**Why technology companies have to be in the training business**

Organizations can spend a year or more installing their CMMS. They spend large amounts of money for not only buying the program (or rental of the service) but untold amounts of time.

Ask yourself if the following is true. Most companies use less than 30% of their Computerized Maintenance Management System. Then ask yourself “why?”

The common answers are we didn’t have enough time for a complete installation, we didn’t spend enough for support, we don’t have time now, we ran out of money before we got to maintenance, the documentation is not helpful, the vendor doesn’t understand our business well enough to give us substantive help, etc.

The second question is, are you satisfied with your current system? The least satisfied users are the ones that use the smallest part of their systems. The firms that use more of their systems are the same ones that are more satisfied.

I know that feeling from my experience with Microsoft Office products. Even though I write a great deal I only use a small percentage of the capabilities of Word. My satisfaction levels soar when I learn a new capability such as the table of contents or index functions. The more I know the more satisfied I am. The more I know the more useful the tool is to me and the more useful the tool the more valuable the tool.

It is essential that CMMS vendors commit themselves to be the universities of not only how to use their systems (they had better do that). They should also teach us why to use them, how to generate actual returns on investment and how to use the systems for reliability programs, planning and scheduling, PM and other programs that will improve the delivery of maintenance and ultimately the end product.

One immediate problem is that the software vendors are experts in software and not necessarily in maintenance of all the types of customers’ plants on their systems.

This is where Reliabilitv comes in. In this easy to use format we will bring in experts in various aspects of maintenance to help you understand the issues more deeply. A deep understanding will enhance your ability to design, manage and maintain these essential programs.

