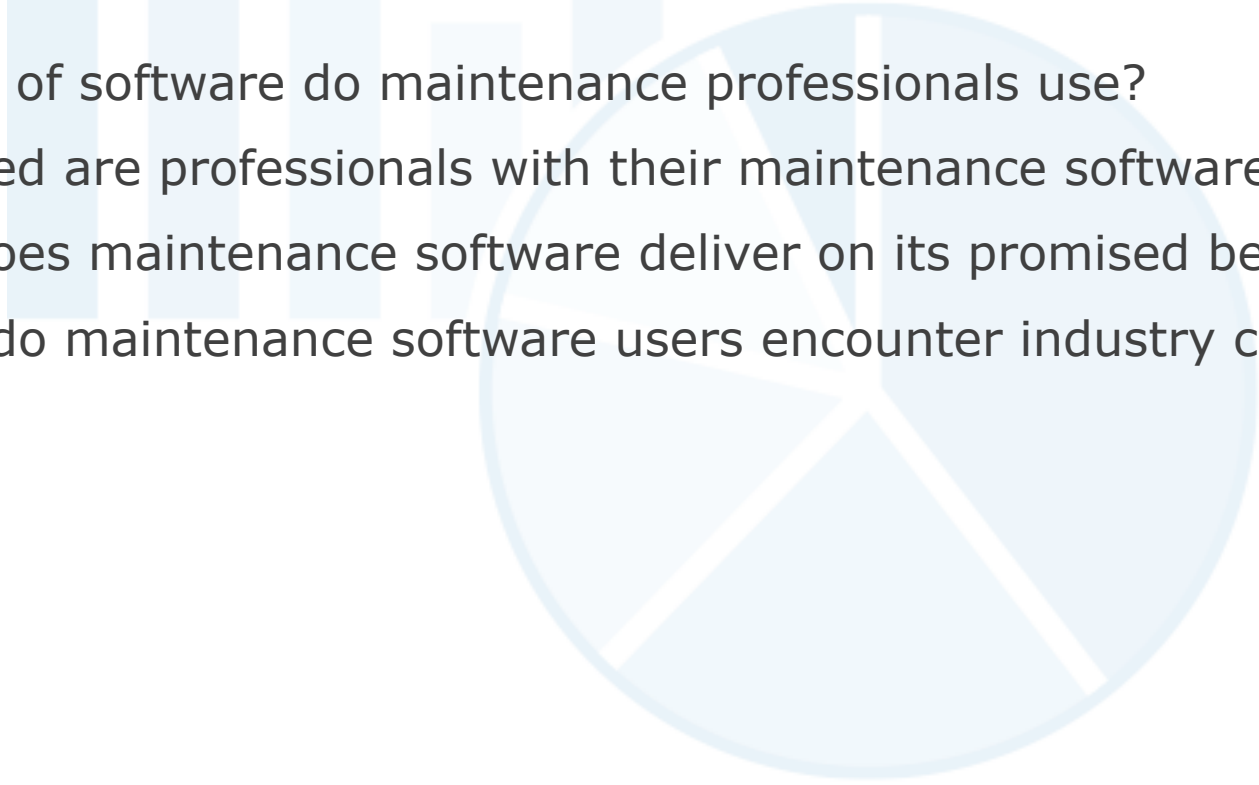


CMMS Software UserView | 2013 Report

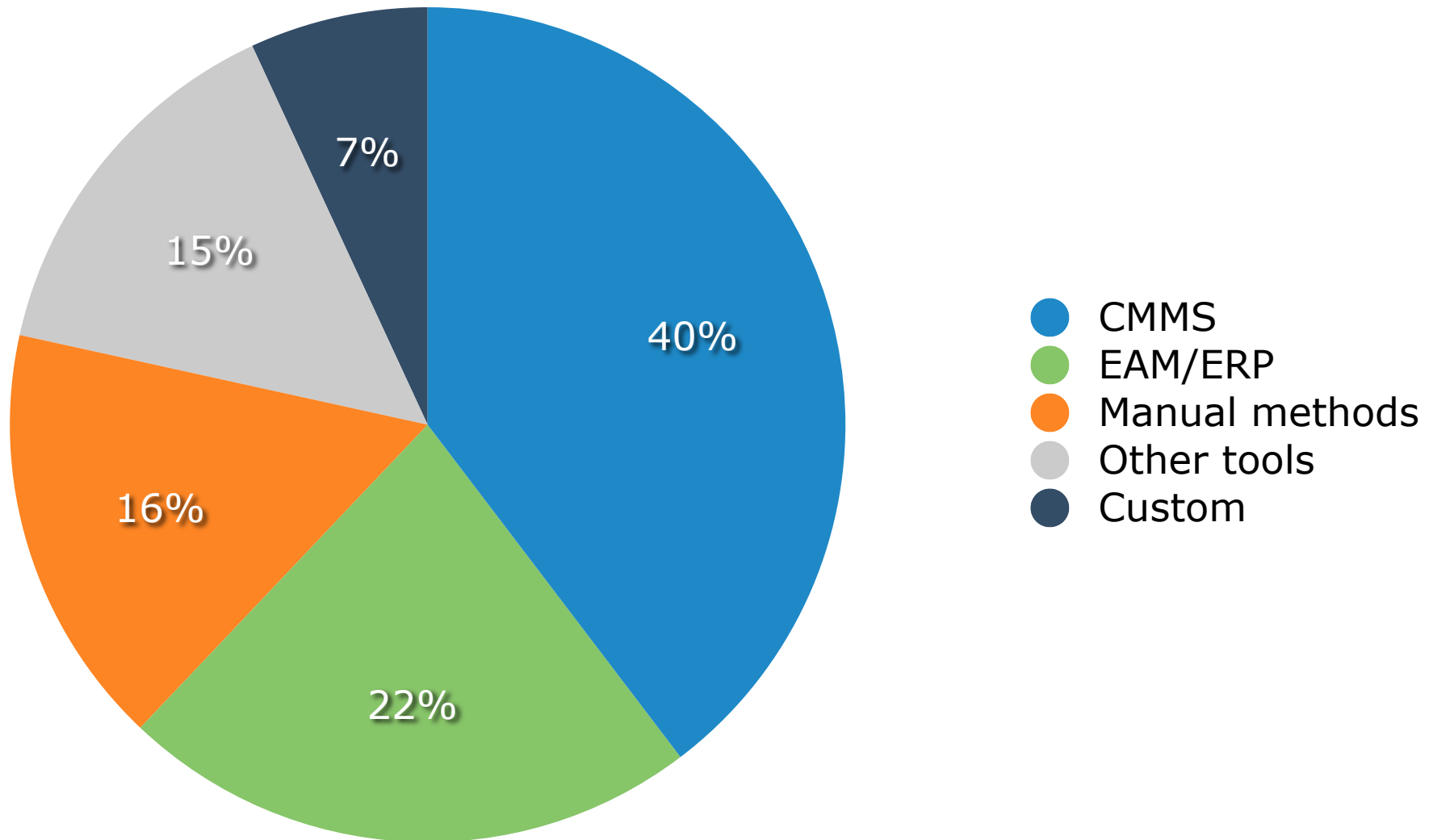
Lessons from real software users

Abstract

For three months, we surveyed maintenance professionals to discover how effectively software is being used within the field of maintenance. We compiled their responses in our UserView report, which is meant to answer the following:

