



Before Renewing Your CMMS Contract: Four Key Steps to Make an Informed Decision



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Introduction

Renewing your facility management software contract is not just another administrative task—it's a strategic decision that can have far-reaching implications for your organization's efficiency, cost-effectiveness, and overall operational success.

The right facility management software ensures smooth operations, streamlines maintenance tasks, and improves productivity across the board. But as contracts come up for renewal, it's essential to evaluate whether your current solution is still the best fit for your evolving needs.

This ebook is designed to serve as a strategic guide for facility management decision-makers who are approaching the contract renewal process. Whether you're leaning towards renewing with your current provider or considering new options, this guide will equip you with the tools to make an informed decision that aligns with your organization's goals.

Throughout this ebook, we'll cover four essential steps to guide your decision-making process:

Evaluate Your Current System – Assess the strengths and limitations of your existing software.

Consider Future Needs – Identify how your organization's needs might evolve over time.

Explore the Market – Research industry-leading options and compare vendors.

Making Your Decision – Weigh the pros and cons and decide on the best path forward.

By the end of this ebook, you'll have a roadmap to confidently approach your software renewal process, ensuring your organization continues to operate efficiently and effectively.



Evaluate Your Current System

An upcoming contract renewal for your CMMS or facilities management software system is the perfect opportunity for review and evaluation.

Consider these evaluations to best assess your current system:

Functionality Review

Start by listing the features your software system currently offers. Determine whether these features align with your operational needs and have been utilized effectively.

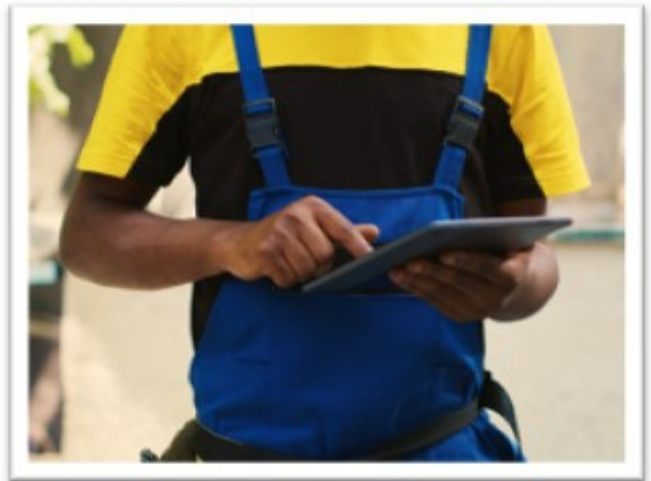
An effective CMMS for your organization should include:

- Interactive Mapping
- Work Order Management
- Asset Management
- Preventive Maintenance
- Inventory Management
- Labor and Resource Management
- Reporting and Analytics
- Capital Planning
- Mobile Access
- Integration Capabilities
- Scheduling and Planning

User Experience Evaluation

Inquire with users about ease of use, pain points, and overall satisfaction. Look for patterns in feedback that might reveal underlying issues with the system.

For example, is the interface intuitive, or do users struggle to navigate it? A complicated interface can lead to a lack of adoption or productivity losses.



Consider aspects like mobile accessibility and customization options, as these can significantly impact user satisfaction and overall efficiency.

Additionally, evaluate the training needs; if extensive training is required for basic tasks, it may indicate that the system is too complex for everyday use.

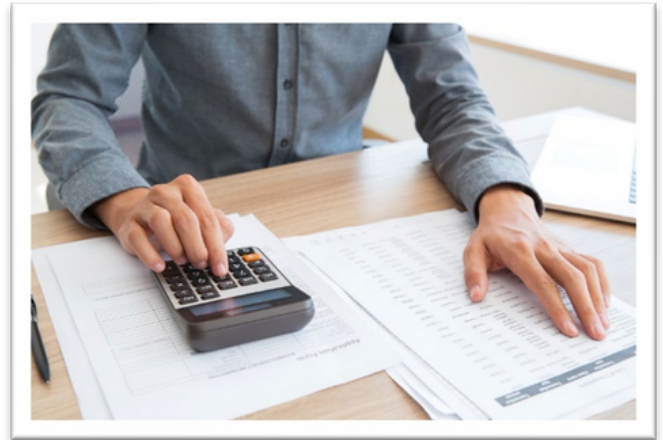
Evaluate Your Current System

Vendor Support & Reliability

Reflect on interactions with your current vendor's support team. Were issues resolved promptly and effectively? Reliable support minimizes downtime and keeps operations running smoothly.

