A GUIDE TO STRESS FREE CMMS IMPLEMENTATION

The implementation of any new system into an operational business can be difficult at the best of times. At Real Asset Management (RAM) we try our best to make the process as simple and as painless as possible - and that starts with establishing a clear set of expectations and an open communication path. From experience, the main reason for a troubled implementation comes down to poor planning or a lack of communication within the organisation. It is our belief that the responsibility lies with the supplier to make sure that the client has a good understanding of what is involved and how much input they will need to have during the process.

Setting expectations and making sure that a route for open dialogue is established from the outset can help rectify problems before they even arise.

To address the bumps you might hit along the way, we have put together five-steps to help ease implementation stress.

1 THE INFORMAL KICKOFF

At this meeting you should ascertain roles and appoint a key point of contact; usually the main project lead. It can be confusing when there are too many contacts involved so make sure your supplier builds a relationship with one or a small handful of individuals in the process.

2 GETTING UP TO DATE

A good supplier will always sit down with the client and spend time discovering the individual requirements through process mapping documents. Every client is different, so make sure the process mapping document is tailored to your requirements.

3 UPLOADING CLEAN DATA

It often isn't until the data has been uploaded into the system that you can get a real feel for how the product works, and will work for your business. But, if your data is full of anomalies then it can take longer to cleanse that data; increasing implementation time and creating an unnecessary bump in the road. Make sure all the data you are providing is fresh, cleansed and ready to be used.

4 FINE TUNING

Once the data is in, your supplier can then start to finely tune and configure the system to suit your needs. Make sure this is done during the project to your satisfaction.

5 HANDOVER

Once the implementation has been successful, your supplier will hand you over to a dedicated support team who can deal with any issues that arise. It's crucial to remember to use the support offering rather than letting issues run and run. Make the effort to speak to the team as it will save you time in the long run.

SO THE IMPORTANT POINT TO REMEMBER?

COMMUNICATION IS KEY!