

Checklist

Key Considerations for Selecting a Mission Critical Facility Management Solution



Before investing in a mission-critical asset management solution such as a CMMS or EAM, ensure your chosen platform meets these essential requirements:

1. Data Integrity & Insights

- Does the platform ensure clean, accurate data collection at the point of origin?
- Can it provide actionable insights and real-time visibility into infrastructure performance?
- Does it include internal and competitive benchmarking capabilities for informed decision-making?

2. Risk Mitigation - Prevent Facility Downtime

- Does the system have a built-in compliance engine to ensure preventative maintenance is followed?
- Does the system track failure modes with enough detail to force OEMs to fix their issues?
- Can you compare the Mean Time Between Failure and the Mean Time to Resolve across the portfolio (and against the broader industry)?
- Does the system show trends in failure modes across your entire portfolio so you can make operational adjustments?
- Can the platform digitize and streamline critical permitting and safety processes?

3. Operational Efficiency

- Does it consolidate data from multiple sources into a single interface?
- Are workflows, maintenance schedules, and monitoring digitized and automated?
- Can it be operated and maintained without additional resources and development?
- Can it be accessed on mobile devices for field operations?

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4. Cost Management

- Can it optimize resource allocation and reduce operational expenses?
- Does it provide detailed insights for strategic capital planning?
- Does the vendor offer transparent pricing and ROI examples?

5. Scalability & Customization

- Is the platform flexible enough to grow with your organization?
- Does it offer modular add-ons like spare parts management, capital planning, or reliability benchmarking?
- Can it be tailored to meet the unique needs of your facility portfolio?

6. Software Provider Expertise & Support

- Does the vendor specialize have a proven track record in mission critical facilities management?
- Are professional services available to assist with implementation, training, and ongoing support?
- Does the product fit your needs out of the box (it does not require extensive customization and development to fit requirements)?
- Does the vendor have former Tier-4 Data Center Operators on staff to help with best practices?
- Does the vendor have services to ensure quality data and streamlines operations (ex. Asset Audit, Procedure Digitization)?
- Is the platform built on a reliable, configurable, and secure infrastructure, like Salesforce?

Next Steps

Evaluate your current needs and ensure the platform you choose aligns with your operational, financial, and compliance goals. Use this checklist to guide your decision-making process, and contact MCIM at results@mcim.com to learn how we can support your mission-critical operations.