Also, assess the training resources available. Consider whether current training resources are sufficient to keep your team updated and efficient. Vendors that provide live, role-specific training—such as separate sessions for technicians and administrators—can enhance user proficiency.

Access to on-demand training materials supports continuous learning. This tailored approach is often more effective than limited, one-size-fits-all training sessions.



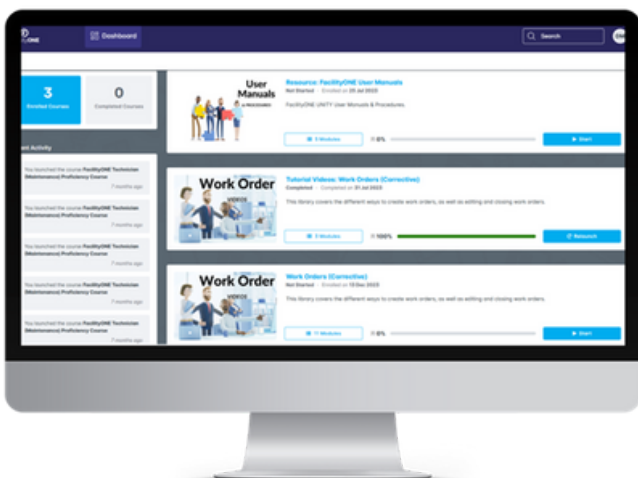
Financial Impact & ROI

Break down the total cost of ownership. Evaluate how the software has contributed to achieving key organizational goals, such as cost savings, increased efficiency, or compliance with safety standards.

Use a standard ROI formula to quantify the financial return on your investment. If the ROI is not meeting expectations, it may be time to consider an alternative system.

Consider how recurring costs, such as licensing fees, maintenance, and training, compare to the overall benefits the software provides.

If these benefits are limited or diminishing, it might indicate the system is no longer a cost-effective choice for your facility.



Plan for Future Needs

Can your current CMMS or facilities management software system keep pace scale with operations, integrate with emerging technologies, and maintain compliance with current and future regulations?

Before renewing your current contract, take some time to think about the future needs of your organization and whether your current system will continue to be a good fit.

Anticipate Growth

If your organization is expanding, ensure your software can scale to manage additional facilities, equipment, and team members.

Evaluate whether the software can handle more complex operations, such as larger maintenance schedules or multi-site management.

Consider Tech Advancements

You may want to consider how IoT, AI, and digital twins could enhance your operations. Does your current software integrate these technologies, or is it falling behind?

Double-check that your software vendor is committed to innovation and regularly updates the software to incorporate new technologies and features.

Consider Systems Consolidation

Robust facilities management systems can also help combine workflows and eliminate other systems such as capital planning programs, to save money.



Prepare for Compliance

Stay informed about upcoming regulatory changes and ensure your current software system can adapt to meet new compliance requirements without costly modifications.

Flexibility & Customization

A one-size-fits-all approach to facilities management software may not be sufficient as your operations evolve.

Before renewing your contract, examine whether the software's architecture allows for easy modifications and upgrades, or if it's rigid and difficult to adapt.

Explore the Market

Now is the perfect time to analyze the current state of your CMMS or facilities management software and think about how it will work for your organization in the future.

As the next step, take some time to explore the market, which is full of high-quality facility management vendors.

Identify Industry Leaders

Identify leading software vendors. Compare their offerings to your current system and note significant advantages or improvements.

Request Demonstrations

Request demos from a variety of facilities management software vendors. Use this opportunity to assess the software's usability, feature set, and how well it aligns with your needs. Don't hesitate to ask specific questions about pricing, onboarding, and support.

References

You can ask prospective vendors to provide references, which would allow you to talk with current day-to-day users. This way, you can ask specific questions about crucial elements of the system like onboarding, customer support, ease of use, and long-term satisfaction.



“Many CMMS systems that were implemented years ago lack the efficiency and effectiveness of more modern systems available today. These outdated systems also are potentially no longer compliant with industry safety regulations.”

