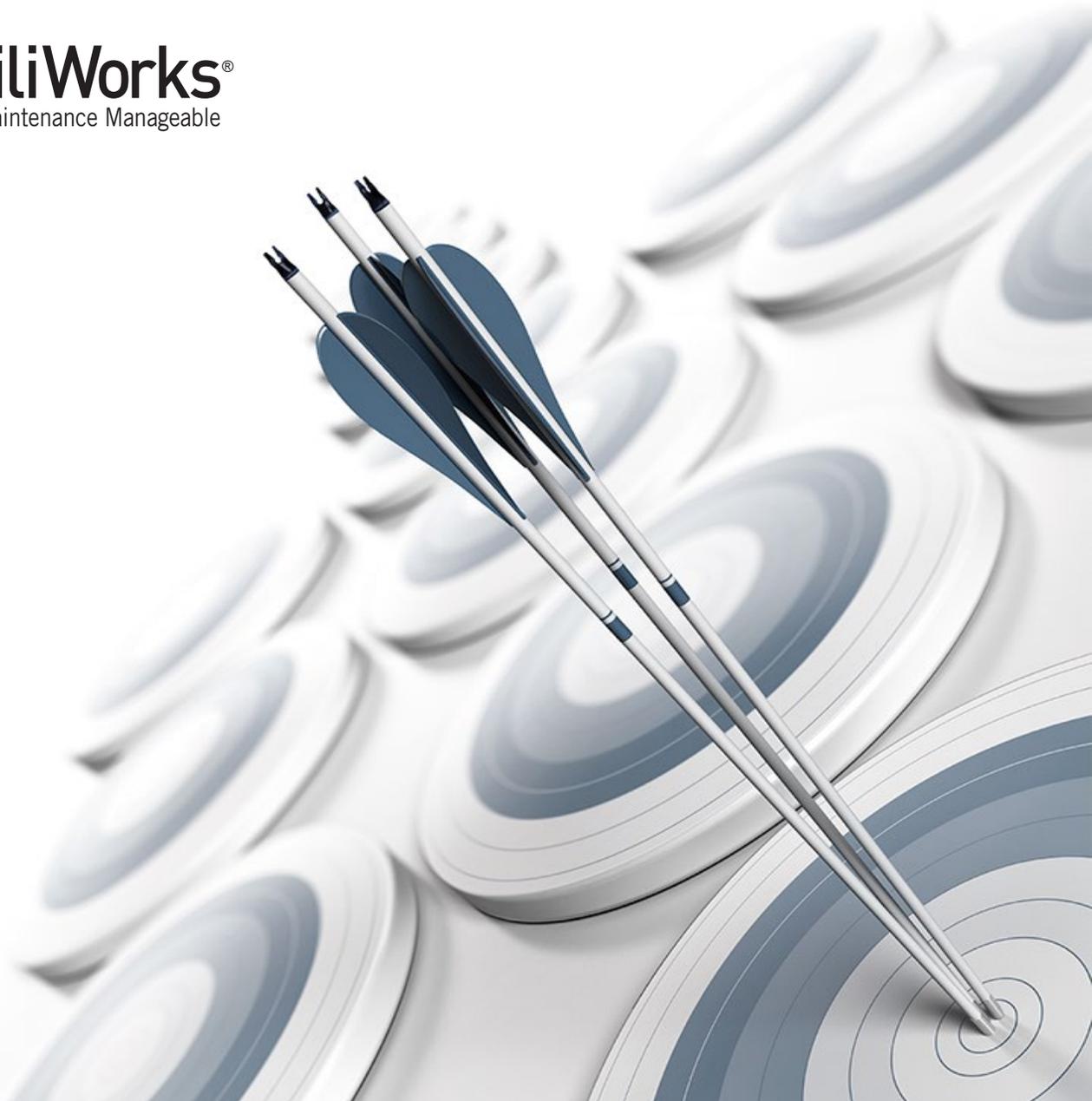


Hitting the Mark

Successful CMMS Implementation

FaciliWorks CMMS delivers all the tools you need to maximize productivity and minimize costs, but how do you get the most out of FaciliWorks? How do you avoid mistakes? Where do you start? The proper action plan, installation, configuration, data migration and training will ensure your successful CMMS implementation.





Why use our implementation services?

CyberMetrics' Client Solutions team includes trainers, project managers, validation specialists and consultants with proven technical knowledge and extensive experience. With over 12,000 clients worldwide, our team has the qualifications and resources to successfully implement FaciliWorks under your company's unique infrastructure.

- Minimize downtime
- Implement quickly and seamlessly
- Eliminate risk
- Accelerate ROI
- Realize the benefits of FaciliWorks

Whether your project is simple or complex, our team, in conjunction with yours, will ensure that all critical functions are addressed and delivered. Our team can quickly and effectively implement FaciliWorks within your current operating environment. Through the effective use of consulting, project management and training, we will get FaciliWorks up and running in your facility in record time, ensuring a successful and painless launch.

The information captured by FaciliWorks has a ripple effect throughout your entire company; all other departments depend on the optimization of the maintenance department: operations, production, shipping, inventory and management budgeting. Ultimately, your company's ROI hinges on your department's success with your new CMMS software, so doing it right the first time is a must.



