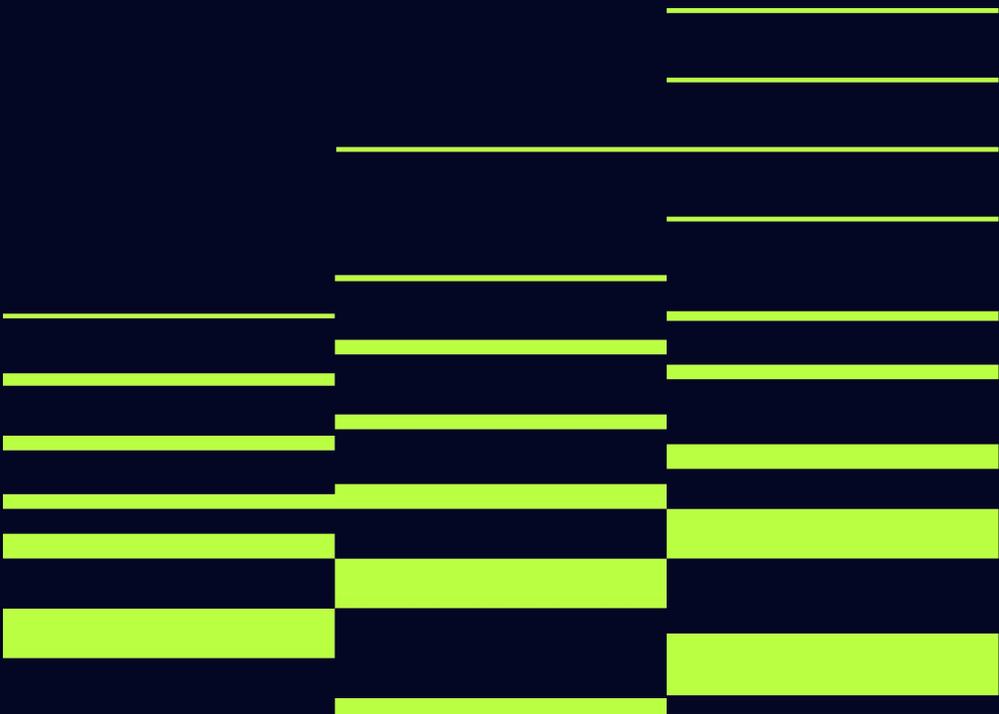


# The Maintenance Tech Buyer's Guide: Find the Right CMMS

Select the ideal software and  
transform maintenance.



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# Introduction

Maintenance teams play a multi-faceted role in organizations across industries. Their responsibilities come down to nothing short of keeping companies in business. Without a talented team armed with the necessary tools, organizations can face potentially existential consequences like unmanageable repair costs, unpredictable breakdowns, and failed audits.

## Maintenance current state

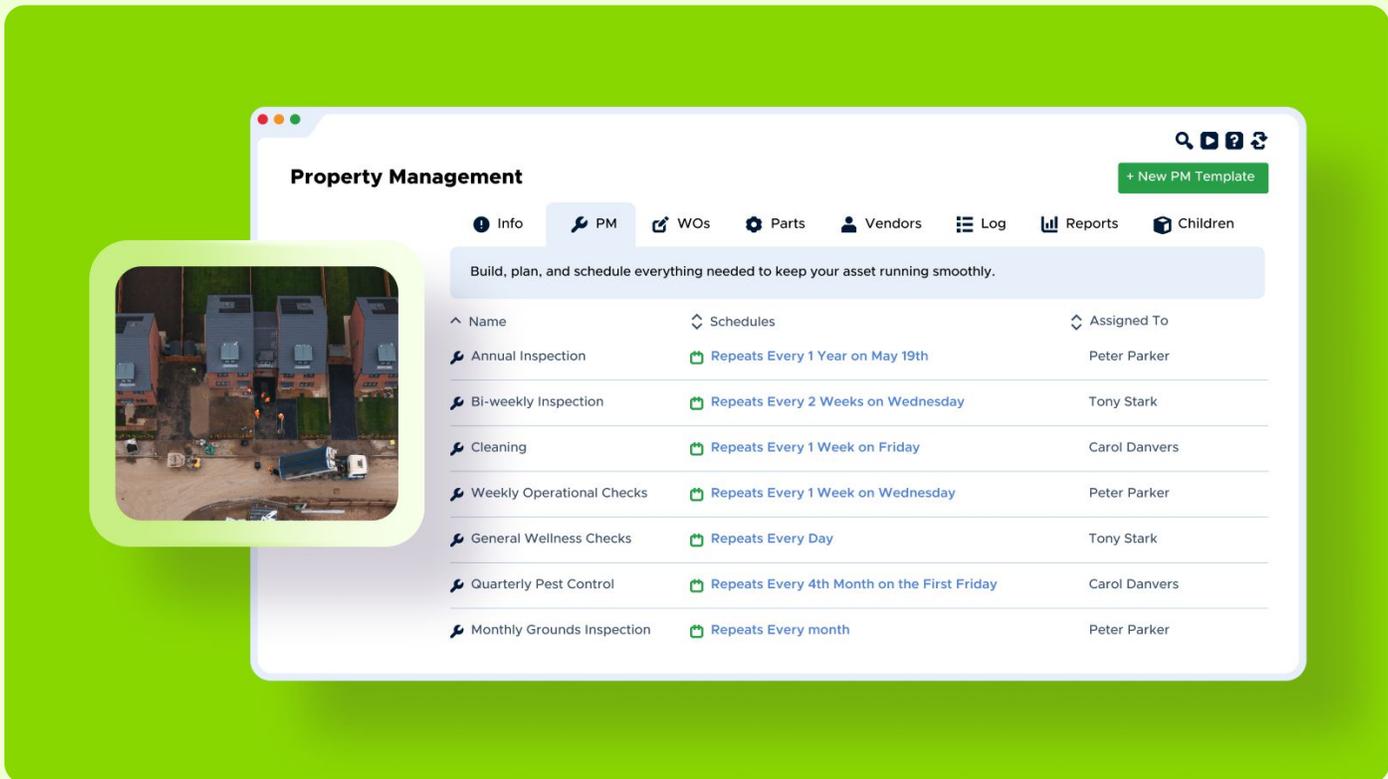
Unfortunately, maintenance teams face persistent obstacles in their efforts to keep facilities and equipment operational. When we [spoke to more than 200 maintenance professionals](#), they described everyday challenges including:

- Excessive unplanned downtime
- Skills shortages
- Aging equipment and infrastructure
- Supply chain issues Audits and regulations

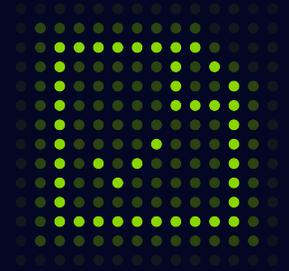
All of these problems are exacerbated when organizations rely on outdated technology or lack a strategic framework for maintenance in the first place.

