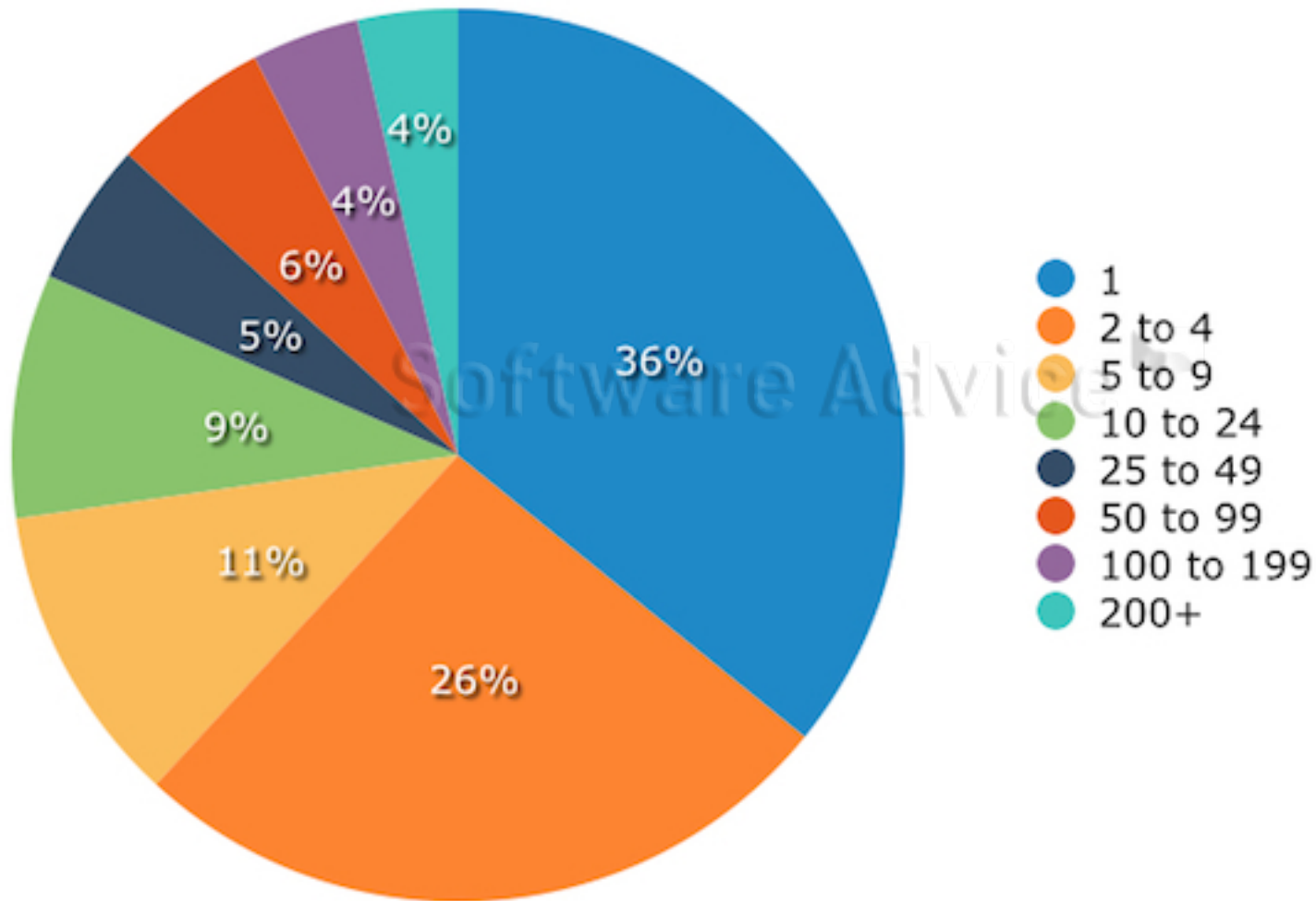
A majority of buyers (36 percent) report that they oversee just one building, vehicle or machine, and another 26 percent manage between two and four.

Demographics: Prospective Buyer Size by Number of Employees

Legend:
- 1
- 2 to 5
- 6 to 10
- 11 to 20
- 21 to 50
- 51 to 100
- 101 to 500
- 501 to 1,000
- 1,001+

Pie chart values: 7%, 4%, 2%, 4%, 7%, 18%, 37%, 21%

Most buyers (37 percent) said they have 101 to 500 employees to manage. In general, most buyers oversee somewhere between 21 and 500 employees.

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