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3 Hidden Costs of Not Using a CMMS



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Your work in maintenance and operations is tied to efficiency. The way you fix assets, organize your team workflows, and make decisions about resourcing all affect your budget.

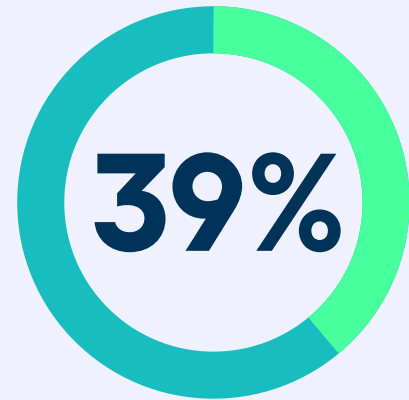
While adding maintenance and operations technology may seem like an extra cost, operations professionals who have tapped into its efficiency wins know that the ROI of using a [CMMS \(computerized maintenance management system\)](#) far outweighs the cost.

And those who still rely on paper processes, complex Excel sheets, and housing critical knowledge in their head experience the hidden costs of not using a CMMS:

- Wasted time and money by operating in reactive mode
- Reduced efficiency and productivity of your team
- Increased risk and liability through lack of documentation

Let's dive into what those areas are costing you and how you can start saving with technology.

When we surveyed a group of maintenance professionals:¹



said they use a CMMS



1 | Wasting resources

Without the right technology to help you organize your processes, budget, and workflow, it can be hard to get ahead.

When you are constantly fighting fires and working reactively, you waste resources, minimize budget impact, and cause burn out for you and your staff. A preventive maintenance (PM) program is critical to getting out of reactive maintenance mode – and a CMMS is the perfect resource to support that.

A PM program plugged into a CMMS can result in lower overhead and maximize uptime, as well as help you make data-driven decisions to maximize your asset lifecycle, leading to longer lasting equipment and assets.

“

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

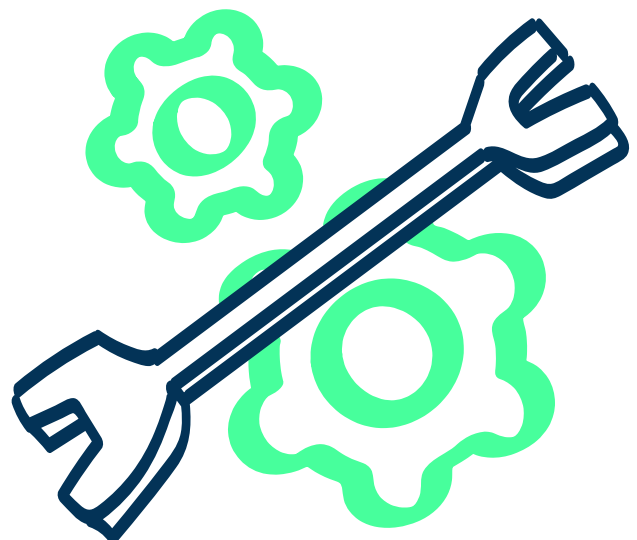
Frederick County Public Schools

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80% of maintenance can be addressed by doing
PMs on 20% of facility systems

97% of respondents said **11-50%** of their work orders are reactive

67% of respondents said they saw up to a **25% reduction** in reactive work orders with a CMMS



2 | Limiting efficiency and productivity

Do you ever feel like your team could complete work faster if they were more organized about what they should be doing, where, and when?

Are you:

- Using paper processes that create waste and tether your technicians to paper instructions?
- Limiting productivity by requiring technicians to come back to a central location to enter work details?
- Not communicating back to work requesters or doing so verbally?

If you're not using a mobile app to capture work order data and organize staff tasks for the day, you're losing time and money — and reducing your team's ability to be efficient and productive.

Your staff deserves the organization and transparency of a digital maintenance system to help them prioritize tasks, and your leadership deserves a place where they can adequately report on work being done.



See how a mobile CMMS app can take your maintenance to the next level.

[Learn more →](#)

“

I don't know why or how you would do work orders without having mobile.

”

Ryan Ferguson

Glencire Retirement Community

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3 | Increasing risk and liability

When you don't have a system to digitally document your maintenance processes, you open your organization to risk – and that can really cost you.

Without maintenance work and assets documented in a digital system, how can you:

- Make the right decisions about what to repair vs. replace?
- See work history by asset?
- Effectively train new team members or make the knowledge transfer when staff retire?

“

In my mind, that's one of the most important things about a CMMS system – that you are able to track back to that asset and see its history since you're basing a lot of your decisions on that.

”

Ben Nowak

Aspirus Wausau Hospital

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Not having these systems in place can equate to thousands of dollars lost repairing the same asset over and over again or replacing the wrong asset at the wrong time. It can even cost you weeks getting staff and contractors up to speed on what's needed where.

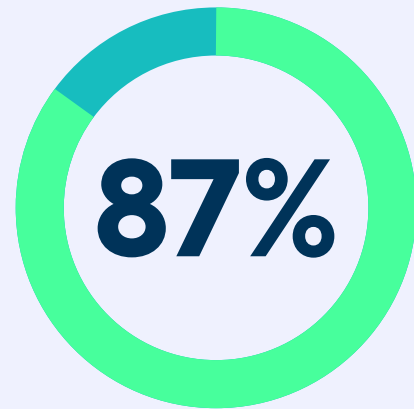
Additionally, if you've had compliance issues or insurance claims, then you know that it's a place you don't want to be as an operations leaders or as an organization.

And documentation can mean the difference between thousands of dollars in fines and proving that you're doing the work you need to promote safety.

Without a system to track compliance documentation, you open your organization to:

- Increased risk for your staff without well understood and distributed safety and compliance protocols.
- Fines from failing compliance inspections and incurring insurance claims.
- Decreased levels of service and a lower level of safety in your environment that can negatively affect your business.

No one wants to promote risk with maintenance and operations work – and that's why you need a CMMS to help you avoid it.



Percentage of respondents who saw reduced maintenance costs, while **80% minimized downtime**

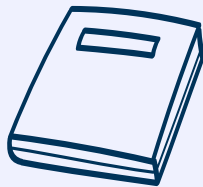
Are you ready to keep up instead of falling behind?

You deserve to be in control of your operations, to own your daily work, and to feel confident about your future. And it's easier than you think to get a CMMS implemented and start seeing the savings.

If you're ready to get ahead and experience the benefits of using a CMMS to streamline your maintenance workflow, stretch your resources and gain efficiencies, Brightly Software is here to help.

GUIDE

Read our guide on what to look for when selecting a CMMS to get started!



[Learn More →](#)

SOURCES

1. Data from a 2017 Manufacturing Operations Survey with 209 respondents
2. Brightly's "State of U.S. Asset & Facilities Management - 2025 Report"
<https://www.brightlysoftware.com/resource/state-us-asset-facilities-management-2025-report>

About Brightly Software

Brightly, a Siemens company, enables organizations to manage the entire lifecycle of their assets, facilities and infrastructure. As the global leader in intelligent asset management solutions for more than 25 years, Brightly's sophisticated cloud-based platform is expertly designed to improve capital planning through smarter, data-driven decision making, empower technicians to predict, prioritize and manage preventative maintenance activities, and support organizations to achieve sustainability, compliance and efficiency goals. Combined with award-winning training, legendary support and managed services, more than 12,000 clients worldwide depend on Brightly to optimize their teams, operations and strategic planning initiatives. For more information, visit [brightlysoftware.com](https://www.brightlysoftware.com).

info@brightlysoftware.com / [brightlysoftware.com](https://www.brightlysoftware.com)