# What is a Computerized Maintenance Management System (CMMS)?

A CMMS is a **centralized platform** for managing maintenance operations and storing the department's essential information. Platforms like Limble include tools for managing work orders, scheduling preventive maintenance, logging maintenance history, managing spare parts inventories, communicating with vendors, delivering reports on metrics like reliability and productivity, and more. In the upcoming sections, we'll explore the benefits of a CMMS, the core features shared by most CMMS platforms, factors for narrowing down a list of potential vendors, and the process for selecting and implementing a CMMS.



# Key Benefits of a CMMS



As the foundation for a cost-effective, strategic preventive maintenance program, CMMS technology provides [transformative benefits](#) for the organization as a whole.

## Benefit 1: Efficiency boosts

CMMS platforms dramatically reduce the administrative work necessary to manage a maintenance strategy. Features for streamlining work request creation and automating task scheduling save time and help teams avoid tedious rework.

A more proactive and efficient approach to maintenance keeps assets in operational condition longer. As the platform collects more and more data, teams can grow even more responsive and feel certain they are making the most efficient and cost-effective use of their resources.

## Benefit 2: Improved cost control

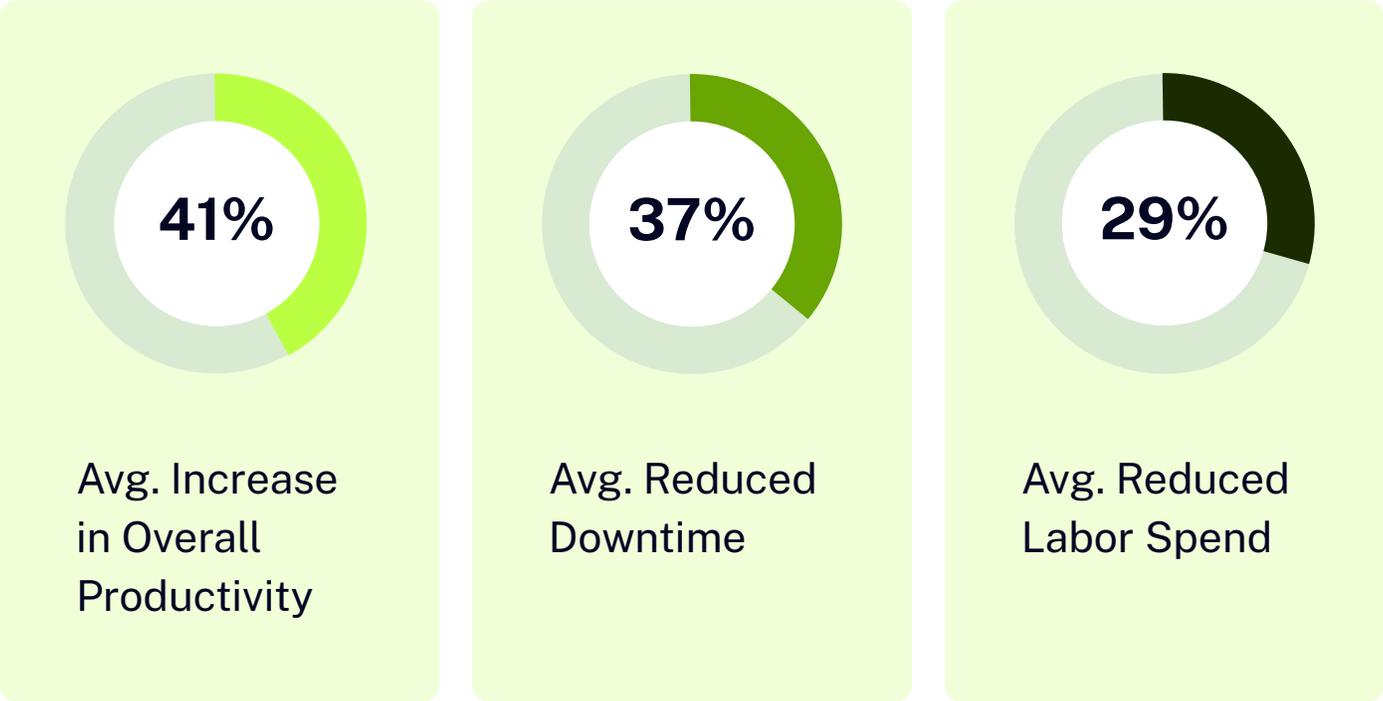
More visibility into spare parts usage, asset health, and team performance all make it easier to cost-effectively allocate resources and schedule maintenance work for maximum efficiency. Proactive planning and ordering can reduce or eliminate many of the costs associated with unexpected downtime, breakdowns, excess overtime, and last-minute parts shipments.

## Benefit 3: A new role for maintenance

Access to advanced tools can redefine the role of a maintenance professional. When they reduce manual workloads and begin performing to a higher standard, your technicians and operators will feel a greater sense of ownership and satisfaction. Morale will improve and

you'll have an easier time recruiting a new generation of employees than less forward-looking organizations.

Ultimately, a CMMS empowers maintenance to transform from a cost-center to a dependable value generator. With real-time and historical data to back up its decisions, the maintenance department will earn the respect of executive decision-makers and begin to serve as an organization-wide model for efficiency, sustainability, and productivity.



# Core CMMS Features



## Work request portal

By offering a work request portal, a high-quality CMMS will automate the associated communication and workflows. Here's an overview of the typical process enabled by maintenance technology:

- Users can initiate the process by scanning a QR code and inputting relevant details
- The requestor receives automatic notifications and status updates, eliminating the need to make phone calls or compose emails
- Automated workflows streamline the processes of assigning, completing, and reviewing work

With Limble, even team members who haven't set up accounts or downloaded the mobile app can easily request maintenance work. Creating unique [work request portals](#) for each location and QR codes for individual assets allows you to configure a workflow that suits your team's size and composition. Once work requests are assigned, the relevant technicians automatically receive updates to kickstart the process.

**Start Work Order** [X]

WO Templates

Name  
Grinder

Warehouse  
Warehouse

Instructions

Due Date  
05/12  
12:00 AM ET  
[Add Start Date](#)

Picture  
[Add Picture](#)