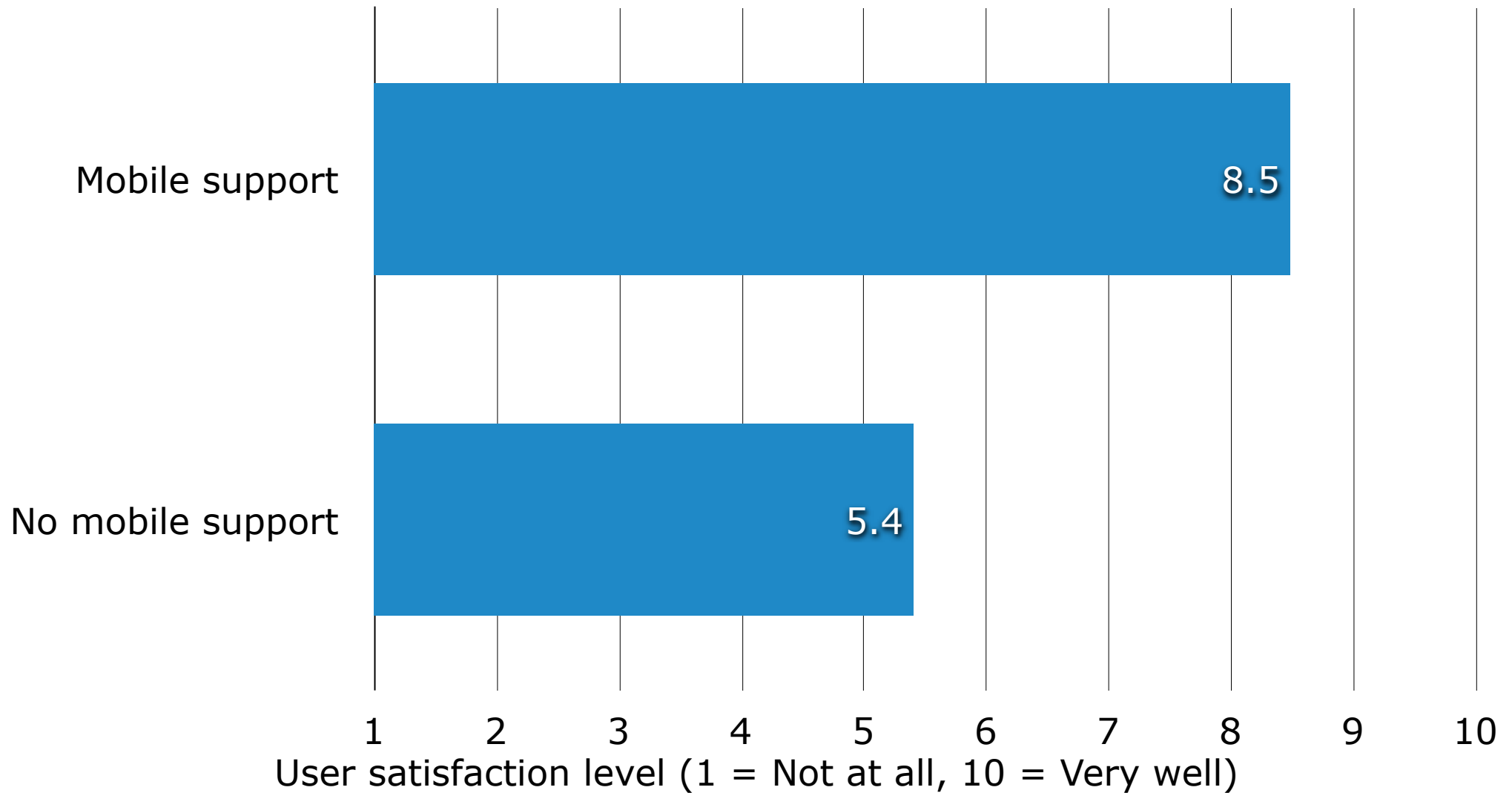
- What types of software do maintenance professionals use?
 - How satisfied are professionals with their maintenance software?
 - How well does maintenance software deliver on its promised benefits?
 - How often do maintenance software users encounter industry challenges?
- 