Discovery and Planning

A successful CMMS implementation begins with a remote or on-site assessment of your maintenance management program, both its current state and its ideal future state. Our Client Solutions team will consult with your internal project team to establish the goals of the project, determine which services will be required to accomplish these goals and define project roles and responsibilities. Based on this assessment, your dedicated Client Solutions manager will create an action plan and establish a preliminary time line for your approval.

Your Client Solutions manager will serve as your main point of contact, monitoring and tracking your project through completion including allocation of appropriate project resources, overseeing the project time line and deliverables and providing continuous communication regarding project progress, obstacles, budget and scope.

Your company's custom implementation action plan may or may not include all of the following services:

- Installation
- Configuration
- Data Services
- Integration
- Custom Reports
- Validation
- Training
- Go Live



Installation

CyberMetrics' Installation Engineers have strong technical skills and knowledge of Microsoft products and networking technologies. They will scope the installation, including hardware, time line and ideal configuration, ensuring the deployment will be quick and efficient. Our team installs FaciliWorks, establishes the network connection between the application and the database(s), formalizes project procedures and reviews high-level system design.



Configuration

Proper configuration of FaciliWorks is imperative to a successful deployment, as it dictates your daily workflow and operations. Configuration can include establishing system administrators and users, defining global, admin, personal and security settings, preparing for asset grouping or the use of multiple databases, customizing terminology, menu items and reports, determining SOPs for regulatory compliance, creating record templates, etc., to best suit your company's needs.



Data Services

Data services include data collection, organization, migration and verification along with a data backup and recovery plan. Data migration will hinge on your company's previous method of record-keeping, resulting in manual data entry or a data transfer. The integrity of your data is key to a successful CMMS implementation and proper data migration minimizes transitional downtime.



Integration

FaciliWorks is highly flexible; our Systems Integration team can integrate FaciliWorks with your existing business systems such as inventory, accounting, purchasing and building automation sensors. Our custom integration services will save you time, reduce costs, increase productivity and make FaciliWorks work even better for you.



Custom Reports

Though FaciliWorks provides a comprehensive set of reports, you may have additional reporting requirements. Per your company's specifications, we will create customized reports for you that are quickly and easily imported into your FaciliWorks database. Reports that are tailored to your specific needs will help you analyze and stay ahead of trends, forecast workloads, improve efficiency and minimize costs.



Validation

Our on-site validation services streamline the validation process, guaranteeing documentation accuracy and minimizing downtime. Our Validation Services expert uses the FaciliWorks Validation Kit (which includes a validation guide and a sample validation database for testing and verification) to perform the validation at your facility under normal operating conditions. The Validation Services expert documents and stores all results within the Kit as preparation for future audits.



Training

One of the most important aspects of a CMMS implementation is proper, comprehensive training. All too often, CMMS training budgets are minimal or non-existent, which results in the accrual of more costs due to errors made by untrained personnel. Though FaciliWorks is easy to use, it is a robust solution with extensive functionality. Formal training ensures consistent data entry by all users and proper use of the software in daily operation, as it pertains to the users' specific roles in your maintenance management department. Software is simply a tool to be utilized in maintenance management; the real investment lies with your employees and training them on the proper use of that tool. Without it, the software could become a misused or unused tool, resulting in a reduction of ROI.

Three convenient and effective training options are available to fit your needs: on-site, two-day regional and Web training. Our team of experts will gladly advise you on the ideal comprehensive training package to fit your needs.

- Introductory Web training is a good way to become familiar with the major features and functionality of FaciliWorks prior to implementation, learning ideal data flow and data entry methods.
- On-site training is strongly recommended for all new implementations, for both system administrators and end users. It enables real-world, hands-on learning that follows your company's established protocol, including but not limited to your ideal FaciliWorks workflow, time-saving shortcuts and error avoidance. At the conclusion of on-site training, each attendee will receive a completion certificate as proof to an auditor of proper training from the software manufacturer. Tailored on-site training ensures that you reap the maximum benefit from and ensure your success with FaciliWorks CMMS software.
- Two-day regional classes offer hands-on learning and include a certificate of completion as proof to an auditor of proper training from the software manufacturer. Regional classes have a standard syllabus, though students do have the opportunity to ask questions specific to their company's situation. Regional classes are held at various cities around the country and class sizes are kept small in order to provide individual instruction and assistance.
- On-going education is key to continuing your company's success with FaciliWorks. During the initial launch, your company may only use a limited amount of the software. Over time, your needs may require that you begin using other, uncharted areas. Accessing these new areas without a refresher may result in poor data entry. In this type of scenario, Web training, tailored to your specific area(s) of interest, is highly beneficial. Other scenarios may include the addition of a new user or a change in duties for an existing user.



Go Live

The Go Live stage of the implementation process includes a final review of configuration, security, training, customization and data integrity, resulting in final sign-off and the launch of FaciliWorks as your new maintenance management solution.

Contact us today for a free consultation regarding your implementation needs. Together, we will ensure that your FaciliWorks CMMS software solution will serve your maintenance management needs now and in the future.

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