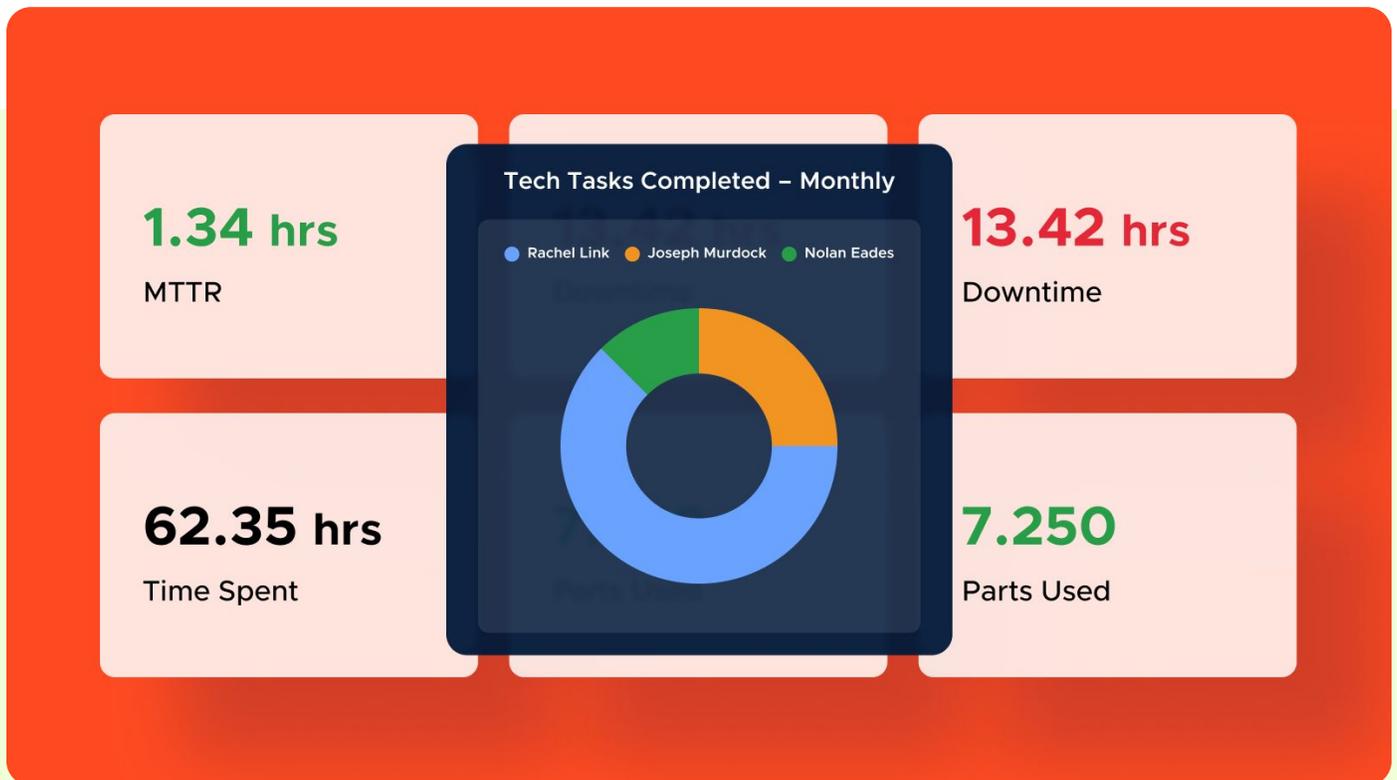
Priority  
3

Tracy Zikos

# Work order management

For your maintenance managers, an intuitive interface for overseeing maintenance tasks is arguably the most important component of a CMMS. Here are a few key work order management features to look for:

- Calendars for viewing ongoing and upcoming tasks
- Task priority settings
- Automated work order and preventive maintenance logging
- A customizable work order dashboard for viewing critical information like statuses, due dates, priority levels, and more



Limble Super Users can establish default [work order templates](#) with pre-set priority levels, attached SOP documents, and more.

## Asset management

CMMS platforms should include tools for making it simpler to identify, service, and manage assets. Some features to consider include:

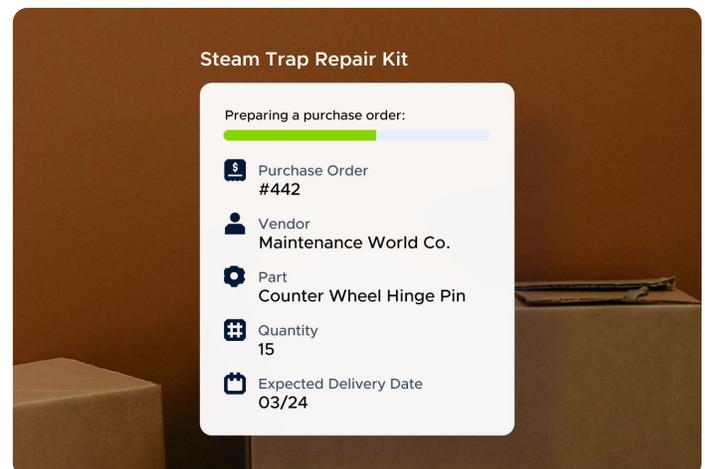
- Maintenance logs and reports that allow for detailed tracking of equipment breakdowns, repairs, efficiency metrics, sensor data, and more
- Centralized asset cards for accessing essential information on the go
- An intuitive asset hierarchy structure
- Templates for creating detailed asset management checklists to ensure all tasks are performed as efficiently and effectively as possible

## Parts and inventory management

Spare parts inventory management can be daunting. A CMMS simplifies the process, ensuring you always have access to what you need and helping you avoid costly last-minute purchases. A best-in-class CMMS platform will offer features like these:

- Barcode lookup for easy part identification and tracking
- Inventory forecasting for optimizing stock levels
- Automatic notifications to trigger restocking based on customizable thresholds
- Real-time parts usage tracking data

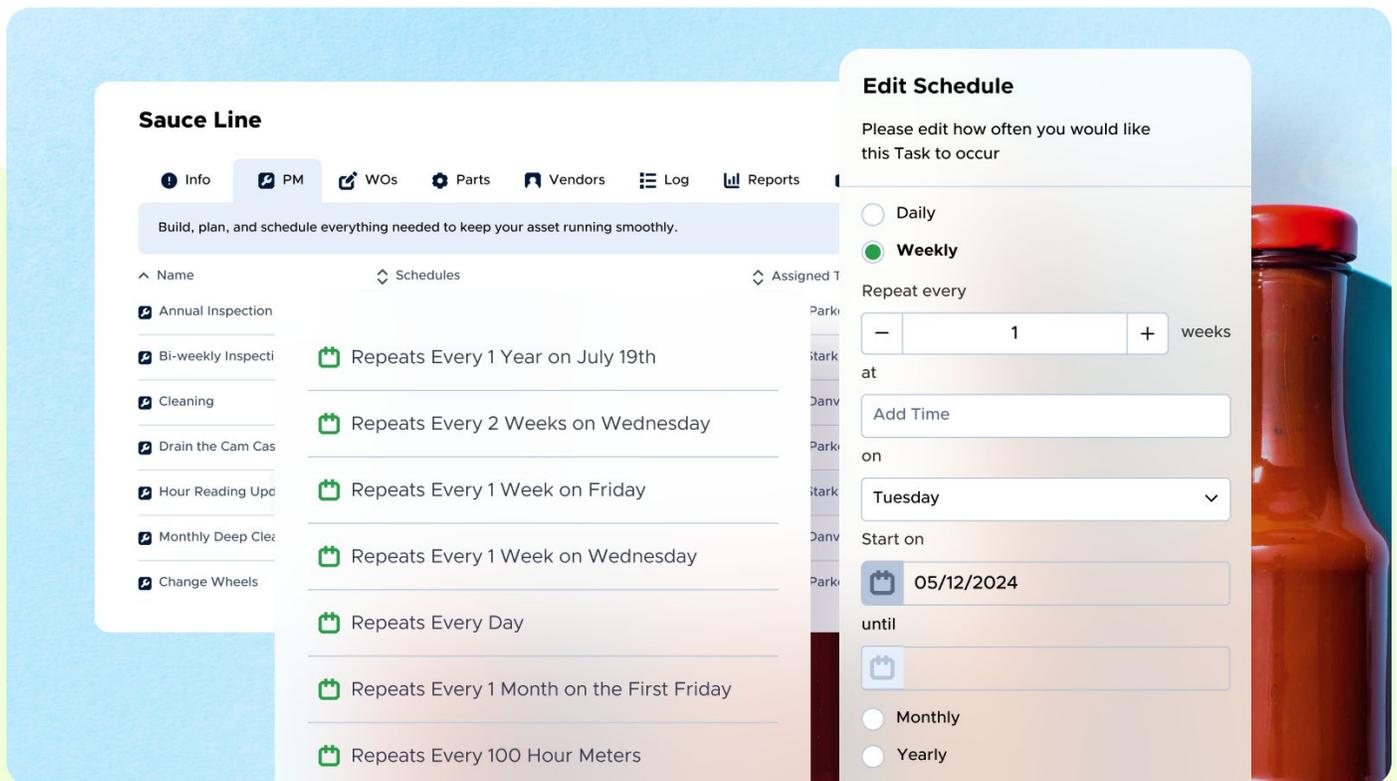
Limble simplifies and optimizes inventory management. Users can feel confident that they know what is in stock, where to find it, and when they'll need to order more. Alerts from automated emails and push notifications alert the appropriate personnel to upcoming shortages or parts going unused to enable more data-driven and proactive purchasing decisions.