Maintenance Software Adoption



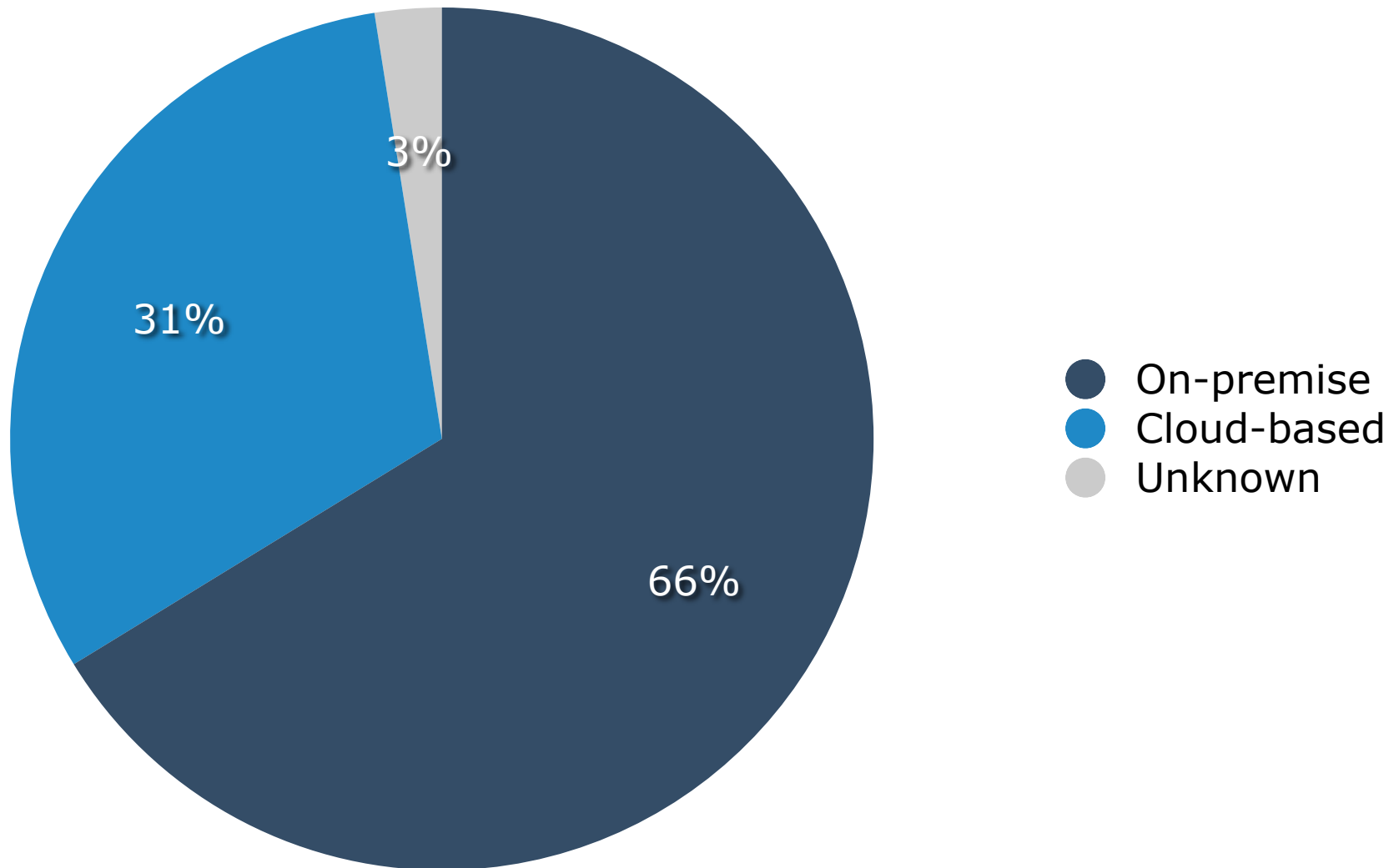
The vast majority of our sample used software to manage maintenance. Only 16 percent relied on manual methods.

How Well Systems Fit Professionals' Needs



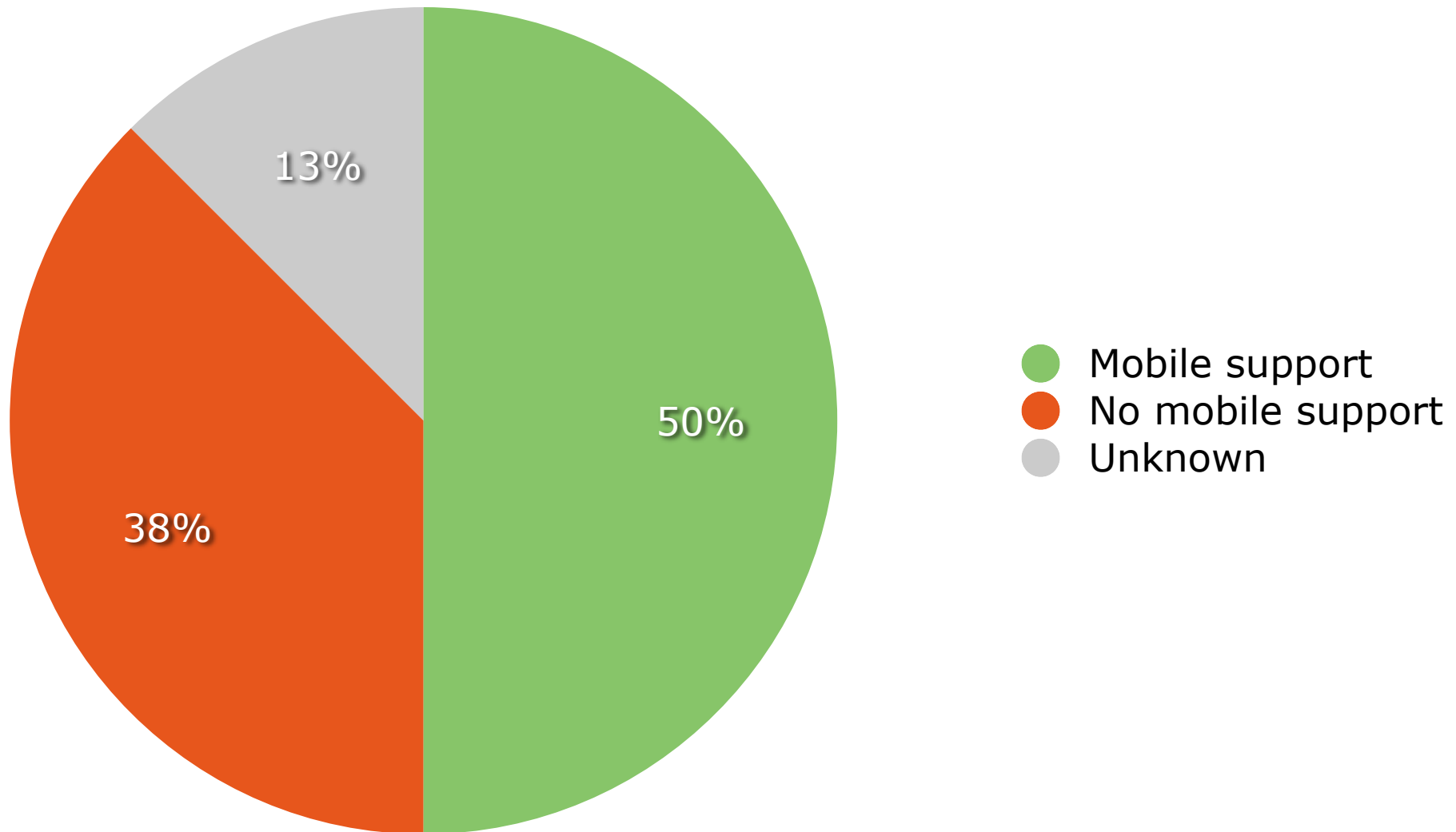
We asked users how well their systems fit their needs on a 10-point scale. On average, CMMS software users reported their systems fit best.

