

# Plant Services

## CMMS/EAM Software Review

The **Plant Services CMMS/EAM Software Review** ([www.PlantServices.com/CMMS\\_Review](http://www.PlantServices.com/CMMS_Review)) offers its online visitors the opportunity to compare CMMS/EAM offerings feature-by-feature and provides customized rankings based on user priorities.

Since it went live in April 2006, more than 4,000 people involved in CMMS/EAM implementations have registered for access, and many return repeatedly to draw on the results of our independent ratings, grasp the range of available capabilities and prioritize the features they need for their operations. They can then have the website score packages according to their criteria and **generate a list of the surveyed packages in order of suitability**.

**The data that drives the comparison is based on our survey.** Survey answers are verified via hands-on demonstration by Plant Services Contributing Editor and CMMS/EAM expert David Berger, P.Eng. This gives visitors and vendors a uniquely fair third-party comparison of available packages. David is one of North America's top CMMS experts and has more than 20 years of experience reviewing CMMS/EAM software, the past 11 years for Plant Services. A typical review requires 6-8 hours of hands-on demonstration. A Contributing Editor of *Plant Services*, David has written extensively about CMMS and EAM. His knowledge of this industry makes him a highly sought-after speaker, author and seminar leader. A professional engineer by trade, David is a director/partner of Western Management Consultants in Toronto. David also holds an MBA degree and is an adjunct professor at York University in Toronto, where he teaches a graduate-level operations management course.

**For 2011, the survey has been revised and expanded** to accurately reflect the higher levels of service being offered by vendors and the greater capabilities of today's software packages. It now covers in greater detail how a vendor and its CMMS address areas of specialization, such as:

- Vendor industry experience and expertise
- Ability to handle relevant asset classes (e.g., linear assets, fleet, facilities)
- Tools to handle relevant integration points (e.g., GIS, ERP)
- Features that address the needs of small to very large multi-national companies (e.g., security, handling multi-company, scalability/flexibility)
- Functionality that allows configuration to user needs (e.g., job plans, asset reliability analysis tools)
- Industry-related features (e.g., case tracking, shutdown/project management, space/property management, advanced estimating/budgeting)

We've also, added questions that allow users to compare the usability of packages, including:

- Sophisticated navigation aids
- Document management features
- Advanced analysis and reporting tools
- Comprehensive help functionality
- User-friendly aids to planning and scheduling

Finally, the survey picks up on growing trends such as:

- Mobile technology
- Sustainability

**Reviews completed by July 31, 2011 will be on the site at launch and will be featured in the September 2011 print and digital editions of Plant Services**, distributed via mail and in digital form to more than 100,000 industrial maintenance professionals around the world.

Review participants will participate in **additional distribution and promotion of the Review in the form of a digital supplement** that describes the latest trends in EAM/CMMS software, the Review and how to use it, with links to relevant Web pages and supporting materials.

Developed as a living resource, the Review site offers **Knowledge Centers** where software suppliers may showcase their strengths, customer base, implementation methodology, and industry specializations, including deep links to their sites and **lead capture capabilities**.

If you have any questions about the review, please contact me at 630-467-1301 ext. 444 or [mbacidore@putman.net](mailto:mbacidore@putman.net).

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