

## DISCUSSION GUIDE

# How to Talk to Your CFO About Upgrading Your CMMS



# Table of Contents

Introduction

02

---

Why Upgrade Your CMMS?  
The Risks of Delaying

03

Understanding the Risk of Regulatory Non-Compliance

04

How a Modern CMMS Improves Operations and Aligns with Financial Goals

05

5 Key Improvements You'll See When You Upgrade Your CMMS

06

“But what about...?”  
Addressing Common Objections

10

Building Your Pitch: How to Get Your CFO On Board

15

Streamline Your Operations & Maximize Your Potential with Fexa

18

## Introduction

Facilities management is not for the weak! Every day, facilities managers ensure the uninterrupted performance of multiple buildings through operations oversight, vendor relationships, budgeting, and compliance. They handle emergencies quickly and interact with technology solutions to continually improve their success rates.

By maintaining safe, responsible, and operational facilities, these team members play an essential role in their organization's profit.

Facilities maintenance is not a solo job. To ensure optimal building performance and achieve organizational goals, facilities managers often need to champion their ideas and convince key stakeholders, like the CFO, of the value of investments in technology and resources.

When it's time to replace your current CMMS with a better one, you will have to get everyone else on board, too--including your CFO. You will be at an advantage if you know how to prepare for this conversation, including the risks of staying with your current CMMS and the benefits of choosing a new one.

**Choosing a better CMMS** will make your life easier as a facilities manager. However, what your CFO cares about most is how the new platform will improve the company's financial standing.

Let Fexa be your guide in preparing for these important conversations! We will help you build your case for a new CMMS and anticipate potential objections. After all, a new CMMS will benefit everyone as it improves your efficiency and helps to control costs.



# Why Upgrade Your CMMS?

## The Risks of Delaying

Before you can start thinking about your new CMMS, you have to have a solid understanding of why there are problems with what you're using now. Few CFOs are going to jump on board with a new system when they don't see any problems with the current one.

Facilities managers who are **considering a new CMMS** generally fall into **two categories**:

- 1) Your current CMMS is causing major problems for your operations by increasing your downtime and eating into your profits
- 2) Your current CMMS is upholding the status quo, but making a change will reduce costs and improve efficiency

Both issues cause many of the same problems. There are risks associated with a failing CMMS, just as there are risks to simply maintaining the status quo. The risks of delaying your upgrade include:

- **Increased Costs:** Manual processes are time-consuming and error-prone, leading to wasted resources, reactive maintenance (fixing issues after they break), and potential regulatory fines.
- **Inefficient Operations:** Lack of data visibility and poor communication lead to delays, missed deadlines, and difficulty prioritizing maintenance tasks.
- **Compliance Risks:** Manual systems make it hard to track regulations and ensure compliance, leading to potential fines and reputational damage.



## Understanding the Risk of Regulatory Non-Compliance

Let's take a closer look at the risks associated with regulatory non-compliance. The regulatory landscape for facilities management is always changing. From energy efficiency standards to environmental regulations, non-compliance can result in hefty fines, legal repercussions, and damage to your organization's reputation.

In recent years, organizations have had to adjust to regulatory changes related to the **AIM Act**, Section 608 of the Clean Air Act, multiple Climate Accountability Acts that apply to any company doing business in California, and **other federal rules**.

Risks include:

- Fines and penalties
- Legal action
- License revocation
- Operational disruptions
- Reputation damage
- Environmental impact
- Worker safety violations

A robust CMMS can be your shield against these risks.

### How a modern CMMS can help:

- **Automated Compliance Checks:** Set up automated reminders for inspections, certifications, and other compliance tasks.
- **Real-time Data and Reporting:** Generate detailed reports on energy usage, emissions, and other environmental factors to ensure compliance.
- **Centralized Document Management:** Easily store and access important regulatory documents, such as permits, licenses, and safety data sheets.
- **Integration with Regulatory Agencies:** Connect with regulatory agencies to streamline reporting and compliance processes.