Maintenance Software Deployment Methods



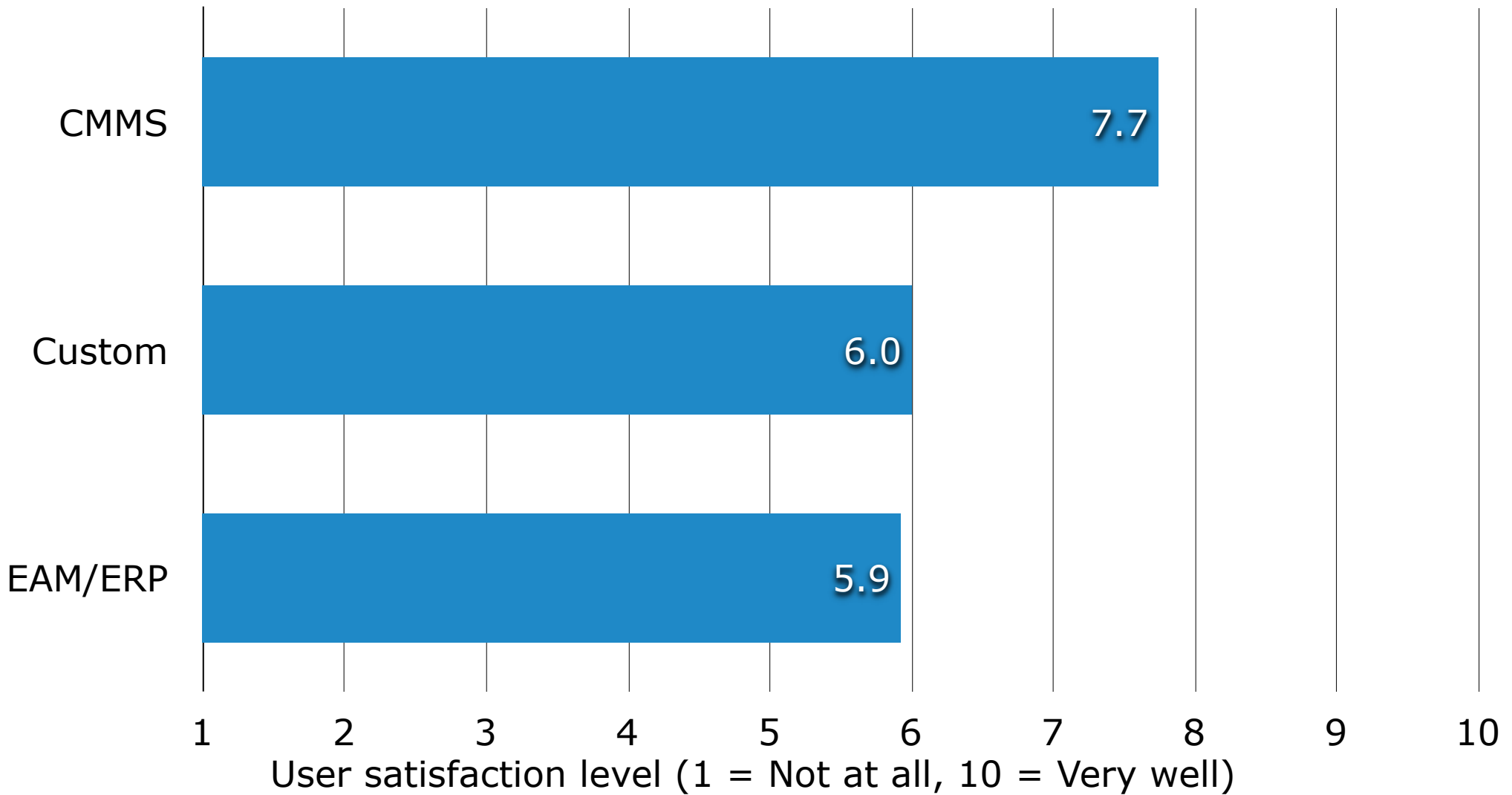
The penetration of Cloud-based systems into the CMMS market lags behind other industries, but we expect this to change in the near future.

Maintenance Software Mobile Device Support



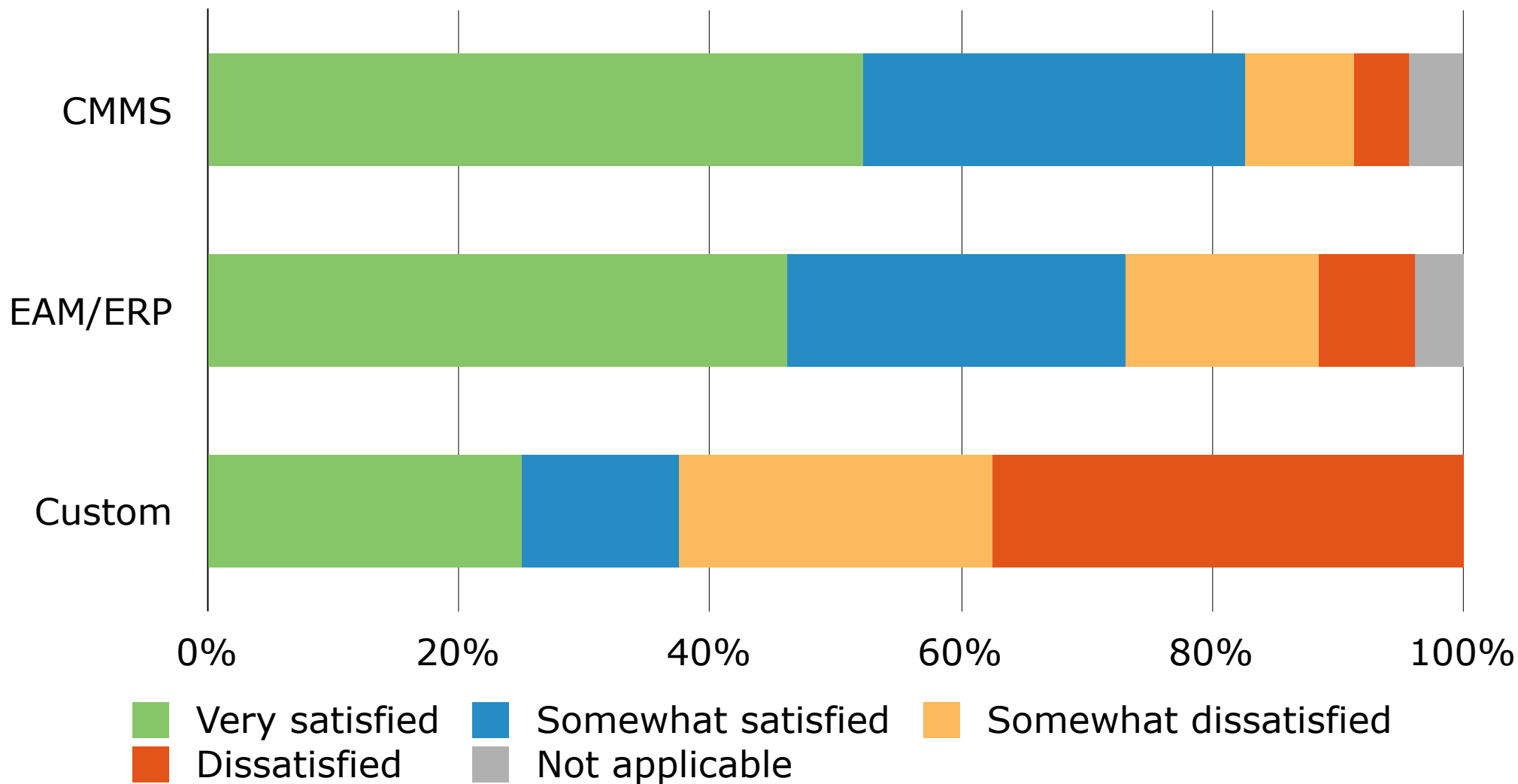
We were surprised to find that only half of our sample used software systems that support mobile devices.