# Preventive maintenance planning and scheduling

A preventive approach provides the foundation for a strong maintenance program. Naturally, any good CMMS will enable your team to transition away from reactive maintenance. Here is what to look for as you assess solutions:

- Automatic preventive maintenance scheduling based on customizable triggers related to factors like usage or time
- A calendar for quickly managing work assignments and reviewing maintenance tasks
- Templates for quickly and easily building work orders with the appropriate details

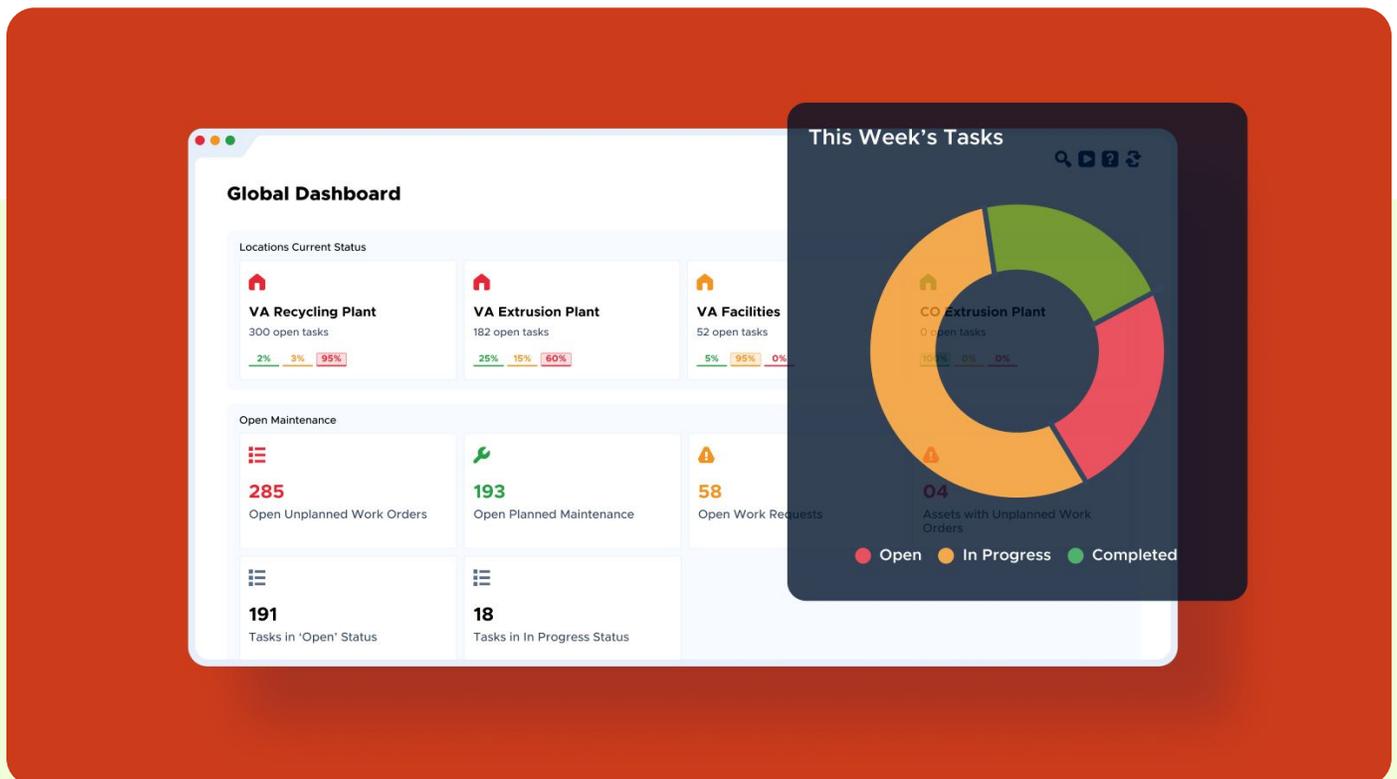


Limble makes the transition from reactive to preventive maintenance as painless as possible with easy-to-build SOP templates, maintenance checklists, schedules, and more. Access to both real-time and historical data empowers maintenance personnel to schedule tasks based on pre-established thresholds for maximum cost-effectiveness.