By leveraging a modern CMMS, you can proactively manage regulatory compliance, minimize risk, and ensure your organization's long-term sustainability.



## How a Modern CMMS Improves Operations and Aligns with Financial Goals

Legacy CMMS platforms are often inflexible, to the point that they inhibit your operations.

**Here are some signs** that it may be time to abandon an outdated CMMS and transition to something new:

- **Frequent system crashes and downtime:** A system that is constantly experiencing technical difficulties can disrupt operations and productivity.
- **Outdated features and lack of innovation:** If your CMMS can't keep up with industry trends or doesn't offer the latest features, it may be time for an upgrade.
- **Poor user experience and interface:** A clunky and difficult-to-use interface can lead to user frustration and errors.
- **Integration challenges:** Difficulty in integrating with other systems like ERP, accounting, or IoT devices can hinder efficiency.
- **Limited scalability:** If your CMMS can't handle your growing business needs or increasing asset base, it may be time to explore a more scalable solution.
- **Ineffective data analysis and reporting:** A lack of robust reporting and analytics tools can hinder decision-making and prevent identifying potential issues.
- **Poor vendor support and slow response times:** A lack of timely and effective support can disrupt operations and lead to frustration.
- **High total cost of ownership:** Unexpected fees, maintenance costs, and training expenses can add up over time.
- **Regulatory compliance challenges:** If your CMMS struggles to keep up with changing regulations, it may not be the right tool for the job.

A background image showing a group of business professionals in a meeting, looking at documents and charts on a table.

## 5 Key Improvements You'll See When You Upgrade Your CMMS

Here's the question your CFO is certainly going to ask: How can your new CMMS help improve those problems? In other words, how do you know that you're going to see improved profits and reduced downtime when you make this change?

These are five of the most important improvements you will see when you upgrade your CMMS.

### 1. Enhanced Efficiency

One of the most important improvements you will see is enhanced efficiency.

A modern, flexible CMMS can automate routine tasks and streamline your workflows, including work order generation, dispatching, and tracking. All of this automation saves valuable time and reduces the risk of human error.

A solid CMMS infrastructure also facilitates seamless communication between field technicians and office staff, which reduces miscommunications and delays in problem resolution.

Choose a CMMS that can significantly enhance asset management by providing tools to track asset lifecycles, schedule preventive maintenance, and monitor equipment performance. By proactively addressing maintenance needs, facilities managers can extend the life of assets, reduce downtime, and minimize unexpected failures.



## 2. Data-Driven Decision Making

Data is the lifeblood of modern businesses, and a strong CMMS provides the tools to harness the power of that data.

A modern CMMS will collect and analyze data, providing you with information you really need, including:

- Maintenance costs
- Asset performance
- Energy usage
- Other KPIs

Using this data, you can make informed decisions that drive cost savings and improve your operational efficiency. The financial implications of data-driven decision making are substantial. By tracking maintenance costs at a granular level, you can identify which assets are becoming money pits and need replacement, which preventive maintenance tasks are most cost-effective, and where to allocate resources for maximum return on investment.

Perhaps most importantly, modern CMMS solutions transform complex data into clear, actionable visualizations and reports. This means maintenance managers can quickly share insights with stakeholders, justify budget requests with hard data, and demonstrate the value of maintenance investments to upper management.

Using this data, you can make informed decisions that drive cost savings and improve your operational efficiency, creating a competitive advantage in your industry.



### 3. Improved Asset Management

A **well-maintained asset portfolio** is crucial for ensuring business continuity and maximizing ROI. A CMMS enables effective asset management by providing tools to track asset life cycles, schedule preventive maintenance, and monitor equipment performance.