How Well Mobile Systems Fit Professionals' Needs



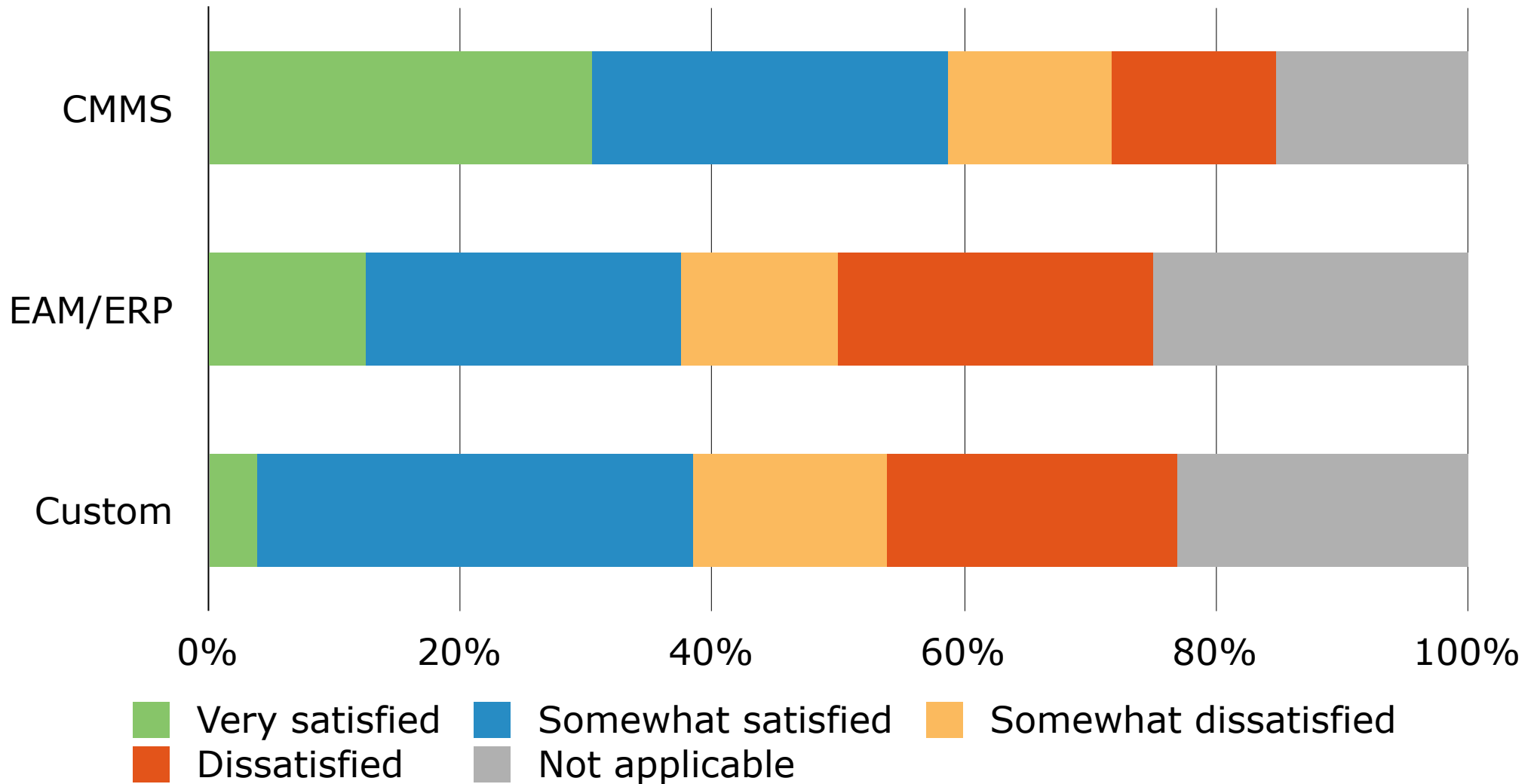
We found that mobile support correlated highly with satisfaction. Mobile software users rated their software three points higher than other users.