# Reports and dashboards

Without access to real-time and historical data, maintenance departments are often forced to make decisions or advocate for specific actions based on anecdotal evidence or hunches. A good CMMS will include a robust reporting module to enable more strategic, data-driven decision-making. Look out for the following:

- Dashboards for tracking critical KPIs
- Automated maintenance reports with real-time updates
- A custom reports builder for highlighting the metrics that matter most to your business

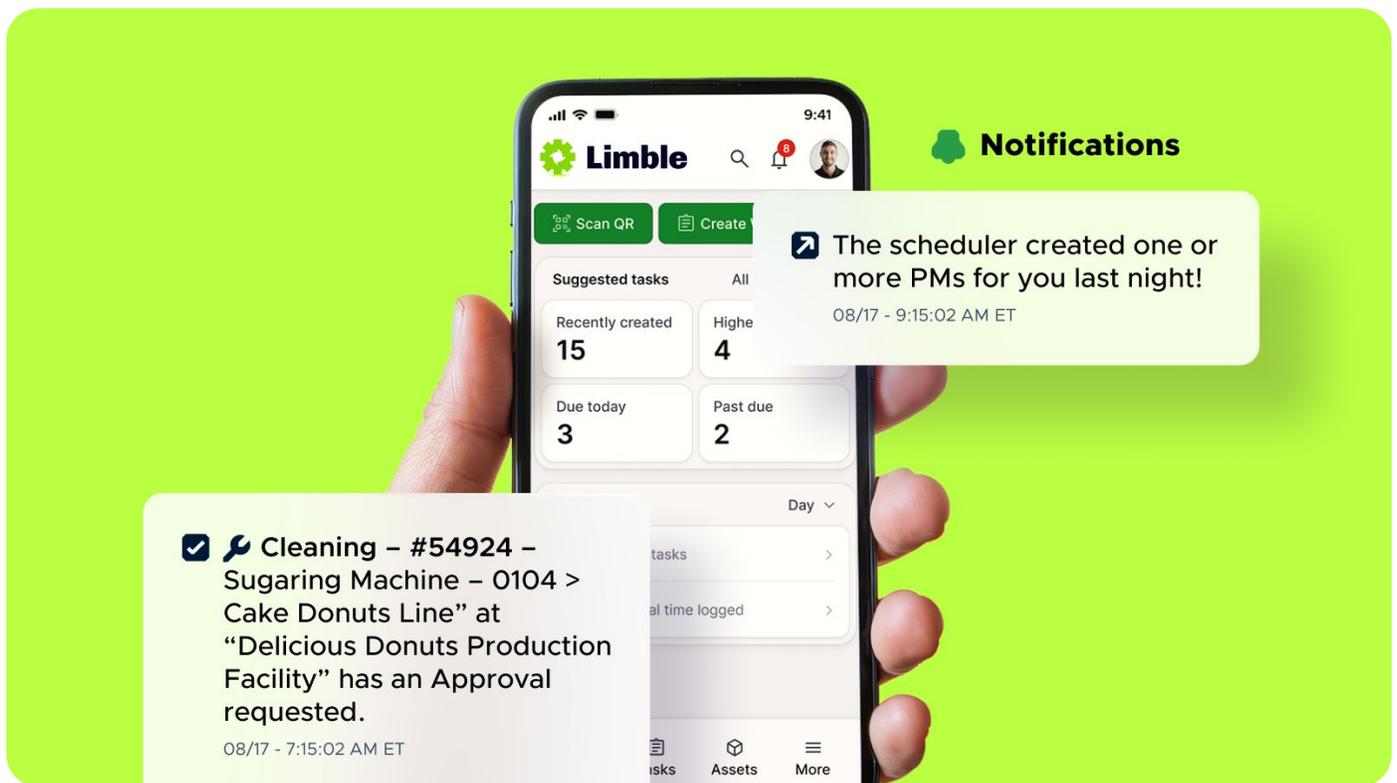


Customized dashboards ensure Limble users have the tools to generate valuable performance and asset health insights. With data at their fingertips, maintenance teams can optimize their programs for decreased downtime, improved productivity, and reduced costs. The department will also have an easier time advocating for itself and securing buy-in from leadership to invest in new equipment, open up new roles, or otherwise shift maintenance strategies.

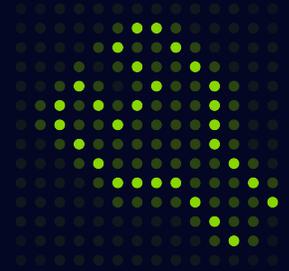
# Mobile application

You can't overstate the importance of a mobile CMMS application. A platform that offers its core features through a well-designed mobile app will make for easy adoption and dramatically simplify executing maintenance work across multiple facilities.

Limble's mobile application allows iPhone and Android users alike to take the platform on the go. A streamlined system for submitting and assigning work requests keeps teams organized, connected, and productive across all of your facilities.



# What to look for in a CMMS



Most CMMS platforms offer similar selections of efficiency- and visibility-boosting features. Close attention to the following factors and suite of features can help you separate the truly world-class solutions from the pack and make a selection that will empower a holistic transformation of your maintenance function.

## Usability

Nobody wants to waste time and money reviewing and implementing “shelfware.” Before you’ve selected a solution to support your team, you must ensure you’ve found a tool they can understand and quickly adopt. Here’s what to look for when you evaluate a solution for its usability: A user-friendly CMMS should allow your team to quickly and accurately perform their day-to-day activities without the need for extensive training.

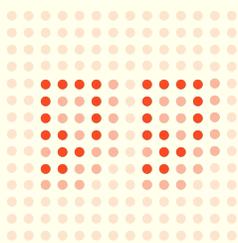
Here’s what to look for when you evaluate a solution for its usability:

- **Interface:** Your solution’s UI should be visually appealing, well-organized, and easy to navigate.
- **Layout:** Look out for logical menu structures and intuitive icons that can help your team execute their work efficiently and communicate with one another seamlessly.
- **Simplicity:** How many clicks does it take for your team to carry out common maintenance tasks? Look for solutions that make it as easy as possible to create work orders, schedule maintenance work, or generate reports.
- **Training:** A truly user-friendly solution will offer plenty of instruction, walkthrough videos, and other resources to help introduce your employees to its basic functions.

A user-friendly CMMS should allow your team to quickly and accurately perform their day-to-day activities without the need for extensive training



LIMBLE USABILITY AWARDS



“My team of maintenance techs got on board quickly and loved the app. Anytime you can get 8 of 8 maintenance techs to get on board, you have a winner.”

**Mark Quillin, VP of Operations, Roplast Industries**

Both a user-friendly desktop interface and a streamlined mobile help boost adoption for even the least tech-savvy end users. Employees without Limble accounts can leverage the platform too by scanning QR codes to submit and assign work requests. Comprehensive training resources and hands-on support help promote quick adoption and ensure all team members get the most possible value from Limble.

Limble tops G2’s Usability Index Reports for businesses of all sizes. Check out a [detailed breakdown of Limble’s Usability ratings](#) and head-to-head comparisons with competitors.

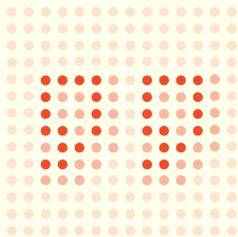
# Implementation

A smooth implementation process is the first step in leveraging your new CMMS to make maintenance operations more efficient and reach a new standard of excellence. Top-notch CMMS vendors will offer hands-on support every step of the way – from project planning and data migration to software configuration and system setup. Personalized sessions and comprehensive training resources will help to facilitate a smooth transition and preemptively address your team’s concerns.

Check out user review sites to see how verified customers rate providers for their implementation and onboarding assistance. Look for customer communities, which may provide an additional forum for addressing common questions and overcoming obstacles.



LIMBLE IMPLEMENTATION AWARDS



“It only took a week or so for the maintenance staff to get the hang of the software. Since then, I’ve seen an increase in productivity of about 20-30%.”