Modern CMMS platforms revolutionize asset management through comprehensive lifecycle tracking, from procurement to retirement. The system's preventive maintenance capabilities transform reactive maintenance cultures into proactive ones by automatically scheduling and triggering maintenance activities based on various factors:

- Time-based triggers: Schedule routine inspections and maintenance based on calendar intervals or operating hours
- Condition-based monitoring: Use real-time sensor data to detect equipment parameters outside optimal ranges
- Predictive analytics: Utilize historical data to forecast potential failures before they occur
- Compliance requirements: Automatically schedule inspections required by regulatory bodies

By providing these comprehensive asset management capabilities, a CMMS becomes an indispensable tool for modern facilities managers seeking to maximize asset performance while minimizing total cost of ownership. Studies show that implementing a robust preventive maintenance program through a CMMS can reduce maintenance costs by 12-18% compared to reactive maintenance strategies.

## 4. Reduced Downtime

When it comes to facilities management, downtime is your biggest enemy. It doesn't just cause chaos for you as the facilities manager, but it also creates problems for everyone else in the company.

Downtime means:

- Employees see disrupted work schedules and reduced productivity
- Customers experience delay product delivery and impact overall satisfaction and lower your Net Promoter Score (NPS)
- Executives grow frustrated over decreased revenue
- The entire company sees damage to their reputation
- Employees and visitors alike may be at risk of injury due to safety issues

Your new CMMS will prevent downtime--and the above problems--by enabling proactive maintenance planning and real-time monitoring of asset health.

They do this through faster communication, simpler problem resolution, and identification of potential issues before they escalate. Those potential issues can be addressed during off-peak hours to minimize disruptions to business operations.

## 5. Improved Compliance

Staying compliant with a myriad of regulations can be a complex and time-consuming task.

A CMMS can help streamline compliance efforts by automating tasks, tracking regulatory deadlines, and generating comprehensive reports. By centralizing compliance documentation and automating workflows, facilities managers can reduce the risk of non-compliance and avoid those costly penalties.

A modern CMMS offers in-platform compliance checks and simple report generation. No matter what industry you're in, compliance matters. It matters to your customers, to the regulatory bodies, and to your bottom line.





## “But what about...?”

# Addressing Common Objections

Executive leaders excel at asking all the right questions before making a big decision. That’s why it’s imperative to make a strong case from the beginning. If you can anticipate potential objections, it will be easier to move the process forward efficiently.

- What is the cost of implementation?
- The change management process is going to be a huge headache.
- How do we know that the new CMMS is going to have sufficient data security measures?
- Why can’t we just stick with the current system?
- Is this really the right time to invest in new software?
- Won’t implementation disrupt current operations?

## Objection: What is the cost of implementation?

There is always an upfront cost to any new technology solution, but it's important to consider the **true total cost** of facilities maintenance.

Modern CMMS technology presents a great opportunity to reduce costs. Yes, there are costs associated with implementation, but maintenance optimization is always going to save money in the long term.

It does this by improving:

- First-time completion rates and repeat service calls
- Travel time and dispatch efficiency
- Service level agreement compliance
- Administrative overhead from manual processes
- Emergency repair premiums from reactive maintenance

Looking at total cost of ownership, the investment in a modern CMMS is offset by:

- Reduced emergency repair premiums
- Lower administrative overhead
- Improved asset longevity
- Better vendor management and pricing
- Decreased downtime costs

As our industry faces increasing operational pressures and evolving business needs, this investment positions us to adapt quickly while controlling costs. Without it, we risk falling behind and incurring higher long-term operational costs.

The heart of the issue is this: Researchers at Fexa have found that implementing a new CMMS can lead to a 250% ROI. That's because modern CMMS solutions don't just focus on vendor cost reduction--they create sustainable savings through smart automation across the entire operation.

**Check out Fexa's free guide** to the importance of collaboration between facilities and finance teams.

## Objection: The change management process is going to be a huge headache.

Change management is definitely a challenge! Creating buy-in and managing the user adoption period is always going to be a challenge. However, choosing to keep using an outdated system due to change management concerns is ultimately going to keep your costs high.