FacilityONE COO,
Lynn O'Donnell

Market Research

As you explore new facilities management systems and vendors, watch for new features or emerging technologies that could benefit your organization.

Pricing & Cost Comparison

Compare pricing models across different vendors. Be mindful of hidden costs such as implementation fees, training, and ongoing support.

Evaluate which vendor offers the best value for your specific needs.

Critical Trends in Facility Management Software

As the facilities management landscape evolves, staying ahead of emerging trends is crucial to maintaining efficiency, security, and compliance. **Here are key trends shaping the future of facility management software:**

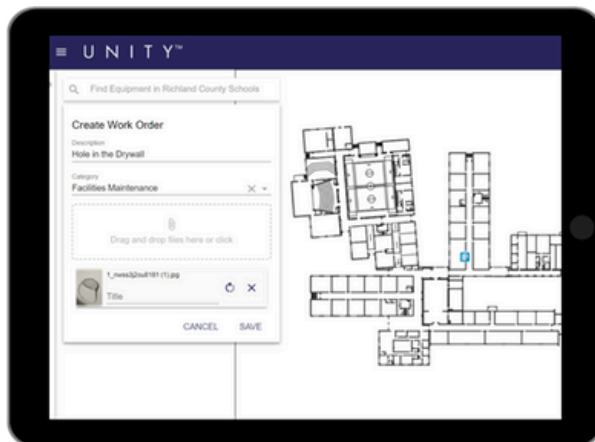
- **Preventive Maintenance** - Avoid unexpected equipment failures and costly downtime.
- **Mobile Functionality** - Facility teams need the ability to address issues on the go from the device of their choice.
- **Emergency Prep** - For a time marked with environmental uncertainties and potential threats.
- **Interactive Maps** - Provide enhanced insights into systems and equipment through digital floor plans.
- **Switching Systems** - More organizations are switching systems than ever before, for better features, lower prices, and beyond.
- **Data Security & Compliance** - Robust security and compliance features are essential, especially in sectors like healthcare. Look for systems with strong data encryption and secure access controls.
- **System Integration** - Seamlessly connects with IoT, building automation, and other systems, allowing facilities to leverage new tech and streamline operations.
- **Flexible & Customizable Platforms** - Adaptable systems that allow customization help facilities meet specific operational needs and integrate with future technologies.
- **Labor Shortage Solutions** - With a shortage of skilled workers, automation and AI in facility management software can handle repetitive tasks, freeing staff for higher-value work.

2025's Must-Have Features

These essential functionalities for 2025 help teams work more efficiently, manage resources effectively, and stay prepared for future needs:

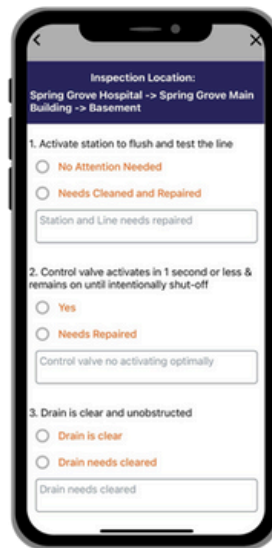
Work Orders in One Click

From an interactive map of the facility, managers and technicians can click on a piece of mapped equipment to see equipment information and associated work orders.



Auto-Assignment

Work orders are automatically assigned based on shift, location, and specialty. This streamlines workflows, reduces response times, and ensures tasks are directed to the right personnel without manual oversight.



Mobile Inspections App

Create tailored inspections and rounds, with offline functionality and seamless integration with F1 WORKS for real-time issue resolution, facilities safety, and regulatory compliance.

Simple Supply Requests

Request supplies to be delivered simply by clicking product images, through a customized webpage that does not require user login credentials.

Customizable Dashboards

Flexible dashboards that provide a tailored view of a wide range of facility and asset data.



Decision-Making Checklist: Critical Factors to Consider

Use this checklist to evaluate your CMMS options and ensure that your final choice aligns with your organization's needs, goals, and growth plans.

