Computerized Maintenance Management Software

BuyerView | 2014

Insight into today’s software buyer
Prospective Buyers’ Current Methods

Nearly half of prospective buyers (48 percent) mentioned that they currently use manual methods, such as paper or spreadsheets.
With 62 percent of mentions, most buyers cite a desire to improve efficiency and streamline operations.
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.
One-quarter mentioned preventative maintenance functions, or asset management (22 percent) or work order management (21 percent).
Seventy one percent of buyers didn’t have a specific preference for deployment. On-premise (14 percent) and web-based (15 percent) ranked similarly.
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.
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.
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.
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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