Have a plan in place for change management. Ideally, this will include the three phases associated with effective implementation and training.

**Phase 1:** Pre-implementation preparation, which involves training store managers and facilities teams on the new system before a wide-scale implementation

**Phase 2:** Structured roll-out strategy, starting with a pilot program and later a wide release.

**Phase 3:** Ongoing support and optimization, with continuous improvement based on user feedback and performance metrics

### **This approach works because:**

- Interface design is tailored by role, minimizing learning curves
- Automation reduces manual data entry, lowering training requirements
- Built-in compliance checks ensure proper usage
- Real-time support prevents workflow disruption

But what your CFO really needs to understand are the financial impacts of not upgrading. Without an upgrade, you will see:

- Continued inefficient manual processes
- Higher administrative overhead
- Missed opportunities for cost savings
- Risk of system obsolescence
- Competitive disadvantage in adapting to market changes



The key is that we're not just implementing new software. We're optimizing our entire facilities management operation.

While change management requires investment, the ROI from improved efficiency and reduced operational costs makes this a sound business decision.

### **Objection: How do we know that the new CMMS is going to have sufficient data security measures?**

This is an excellent question to include in your Request for Proposals (RFP). Ask every potential CMMS provider: How are you going to protect your sensitive data, including company and consumer data?

Your CMMS should provide:

- Role-based access control with granular permissions for different user types
- Controlled visibility of sensitive data based on user role, location, and function
- Industry-standard encryption for data in transit and at rest
- Regular security audits and penetration testing
- Secure backup systems with disaster recovery capabilities
- Multi-factor authentication options
- Detailed audit trails of all system changes and access
- Automated compliance reporting capabilities
- Data retention policies aligned with industry regulations
- Secure vendor/contractor portals with limited access
- Protected API integrations with other business systems
- Secure cloud storage with geographic redundancy
- Regular automated backups
- Clear data ownership and privacy controls

By combining these hard and soft dollar benefits, a new CMMS can significantly improve your organization's bottom line and overall performance.



### Objection: Is this really the right time to invest in new software?

The short answer is: yes!

Now is the right time, because an outdated or clunky CMMS is already causing you to lose money. As your organization grows, you want to have a CMMS that can easily scale up with you, meeting and even exceeding your needs.

Your CMMS is a strategic tool to help you weather any future uncertainty--a key part in your organization's long-term success. What you don't want to see is growth that your CMMS can't keep up with. The bigger your organization, the more disastrous it can be to have maintenance downtime or regulatory violations affecting your profits.

Now is the time to embrace the cost reduction, increased efficiency, and risk mitigation that a new CMMS brings. Investing in a CMMS is also investing in your future.

### Objection: Won't implementation disrupt current operations?

A flexible CMMS provider understands the importance of minimizing disruption. When your CFO expresses concerns about disruption, offer reassurance that you can choose a CMMS provider that can develop a smooth implementation plan that incorporates user training, comprehensive support, and a user-friendly interface.

The easier it is for your employees to learn the new system, the less disruptive it will be. Choose a CMMS with an easy to learn interface and exceptional support network.

## Building Your Pitch: How to Get Your CFO On Board

When it's time to pitch a new CMMS to your CFO and other key stakeholders, you'll want to have a plan. Not sure where to start? We can help.

### Step 1: Quantify the Benefits of a New CMMS

When you lay out the benefits of a new CMMS, you can use the information we have provided in this guide. However, you will also want to use real data from your organization.

Quantify the impact of current inefficiencies by answering questions like these:

- How much downtime has your organization experienced, across all facilities, because of maintenance issues?
- What excess expenditures could be eliminated through a new CMMS?
- How long does it take for maintenance issues to be resolved, and how much could that be shortened by a new CMMS?
- How does your company's performance compare to industry benchmarks for maintenance costs?

Use these answers to create a detailed ROI analysis, highlighting the potential savings and revenue increases.



## Step 2: Address Specific Pain Points

What are the specific pain points your maintenance team faces on a day-to-day and long-term basis?

