

WHITE PAPER

Seamless Multi-Site Implementation

Scaling Maintenance Excellence From Site to Enterprise



Large, multi-site organizations face unique challenges. Supply chain disruptions, labor shortages, and fluctuating consumer demand all make it difficult for global businesses to maintain their competitive edge. Leveraging the power of a multi-site CMMS and EAM solution can transform these challenges into opportunities.

Today's challenges demand greater agility, efficiency, and above all, standardization across multiple worksites. Staying competitive means eliminating silos and leveraging reporting tools to track both global and granular progress. That's why successful organizations are standardizing maintenance processes, from MRO inventory to asset management.

Of course, standardization can be challenging for multi-site organizations. All too often, each worksite develops unique practices and quirks, creating barriers to data collection, reporting, and standardization. Bringing far-flung shops into operational alignment is a major undertaking.

That's where the best software comes in.

Multi-site CMMS/EAM:

- Drives standardized maintenance workflows and processes, facilitates global inventory management, eases regulatory compliance, and much more.
- **Standardizes data collection and metrics across facilities**, making essential tasks like identifying problems and tracking progress easier. Managers overseeing multiple worksites can track KPIs at the enterprise level and deliver continuous improvement from each site.
- Facilitates **data-driven maintenance strategies** — including condition monitoring, asset lifecycle management, preventive maintenance, and compliance reporting.
- **Adapts for localized and global use** and adjusts for local currency and time zone. It even adjusts for local spellings and numerical formats.
- Integrates seamlessly with tools like ERP, BI, and SCADA/PLC.
- Is highly configurable, **built to scale with your organization so it can adapt to your evolving needs, no matter how complex or global your operations become.**

Using a CMMS/ EAM to standardize workflows delivers, on average:



Reduction in maintenance costs



Increase in asset uptime



PM completion rates



Reduction in MRO spare parts inventory

Best Practices for Multi-Site Implementation

Begin With Clear Goals

At the outset, define your success factors and your purpose. What is the goal of standardizing? What do you hope to achieve? How will you measure success?

Identify the reporting you'll need to track your goals and determine how you'll collect the right data for those reports. Your goals will drive the entire implementation process, from data collection to metrics like Mean Time Between Failures (MTBF), Mean Time to Repair (MTTR), and Overall Equipment Efficiency (OEE).

Get Buy-In From End Users and Ensure Role Clarity

During the planning stage, work closely with technicians, managers, and inventory specialists throughout your organization. Consult with them as you build core functionality, leveraging their institutional knowledge and expertise to create a set of standards that work for your organization. Ensure clear user involvement and role clarity by:

- Recognizing that **assuming IT ownership equals success is a myth** — true success requires cross-functional collaboration.
- **Selecting an actively engaged system administrator** who understands day-to-day operations.
- **Focusing on practical needs**, not assumptions, to ensure the system reflects real-world workflows.
- **Avoiding overload** by not burdening the system with unnecessary features. Listen closely to your team to understand the real, everyday challenges they face — those are the problems your software should solve. Resist the temptation to chase flashy features that look impressive but lack practical value. Focus on what truly improves workflows and efficiency.
- **Learning from common challenges and past experiences** to avoid repeating mistakes and to build on what's already known.

Ensure that you have their full buy-in; they'll be using the software every day, and it needs to work for them.

Phase the Roll-Out — Carefully

Stage the roll-out carefully so that you build momentum as you progress from site to site. This will look different for each organization, which is why it's crucial to work with an experienced partner throughout implementation.

For example, it's tempting to begin rolling out the new maintenance management software at your "easiest" location — whichever plant already has a well-organized maintenance program and a solid data collection system.

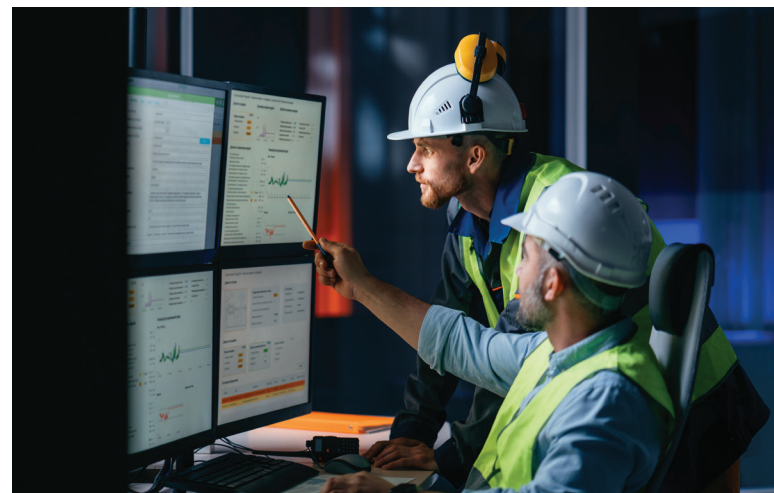
For some organizations, that's a great choice, while for others it can mean unexpected delays and a loss of momentum when the roll-out reaches the more challenging worksites. There's no one-size-fits-all implementation map; it's a matter of planning, change management, and building the right partnership with your software supplier.