Satisfaction with Preventive Maintenance Features



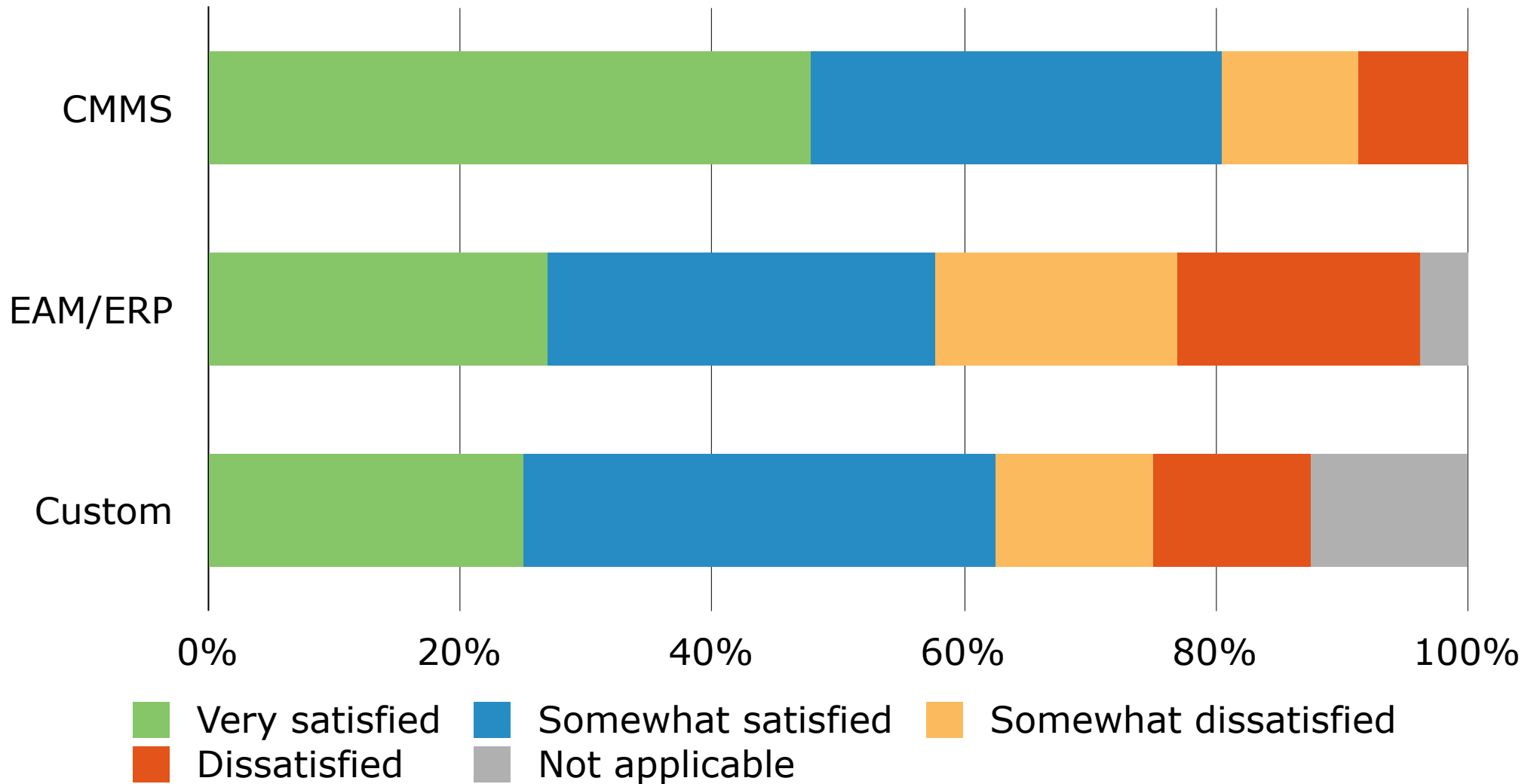
Preventive maintenance was a priority for our survey takers, and CMMS software users reported the greatest satisfaction around these features.

Satisfaction with Condition Monitoring & Alert Features



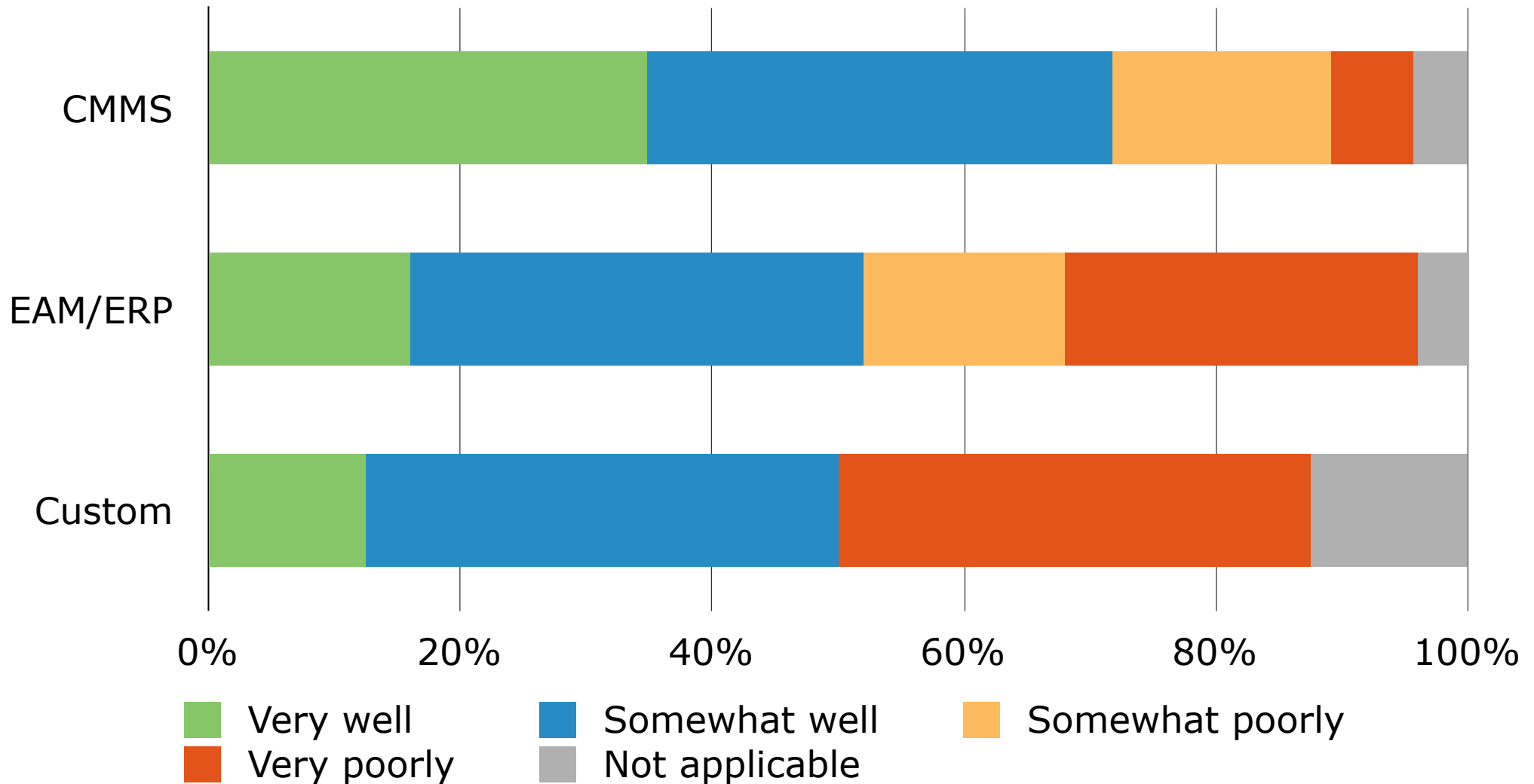
CMMS users were the most satisfied group with their systems' condition monitoring and alert features.