Examples may include:

- Frequent equipment failures
- Struggling to keep up with existing maintenance demands
- Excessive downtime
- Difficulty tracking maintenance history
- Regulatory fines for compliance failures
- Poor communication between the company and contracted laborers
- Lack of data

Tailor your pitch to explain how a new CMMS will address these specific pain points. Tangible solutions are always more effective in a pitch than intangible ones, so get specific!

## Step 3: Emphasize the Long-Term Value of Making a Change

A flexible, scalable CMMS will grow with your organization. Highlight the benefits of choosing a CMMS that is equipped to adapt to your organization's changing needs in the coming years.

One of the biggest long-term values of a better CMMS is that it can help you stay ahead of the competition. A more efficient organization is a more successful one.

## Step 4: Build a Strong Business Case

The strongest pitch will include an executive summary that outlines the key benefits, costs, and ROI of the new CMMS.

Draft a detailed proposal that includes a project timeline, budget, and implementation plan. Alternatively, you could **draft a thorough RFP** that demonstrates a comprehensive understanding of what you are looking for.

Your executive summary should be tailored to your company's unique needs and include:

- **Problem Statement:** Clearly articulate the current challenges faced by your organization's facilities management team, such as inefficient workflows, excessive downtime, or difficulty tracking maintenance history.
- **Proposed Solution:** Explain how a new CMMS will address these challenges and provide specific solutions, such as automated work order generation, real-time asset tracking, and predictive maintenance.
- **Key Benefits:** Highlight the primary benefits, such as cost savings, increased efficiency, improved compliance, and enhanced decision-making.
- **Cost-Benefit Analysis:** Present a detailed cost-benefit analysis, including upfront costs, ongoing expenses, and estimated savings.
- **ROI Calculation:** Quantify the expected return on investment, considering factors like reduced downtime, increased productivity, and improved asset utilization.
- **Implementation Timeline:** Provide a realistic timeline for the implementation process, including key milestones and deliverables.

By following these tips and addressing your CFO's specific concerns, you can increase your chances of securing the necessary budget for a new CMMS.



## Streamline Your Operations & Maximize Your Potential with Fexa

**Are you tired of juggling work orders, managing multiple vendors, and struggling to track asset data?** Fexa is the all-in-one facilities management platform built to revolutionize how you handle repairs and maintenance across your locations.

Here's how Fexa empowers facilities managers like you:

- ✓ **Fexa boosts productivity.** It is highly configurable and can be adapted to your unique workflows. Fexa eliminates the need to constantly adjust your processes to fit the software.
- ✓ **Fexa provides smart project management solutions.** With Fexa, you can track complex, multi-trade projects with blended work orders, automated triggers, and efficient vendor assignments. Our smart automation eliminates time-consuming manual tasks.
- ✓ **Fexa optimizes your asset management.** With Fexa's exceptional data reporting, you can make informed repair and replace decisions, track assets for their entire life cycle, and capture unlimited data points for your needs.
- ✓ **Fexa improves communication across your entire organization.** We make sure that everyone gets the right information at the right time with customized, multi-channel alerts.
- ✓ **Fexa respects you and your team.** We don't have any sneaky hidden fees, and we don't nickel-and-dime you for every feature. Our pricing is transparent and competitive.
- ✓ **Fexa ensures that you can stay compliant with all regulations.** We provide you with robust compliance tools to help you track and manage regulatory requirements, such as Fexa TrakRef. **Fexa TrakRef** helps you manage refrigerant management regulations.
- ✓ **Fexa offers exceptional customer support.** In addition to adapting to your changing needs, our dedicated support team is always ready to assist you with any questions or issues you may encounter.





As the most flexible, adaptable CMMS on the market, Fexa is trusted by leading brands like Tesla, Crate & Barrel, Five Guys Burgers, and Dollar General.

**Request a demo today** and experience the power of a solution that can transform your maintenance operations.