**Joe Romero, Director of Facilities, Myriad Genetics**

Limble customers have a partner from the very start. All subscription plans include hands-on support throughout implementation to promote user adoption and Limble’s platform [seamlessly integrates](#) with a growing number of business solutions.

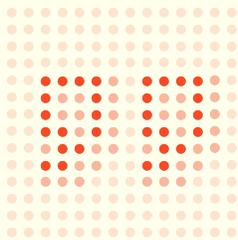
## Customer support

A smooth implementation process is the first step in leveraging your new CMMS to make Responsive customer support helps your team overcome challenges and avoid disruptions throughout implementation and ongoing daily operations. The level of support offered will vary from vendor to vendor and may also depend on your pricing plan.

Here are some questions to ask during the selection process to evaluate customer support capabilities:

- How is customer support provided? Is there a dedicated representative for our account or round-the-clock service?
- What is the typical wait time for support requests?
- What communication channels are used for customer support conversations?
- Does dedicated support cost extra? Are there tiers of customer support?

Take time to investigate each vendor’s reputation for post-implementation support. Check out customer reviews and testimonials to gauge the responsiveness and skill of customer support teams.



“It is the people, the folks that are on the other end of the chat sessions, on the other end of the phone, on the other end of the helpline, that make Limble so incredibly powerful.”

**Darwin Knight, Co-Director of Maintenance, PolyExcel**



LIMBLE CUSTOMER SUPPORT AWARDS

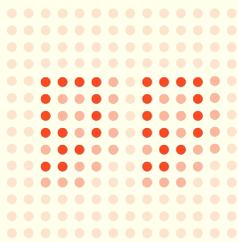
## WHAT TO LOOK FOR IN A CMMS

Dedicated customer support is standard for all Limble users. While some providers reserve access to support staff for high-paying subscribers, Limble assigns resources to every user to ensure maintenance teams of all sizes can reach their potential and see the benefits of more proactive, strategic maintenance. The Limble team replies to every customer within 60 seconds.

# Customizability

Your organization is unique and you need a CMMS that can flex to fit your specific processes and workflows. A solution that forces users to reinvent their approach to daily operations may alienate your team and leave you with low adoption rates.

- Configure existing fields, forms, and interfaces
- Create unlimited custom fields
- Create custom templates for work orders, preventive maintenance checklists, and other essential documents
- Configure approval workflows and manage user access
- Create custom dashboards and reports for viewing your preventive maintenance schedules, tracking downtime, delivering executive reports on KPIs, and more



“Just about every feature that Limble has is customizable. Limble doesn’t require you to contact the account rep to make changes.”

**John Moore, Maintenance Manager, Buck Knives**



LIMBLE  
LEADER  
AWARD

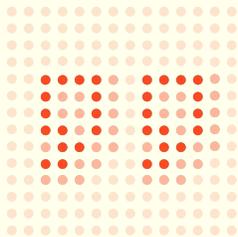
## WHAT TO LOOK FOR IN A CMMS

Limble sets itself apart from competing CMMS and EAM solutions thanks to its wealth of customization options. Users can add custom asset fields and build reports from scratch within the platform without waiting for a Limble administrator to authorize changes. What's more, these features are available at all subscription levels.

# Scalability

Your maintenance needs will expand as your business evolves and grows. That means your CMMS will need to handle larger and larger volumes of assets, locations, and users. Plan ahead when making your selections to ensure you can manage larger data sets, increased activity, and higher demand without sacrificing efficiency or performance.

Look for a CMMS that will accommodate your future growth without experiencing significant disruptions or requiring you to invest in expensive platform upgrades. Most providers offer tiered subscription plans that enable you to pay for the features and licenses you need when you need them



“Limble is very scalable for us. I have a lot of ideas for where this could potentially go and other ways we could implement Limble that we’re not using now.”

**Matt Burtz, Maintenance Director, Preferred Popcorn**



LIMBLE CUSTOMER SUPPORT AWARDS

Limble users are empowered to start and scale at their own pace. The platform grows more feature-rich as customer needs and goals evolve.

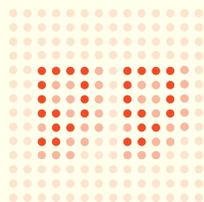
# Safety

Keeping your sensitive maintenance data safe should be a top priority as you review potential CMMS platforms.

Pay attention to the following safety and security considerations throughout your search:

- **Data Protection:** A quality CMMS will provide powerful data encryption, employ secure storage protocols, and regularly perform data backups. They should also comply with industry-specific standards like [21 CFR](#) to lower the risk of data breaches and ensure you pass third-party inspections every time.
- **User Access Controls:** Your software should provide granular control over user permissions, allowing you to restrict access to specific features and certain types of sensitive data.
- **Authentication and Authorization:** Verify that your chosen platform supports secure authentication mechanisms like multi-factor authentication (MFA).
- **Compliance and certifications:** Determine whether or not the CMMS complies with relevant data protection requirements, such as SOC 2, GDPR, or HIPAA. Look for certifications or attestations demonstrating a commitment to maintaining these security standards.

Consult your organization’s technology and data security experts. They’ll ensure you ask the right questions and round up all the necessary details to identify the appropriate solution.



“I was much more confident in Limble than in our previous system. Auditors were satisfied very, very quickly.”

**Corey Mince, Process Engineer, Spectrum Solutions**



LIMBLE SAFETY  
AND SECURITY  
AWARDS

## WHAT TO LOOK FOR IN A CMMS

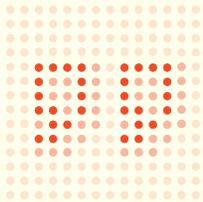
[Limble has cultivated a security culture.](#) Every new employee submits to a background check and must undergo extensive training on data protection best practices. Customer data is protected through a combination of malware prevention, security monitoring, data encryption, patch management, and more. Limble is SOC 2 Type II certified, meaning the platform passes the strictest of security reviews.

Check out Limble’s security practices and certifications in full at the [Limble Trust Center.](#)

## Pricing

CMMS vendors typically offer tiered, subscription-based pricing. Though high-tier memberships come at a higher cost per user, they offer access to advanced features.

Make sure to ask for detailed information from prospective vendors to find the appropriate service model and payment plan. Remember, price is an important differentiator, but you should always avoid making technology purchases based on price alone. Short-term savings could come with consequences down the line. Alternatively, a more costly solution could produce a significant ROI quickly enough to justify the expense.



“This software, in my opinion, is the best value out there in the CMMS world.”

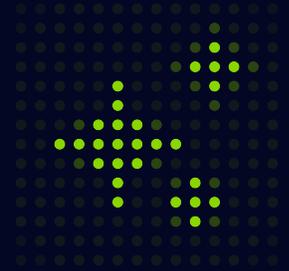
**Darwin Knight, Co-Director of Maintenance, PolyExcel**



LIMBLE VALUE AWARDS

Limble offers a range of payment options and subscription models.

