A Smarter Way to Compare CMMS Vendors: The Cross-Functional Checklist

The best CMMS evaluations bring maintenance, compliance, and IT stakeholders to the table early. Each group has unique needs that must be reflected in the platform you choose.

Here are the kinds of **questions you should ask** (and what they reveal):

Functional Area	Question to Ask	What It Uncovers
Maintenance	How easy is it for technicians to log work on the floor or in the field?	Uncovers usability and adoption risk, ensures the system won't create friction at the point of use.
	Can we automate recurring preventive maintenance schedules based on time, usage, or condition?	Reveals flexibility of scheduling logic, critical for avoiding unnecessary downtime.
	Does the system track full asset history, including past work orders, parts used, and technician notes?	Validates traceability, essential for root cause analysis and compliance audits.
IT / Technical Fit	How does this system integrate with our ERP, MES, or SCADA platforms?	Surfaces integration readiness, helps avoid data silos and duplicate entry.
	What deployment models are available (on-premises, private cloud, SaaS)?	Clarifies infrastructure compatibility, supports IT policy alignment and security needs.
	How customizable are user roles and permissions?	Determines security granularity, critical for access control in regulated environments.
Compliance / Audit Support	Does the system support electronic timestamp logs and audit trails aligned with AS9100, FDA 21 CFR Part 11, or FSMA?	Confirms compliance fit, ensures system supports validation and traceability.
	Can we generate audit-ready reports with technician, task, and asset traceability in one click?	Uncovers reporting ease, critical for audit prep and inspections.
	Is there support for nonconformance logging, resolution tracking, and documentation?	Reveals ability to manage CAPA workflows, key for regulated manufacturers.
	How do you support onboarding and training to ensure adoption across maintenance, QA, and IT teams?	Highlights implementation and support depth, key to achieving full cross-functional buy-in.

Learn more about MASS Group's CMMS solution on the TME® platform at:
www.massgroup.com/our-platform/tme-cmms