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A Siemens Company

Guide to operational efficiency

5 areas to maximize resources and do your best with less

With changes in resourcing, staffing, budgets, and health and safety protocols, there is a lot to balance as an operations professional in today's environment. Some of the common challenges:

Budgetary Restrictions

With a tighter budget, there's less room for error. The average operations professional has to be smarter with the budget they have to make it go further — all while balancing the level of service and safety you need to prioritize for those you serve.

Lack of Resources

From fewer staff to tighter budgets for equipment and assets and even overall infrastructure, operating with a lack of resources means that your time, workflow and efficiency are critical.

Change in Personnel

Whether you're dealing with a reduced workforce, remote staff members or other changes, you are being expected to be more flexible than ever with your team. And communication can make the difference between a well organized staff and one that is wasting energy and work hours.
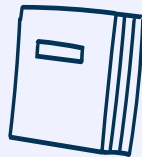
Aging Infrastructure

All infrastructure is aging, and the sad news is that most western economies are rated at somewhere between a C+ and a D- on an A to F scale when it comes to infrastructure. A lack of funding for this infrastructure so in need of fixing pushes repairs beyond their due date. Aging infrastructure breaks down more frequently, resulting in repair that costs more and requires more time to fix. Infrastructure that's out of order means lower service levels and less desirable and safe communities.
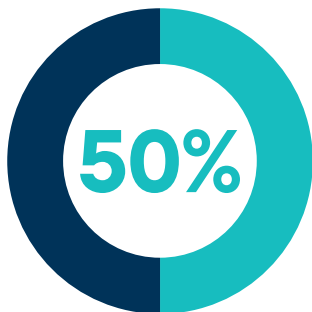
Guide

Navigating your changing workforce

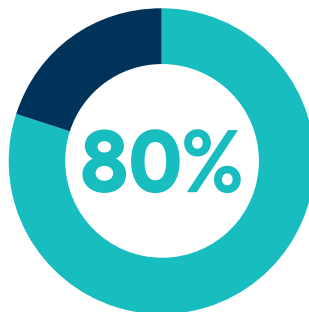**Read more**

Your Changing Workforce[1]

50%
of facilities personnel are set to retire in the next 10 years

80%
of Americans agree there is a skills gap

10 million
shortfall of workers in the next six years

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All of these factors combine to mean that those working in maintenance and operations find themselves struggling to help their organizations thrive. Not to mention, they often drive maintenance and operations departments from proactive maintenance into reactive maintenance mode. This adds stress, extra costs and even risk to departments and organizations on the whole. The unintended consequence is a lack of capital planning that leaves organizations blindsided by major repairs with no available funding to cover the cost.

How technology fits in

We're all embracing technology at breakneck speed (especially those you serve on a daily basis), which elevates the expectations on your department and organization.

There are a lot of options available for organizations to integrate technology into their operations to improve efficiency without having to invest a lot of time or complicate processes.

Implementing a few simple tools can help your operations teams work efficiently with prioritization of work, allow leadership and key stakeholders to have clarity into the work being performed, assist department leaders with budget and FTE planning, gain insight into employee performance, and manage capital planning and equipment life expectancy.

Harnessing the right technology can help you stretch your resources while justifying your budget needs and ultimately creating a better environment for your staff and those you serve.

Read on to learn about a few of the technologies operations leaders are using to dramatically improve their service delivery and productivity.

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1. Maintenance Management

For operations professionals working with limited budgets, competition between departments for resources can be fierce.

No matter the size of your team doing maintenance work, a computerized maintenance management system (CMMS) is useful for the reports and history it provides because that data is the linchpin of being able to illustrate all the work the department does and justify budget requests. No matter the size of your operations, a system is helpful because of its ability to track data and readily provide information, even on your mobile device in the field. That information helps reduce the struggle of trying to manage a variety of equipment and assets spread across the entire community.

Having a system to track all the work you do enables you to have a better understanding of:

→   Daily, weekly and monthly workload

→   Preventive vs. reactive workload

→   Backlog of work

→   Asset and equipment history

→   Labor hours and costs

→   Contractor hours and costs

Ultimately, a CMMS helps you stretch your resources and reach new levels of efficiency in your work.

1.   **28.3%** increase in maintenance productivity

2.   **20.1%** reduction in equipment downtime

3.   **19.4%** savings in material costs

> **"**
> The most important thing we have gotten out of our CMMS was the ability to search our historical data. By looking at our work history, we can identify the areas of greatest need, which let us know if upgrades are called for.
> **"**

Teresa Malmberg
City of Dunnellon, FL

Infographic

See all of the ROI you can gain from a CMMS in this infographic

See more

2. Preventive & Predictive Maintenance

You know that you don't want to operate in a reactive mode — it's stressful, costly and anything but ideal. But those daily "fires" are impossible to plan for and they have to be dealt with.

With a solid preventive maintenance (PM) program powered by your CMMS, you can catch problems before they become issues. Your team can have scheduled tasks that prevent those daily fires, and it's all organized in a calendar-based system that automatically lets you know what you need to do when.