Satisfaction with Software Stability & Quality



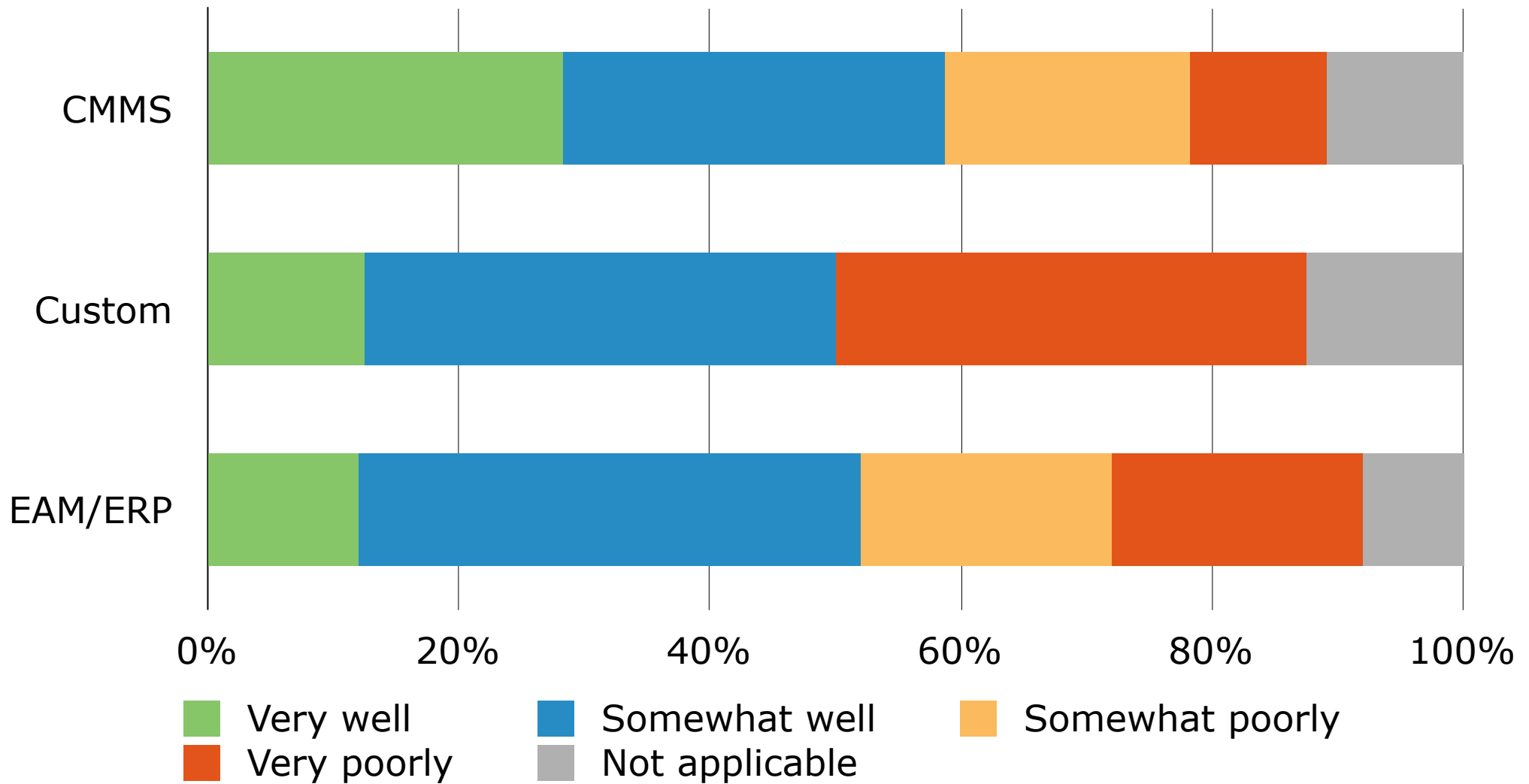
According to our sample, CMMS software was the most stable solution. Only nineteen percent of CMMS users indicated any dissatisfaction.

How Well Software Helps Reduce Repair Costs



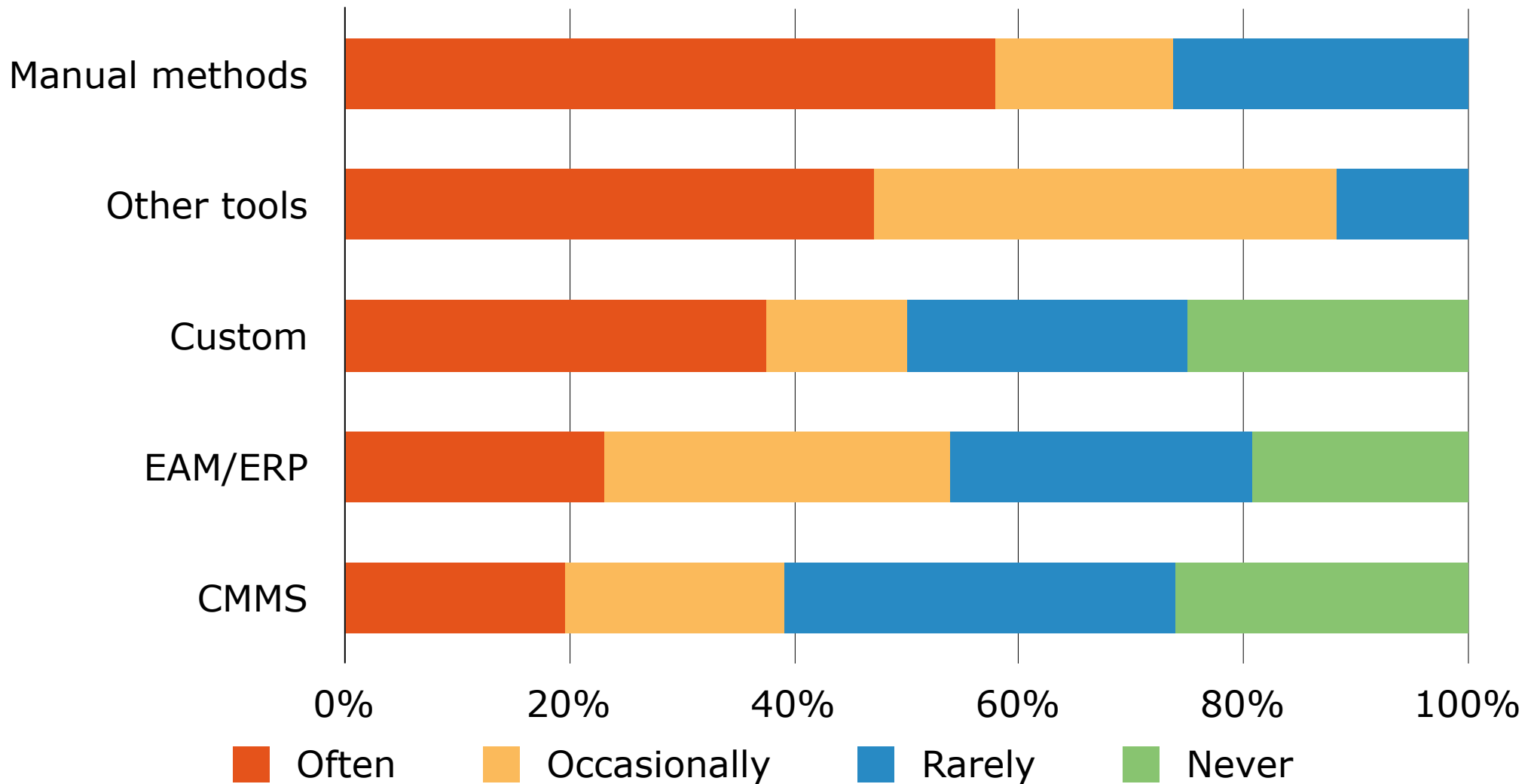
We found that the maintenance management features offered by CMMS software help users reduce costs better than other systems.