# Selecting the right CMMS in 7 steps



Here's how you can begin assessing the marketplace and identify the solution that will empower your maintenance department to reach its full potential.

## Step #1: Form your internal CMMS taskforce

First, form a group of internal stakeholders to guide CMMS research, testing, and selection. Don't limit group membership to maintenance. Instead, build a cross-functional team of employees from around the organization. Getting executive decision-makers involved as early as possible will ensure conversations are focused on the potential big-picture impact of a CMMS and help you overcome resistance to change.

Clearly define roles, responsibilities, and timelines to ensure an orderly review process. A collaborative approach like this will encourage stakeholders from various departments to recognize the value an evolved maintenance function will provide for them.

## Step #2: Identify your company's needs, capabilities, and goals

Take time to consult your team and develop a plan of action before you start to survey the marketplace for CMMS platforms. Ask yourself questions like these:

- **What systems do we have in place for maintenance management?** If you're already leveraging maintenance technology, think about recurring pain points. What do your team and other stakeholders wish worked better? If you're relying on pen and paper alone, you should understand the shortcomings of such an approach.

## SELECTING THE RIGHT CMMS IN 7 STEPS

- **What needs will a CMMS help to address?** Consider how a CMMS platform will address ongoing challenges in both the short and long term. You may be experiencing excess downtime, unexpected breakdowns, mismanaged inventory, low data visibility, or other common obstacles.
- **Will we opt for cloud-based or on-premise implementation?** Unless you have a strict policy against it, you will likely prefer a cloud-based implementation for your CMMS. This approach tends to mean lower upfront costs, an easier implementation process, and automated platform updates. Limble is a cloud-based solution. Users don't need to configure their servers or perform server maintenance.
- **Will my team require mobile accessibility?** If your team needs to execute maintenance tasks across multiple facilities or complete their work on the go, you'll need to identify vendors who offer mobile applications. Limble's mobile app is available to both iPhone and Android users at no additional cost.
- **What languages will our CMMS need to support?** Your team may speak a range of languages and require translations to go about their daily work. Limble customers come from all around the world. The software is available in 21 languages and each user has the option to set their personal preferences.
- **Which maintenance strategies will our organization use?** Any CMMS has the potential to support a transition from purely reactive maintenance to a more preventive strategy. For more advanced types of maintenance such as condition-based maintenance, predictive maintenance, and prescriptive maintenance, you'll need to select a platform capable of communicating with monitoring sensors and analytics tools. For example, Limble can integrate with Aveva so users can create their own predictive and prescriptive data models.
- **Which additional solutions will our CMMS need to integrate with?** Review your current tech stack and consider how introducing a CMMS will complement it and integrate with other solutions.
- **What is my budget?** Decide how much you're willing and able to spend on a new solution on a monthly or yearly basis. While you shouldn't make a selection based on price alone, your budget will inevitably play a role in your decision-making process.

Answers to these questions will help you come prepared for conversations with vendors and equip you to ask the proper questions of them.

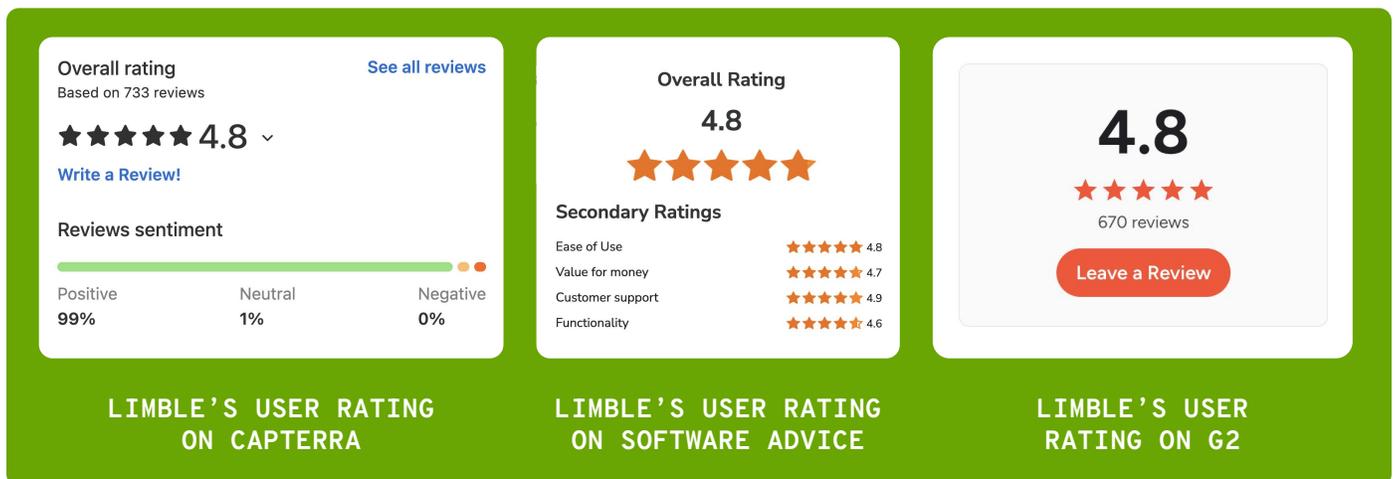
## Step #3: Build a compelling business case

CMMS platforms are a serious investment. If you've already got a system in place, you may face an uphill battle in advocating for a new CMMS. Even if you've relied on pen and paper alone, business leaders may hesitate to purchase software for a business function they view as a cost center.

Need some help? Once you've narrowed down your list of contenders, ask vendors how to compile the right data and tell the right story to show decision-makers what a CMMS could mean for maintenance and the organization as a whole.

## Step #4: Perform preliminary research

Every CMMS provider will tell you that their platform is the one for you. The true market leaders will have industry awards and verified reviews from satisfied customers to validate their statements. **If you're not sure where to begin, visit popular software review sites like G2 and SoftwareAdvice.** Overwhelmingly positive reviews are a sure sign that you're looking at software that could make a major difference.



Don't settle for aggregate scores, which tell an incomplete story. Take the time to read individual user reviews. These will show you what types of problems the CMMS helps to address, what customers love about it, and what they would improve if they could. The process may give you an early look at each vendor's style of customer service. If a provider engages with reviewers and directly addresses their concerns, they obviously take customer success and satisfaction seriously.

## Step #5: Compare features and pricing

Once you've defined your budget for maintenance technology and settled on a list of must-have features, you'll have an easier time identifying the real contenders. As you review pricing models, watch out for extra fees. Vendors may charge more for customizations and integrations with other software or establish pricing tiers for data storage and ongoing customer support. In most cases, vendors only share high-level pricing details on their websites. Make sure to ask for a more detailed breakdown from each of your finalists.

## Step #6: Test the finalists

Now that you have a shortlist of a few real contenders, it's time to put them to the test with free trials. Streamline the process and set yourself up for success by preparing simple checklists of all the features you need to try out. Assess each solution against these checklists for a side-by-side comparison of their usability and effectiveness.