Taking it one step further, you can use the data in your CMMS to power predictive maintenance (PdM), by not only keeping your work proactive but also anticipating when something will fail or break. With advanced workflows and automated reporting, you can use data to know when to fix an asset vs. relying on the calendar to tell you.

Wherever you are on your PM or PdM journey, technology and the organization it brings can help you truly do your best with less with the tools to operate more proactively and confidently than ever before.

Blog

Explore important trends in PM and PDM

Learn more

Regular preventive maintenance can extend the life of your assets by as much as[2]

35%

A preventive maintenance program can help you cut costs by **12-18%** and per year save you more than

$135,000

See how

> "
> As a result [of preventive maintenance], our equipment has far exceeded the industry standard life expectancy and we receive less work order requests because our equipment is well-maintained. "

Curtis Orndorff
Frederick County Public Schools

Learn more

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3. Inventory Management

For many organizations, inventory management is a prime area to tighten up in order to better understand your fast-moving, slow-moving and inactive inventory levels. In fact, studies have shown that a sizable chunk of inventory items will never be used. Managing inventory is more than simply making sure you know where the extra lightbulbs are kept. It plays an important role in effectively managing your operations to reduce expenses and increase productivity.

An inventory management system helps ensure the right product is in the right place at the right time with minimal expense and effort.

The visibility into data and access to historic trends helps ensure that inventory levels are optimized through things like:

→ Reworking how you store items

→ Documenting an accurate count and specific details for each inventory item in your CMMS

→ Setting up minimum/maximum or high/low levels for inventory items and automating alerts in your CMMS

→ Using mobile barcoding to make inputting inventory easier

The result is better control and improved allocation for true cost of ownership.

Blog

Everything you need to know about equipment inventory management

Learn more

4. Energy Management

Energy is the second or third largest line item for most organizations, and it's often the area that sees 30 percent wasted spending.

An energy management solution allows operations professionals to track data that empowers them to make smarter, more sustainable decisions surrounding energy usage.

It facilitates better planning for capital investments, helps organizations see where they can save on utilities and even helps them meet regulatory requirements.

Utilities and energy is an often-overlooked area of operations that can be run more efficiently and create savings to go back into the organization.

Energy management can help you reduce energy costs by up to

20%

In one year, our energy management software helped save

$171.4M & 12 Billion
in electricity   gallons of water

"

If we're asking the community to drive less, take public transportation less or make their homes more energy efficient, how can we do that if we're not tracking energy usage in our own buildings? We want the public to know that we're in this with them.

Lyn Dedmon
City of LaMesa

5. Capital Planning

Thinking about creating a 5, 10 or 20-year capital expenditure forecast seems daunting. For operations leaders, there is little room to make a major mistake with large expenditures, so having the data to make the correct choices is crucial.

New approaches and technologies have made it easier than ever to create a plan that is accurate an properly prioritized. For organizations and communities with aging infrastructure, it's especially important to be looking ahead to what capital expenses are on the horizon and planning for them now. It can be difficult, if not impossible, to squeeze a large, unplanned expense into the budget when it comes up by surprise.

Strategic asset management is an approach to asset management and long-term planning that can be used to better understand and visualize your asset management needs today, as well as 5-20+ years into the future.

With a strategic asset management system, you can use lifecycle modeling to try out "what if" scenarios, balancing budget, assets and expected levels of service, to make better data-driven decisions, especially around capital planning.

Infographic

See a visual of the strategic asset management framework

See more

Tools & Technology that Empower Efficiency

The benefits of all of these tools come down to the same thing — the ability for anyone to access the data they need from wherever they are. Breaking down data silos and enabling employees to get the information they need empowers them to make better decisions about what needs to be done and greatly improves their productivity. Weaving these types of technologies into operations enables your organization to thrive and succeed.

> **"**
> We all face diminishing budgets, less manpower and deteriorating buildings. [Operations management software] can make operations more efficient and help justify keeping resources and job positions to management and your CFO.
> **"**

Barry Hipp
Cleburne Independent School District

Learn more

Sources

1 Brightly Software https://www.brightlysoftware.com/resource/guide-navigating-workforce

2 "Q&A Series: What Is Preventive Maintenance?" Brightly Software https://www.brightlysoftware.com/blog/qa-series-what-preventive-maintenance

About Brightly Software

Brightly, a Siemens company, is the global leader in intelligent asset management solutions, enables organizations to transform the performance of their assets. Brightly's sophisticated cloud-based platform leverages more than 20 years of data to deliver predictive insights that help users through the key phases of the entire asset lifecycle. More than 12,000 clients of every size worldwide depend on Brightly's complete suite of intuitive software – including CMMS, EAM, Strategic Asset Management, IoT Remote Monitoring, Sustainability and Community Engagement. Paired with award-winning training, support and consulting services, Brightly helps light the way to a bright future with smarter assets and sustainable communities. For more information, visit brightlysoftware.com

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