How Well Software Helps Increase Asset Longevity



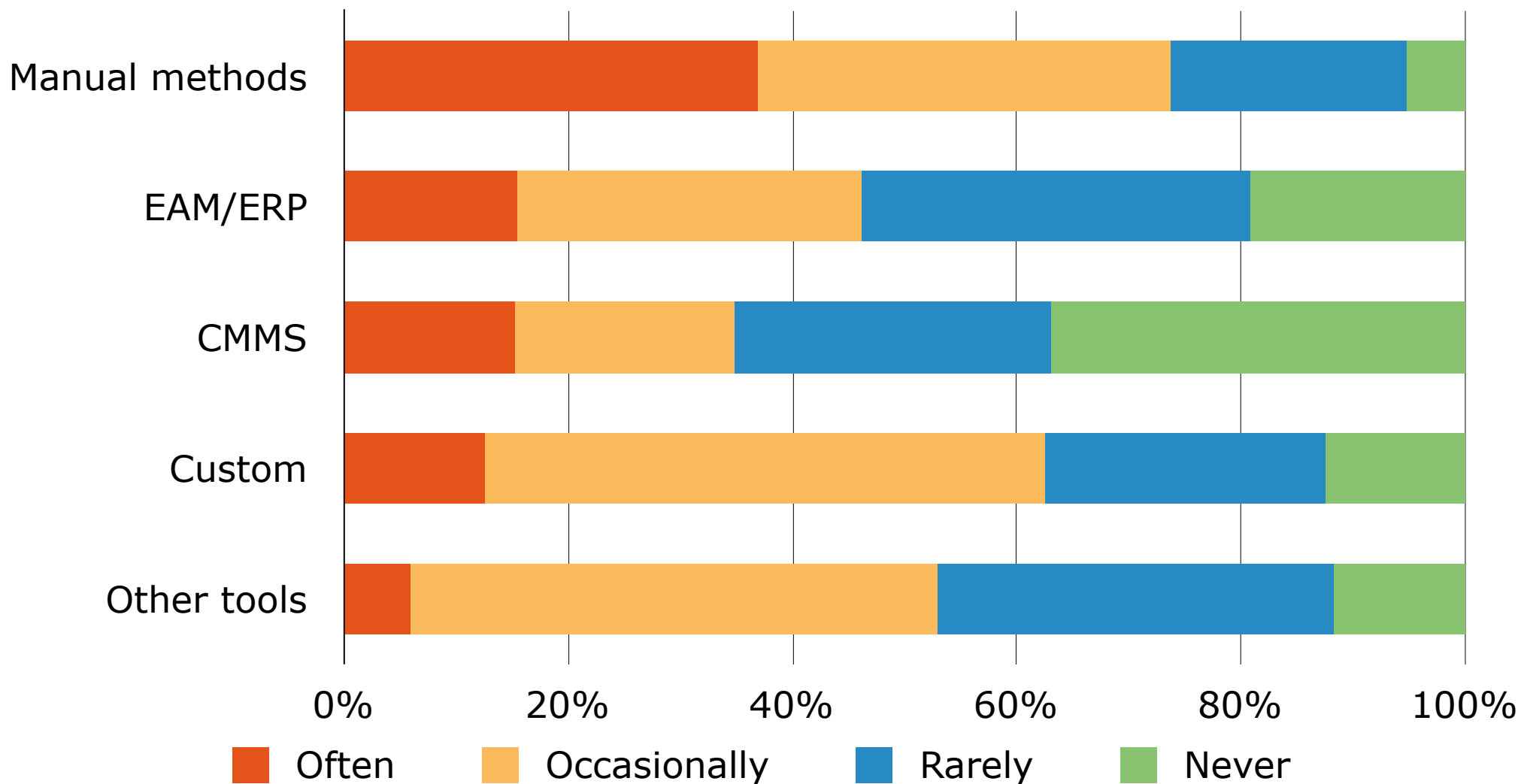
CMMS software users reported their systems were best able to prolong asset lifespans.

Difficulty Managing Recurring Maintenance



According to our sample, utilizing manual methods and a collection of other tools are insufficient ways to manage recurring maintenance events.

Difficulty Controlling Administrative Costs



CMMS software users encounter challenges controlling administrative costs half as often as professionals using manual methods.

Learn More About CMMS Software



Read Report

Read the full report



Get Free Quotes

Get free price quotes on top CMMS software



Get Free Demos

Get unbiased reviews & free demos on top CMMS software



@SoftwareAdvice



/company/software-advice



/SoftwareAdvice



@SoftwareAdvice

Software Advice

Software Advice is a trusted resource for software buyers. The company's website, www.softwareadvice.com, provides detailed reviews, comparisons and research to help organizations choose the right software. Meanwhile, the company's team of software analysts provide free telephone consultations to help each software buyer identify systems that best fit their needs. In the process, Software Advice connects software buyers and sellers, generating high-quality opportunities for software vendors.