Criteria	Considerations	 FacilityONE
Cost	Clear pricing, no hidden fees, and long-term value	✓
Scalability	System supports new locations, assets, and users	✓
Tech Compatibility	Mobile access and integration with other tools	✓
Ease of Use	User-friendly, quick onboarding, and high adoption rates	✓
Vendor Support	Reliable customer service, regular updates, and helpful training	✓
Security & Compliance	Meets industry regulations, secure data practices	✓
Customization	Tailored workflows and reports that match your unique needs	✓
ROI	Measurable improvements in cost savings and efficiency	✓

This checklist serves as a practical guide to help you evaluate the key factors in choosing the right CMMS. By considering each of these elements; cost, scalability, compatibility, and more, **you can make an informed decision that aligns with your organization's goals.**

With the right system in place, you'll be positioned for greater efficiency, cost savings, and long-term success.

Transitioning Systems: Embracing the Change

Switching to a new CMMS might feel like a daunting process, but it's important not to let the fear of transition hold you back.

A well-designed CMMS with strong vendor support will provide a seamless, guided transition that minimizes any disruptions to your current operations.

Why Make the Switch?

Enhanced Efficiency

Certain CMMS features such as auto-assignment, mobile access, and interactive mapping streamline workflows and can make a huge difference in overall efficiency.

Long-Term Cost Savings

With preventive maintenance tools and detailed analytics, a new CMMS can help reduce operational costs, leading to significant organizational savings.

Better Support & Training

A quality CMMS provider offers role-specific training and continuous support, ensuring your team is fully equipped to make the most of the system.

Scalability for Future Growth

A modern CMMS can grow with your organization, supporting expanding facilities, assets, and user needs.



“We are very pleased with the collaboration efforts of FacilityONE. The implementation of their software has transformed how we respond to work order requests, manage equipment and vehicle maintenance, and maintain our campus utility systems. These advancements have significantly enhanced department efficiency and response times.”

FacilityONE Client, Wayne State College



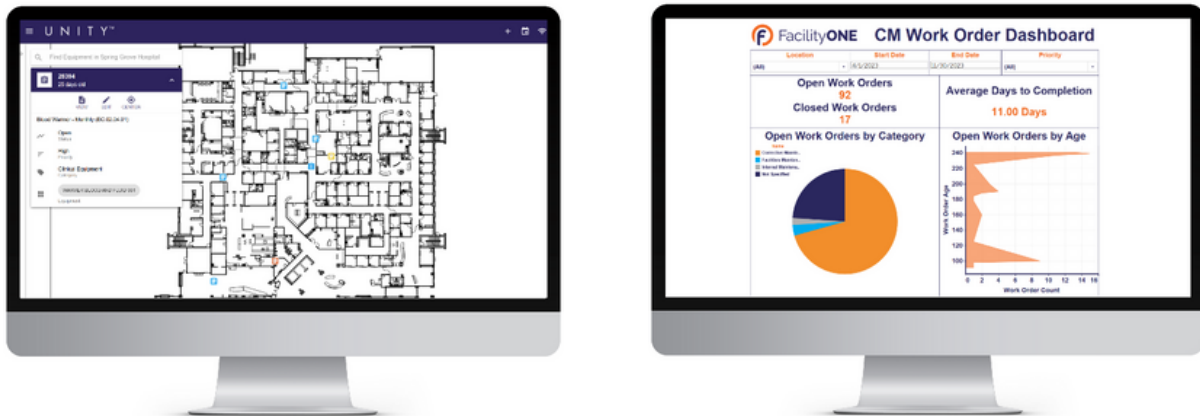
“After a thorough search for a new CMMS platform, FacilityONE stood out as the product that served the needs of the Albany Med Health System. FacilityONE provides centralized call center, asset management, preventative maintenance, and work order management. F1 MAPS allows us to manage our life safety and environment of care needs with a visual display of the space which improves our reporting accuracy. Overall, very satisfied.”

FacilityONE Client, Albany Med Health System

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Conclusion & Next Step

When done correctly, with the right vendor, switching to a new CMMS or facilities management system can be minimally disruptive with efficient onboarding and quick adoption by managers and technicians. **Teams can experience the benefits of a new system within weeks!**



Before renewing your current CMMS contract, we encourage you to explore all your options.

FacilityONE is dedicated to helping organizations make informed, cost-effective decisions about their facilities management. Schedule a quick call with our team to see how our solutions can support your specific goals.

CLICK TO REQUEST A QUICK CALL



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