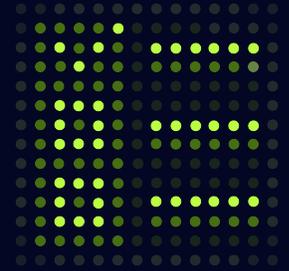
Pay particular attention to ease of use. Let team members with a broad range of tech skills and roles try out the platform. Focus on how long it takes to complete basic tasks like scheduling a work order or adding a new asset to the platform's database. An intuitive and user-friendly platform will make for a quick onboarding process and enable you to begin generating ROI faster.

## Step #7: Follow through with a successful implementation

Finally, gather feedback from relevant stakeholders, analyze your findings, and make a selection. Remember, however, that selecting a new CMMS does not mean your work is over. You'll still need to implement the platform and work to guarantee widespread user adoption. If you can't prove that your solution is making a difference, you'll risk damaging maintenance's reputation among decision-makers and discouraging future investments.

# CMMS Checklist:

Have you found the right fit?



This handy checklist will help you quickly review platforms and ensure you've found the right CMMS to support your maintenance team.

## Internal review

- We have built an internal task force for reviewing CMMS platforms
- We have consulted all relevant stakeholders on their goals and needs
- We have developed a list of must-have features to help guide the selection process

## Platform features

- The platform includes features for submitting, managing, and tracking work requests and work orders
- The platform maintains detailed records of vital asset information including maintenance histories and warranty forms
- The platform simplifies the allocation of resources
- The platform offers insights to help improve inventory management and ordering
- The platform enables preventive maintenance with features for planning and scheduling work
- The platform generates detailed reports on maintenance performance
- The provider offers a mobile application to support teams on the go

## Usability

- The UI is clean, organized, and easily navigable
- All end users can easily carry out relevant tasks without extra guidance
- The platform includes clear and readily accessible support documents like user guides

## Implementation

- Providers have outlined a clear, manageable timeline for implementation
- The platform integrates seamlessly with other relevant solutions in your tech stack

## Customer support

- The provider offers dedicated customer support without additional fees
- The provider's team supports you through implementation and all other stages of your relationship with the platform
- The provider's customer support team offers guidance via multiple channels
- The provider's customer support team seems appropriately robust and responsive

## Customizability

- The platform allows you to customize documents, dashboards, and workflows to your unique specifications
- The platform allows you to assign user roles with specific responsibilities and privileges
- The platform allows you to create custom reports to track the metrics that matter to your organization

## Scalability

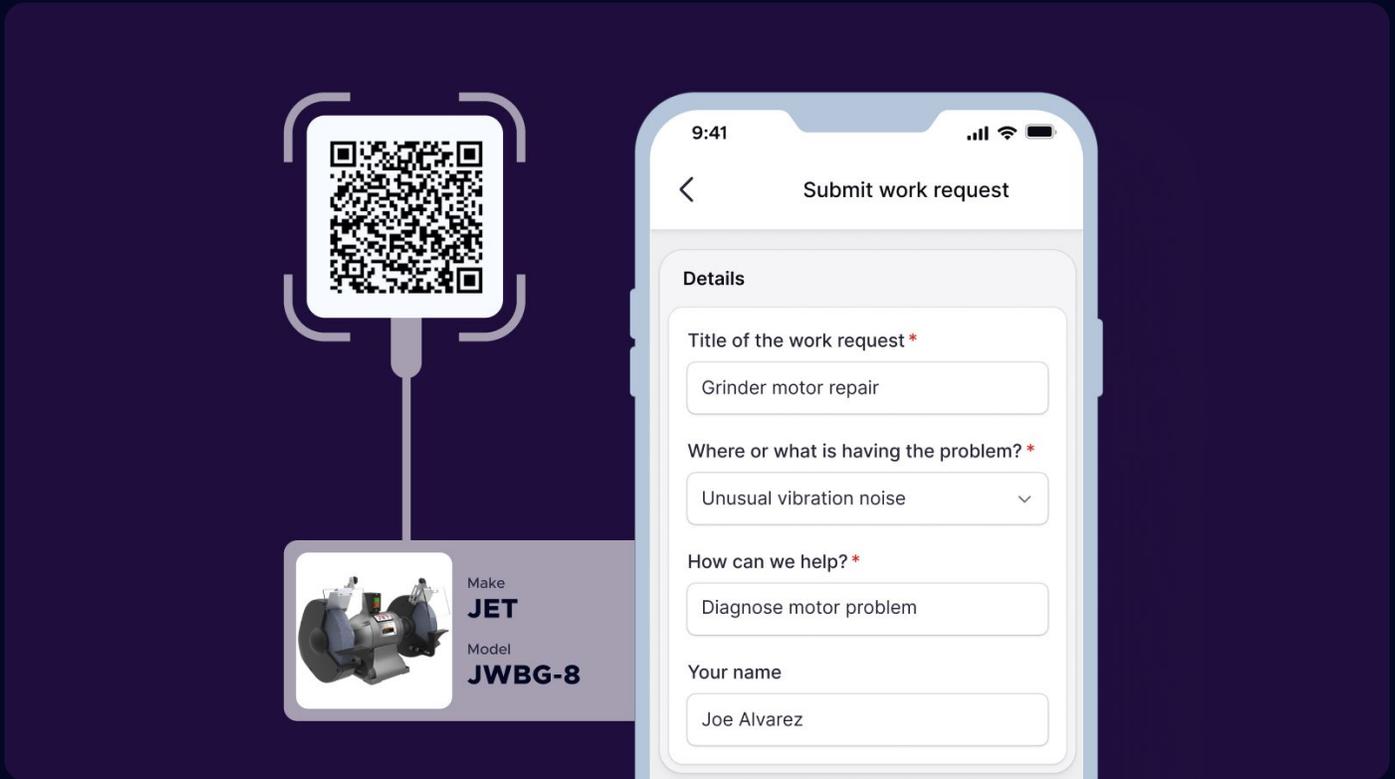
- The platform can accommodate additional data and users as your organization grows

## Safety

- The platform encrypts and protects customer data
- Secure authentication methods help to restrict access to the platform and keep customer data safe
- The provider regularly conducts security updates and audits

## Pricing

- Pricing for the platform is transparent and easily understood
- The provider offers a subscription plan to suit both your needs and budget
- You are confident that ROI generation will offset the costs of implementing and managing the platform in a timely manner



# Choose Limble, the preferred CMMS

Limble is the only maintenance management technology to make G2's list of Highest Satisfaction software. There are many CMMS and Enterprise Asset Management solutions on the market, but Limble is the undisputed favorite. Maintenance professionals prefer our platform in part because they helped us build it. We created Limble with the help of interview and survey data from hundreds of maintenance managers, operators, and technicians. Today, we work with customers to refine the platform, introduce new features and take maintenance departments everywhere into an exciting new era.

**Request a demo and see Limble in action today.**

[REQUEST A DEMO](#)