Set Up Guardrails To Protect Your Configuration

Successful multi-site implementations rely on global standardizations, such as using the same work order forms and following the same workflows, in order to maintain optimal efficiency and deliver the most accurate reporting.

That's easier said than done. Over time, plants tend to shift away from the standard configuration, one small change at a time. This makes tracking progress, monitoring inventory, and forecasting budgetary needs more complicated.

Get ahead of this problem at the implementation stage. Set up guardrails so that CMMS and EAM configuration changes require permission. Appoint select team members as administrators who grant permissions and make changes as needed.



Standardize Your Naming Conventions

Inventory is one of the most challenging parts of multi-site implementation. Each plant may use different names or numbers for spare parts. Mismatched units of measurement and inconsistent vendor details are also common problems.

Take the time to create consistent naming conventions and enforce them across every worksite.

Likewise, create consistent names and descriptions for all standard maintenance tasks. Build in standardized expectations for the parts, labor, and time associated with each task.

Prepare Your Data

Data governance is an essential part of any maintenance management software implementation. Before the multi-site roll-out, be sure to:

- Implement clear measures to protect sensitive data and comply with relevant data privacy regulations
- Define the data that your organization needs, based on the metrics you plan to track. Refer back to the goals established for the standardization process.
- Establish an internal data collection and storage process and train your teams.
- Clean your data by eliminating duplicate records, using consistent naming conventions, and checking to make sure that you've completed all the necessary fields for your standard maintenance tasks, work orders, assets, and inventory.

Clean data is critical to your implementation success. Before migrating, make sure you prioritize your data standardization, even if it takes extra time. Differences in database structures, missing fields, siloed data, and inconsistent asset hierarchies can lead to major integration issues. Manual entry errors like typos, duplicates, and ambiguous labels, along with outdated records and uncontrolled user permissions, all compromise data quality. Inconsistent naming conventions, units, and formatting across systems only add to the complexity. Addressing these challenges upfront ensures a smoother transition and a more reliable system post-implementation.

Conduct a Post-Implementation Review

This often-forgotten step is one of the keys to the success of the whole endeavor — the feedback loop. After the roll-out, conduct a thorough review to ensure that you've successfully consolidated every database. Pay close attention to detail, as differences in terminology and spellings can cause glitches; differences in dropdown menus or fields can, too.

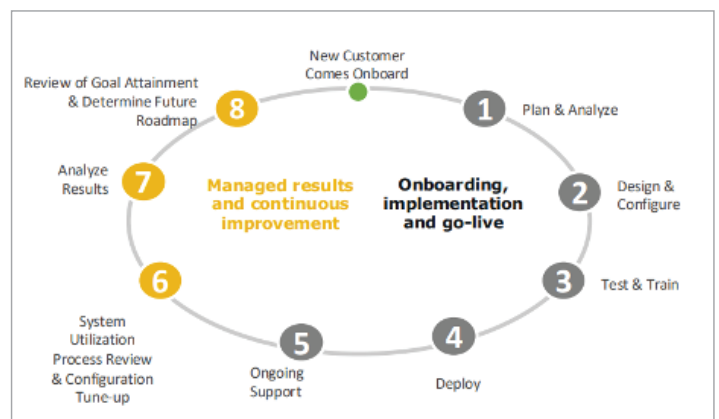
Again, this is an iterative process. Conduct regular reviews to ensure that teams aren't making unauthorized format changes. Likewise, provide a clear process for teams to request changes as needed.

Continuous Post-Migration Review: Sustaining Your Maintenance Software Performance

Post-migration review is not a one-time checkpoint — it's an ongoing process essential to maintaining the integrity, usability, and effectiveness of your software. As operations evolve, new data integrity issues may surface, such as missing records, incorrect asset hierarchies, or misaligned inventory quantities, which can lead to maintenance delays, inaccurate work orders, and reduced system trust.

Standardization efforts, while beneficial, can unintentionally override local business rules, like inspection intervals, naming conventions, or permit workflows, resulting in compliance risks and disruption of site-specific processes. Additionally, gaps in user adoption, permissions, and training may persist or emerge over time, limiting effective system use and encouraging reliance on offline workarounds.

By embedding post-migration review into your continuous improvement cycle, you ensure that your software remains aligned with operational realities, supports accurate reporting, and empowers decision-making across all levels of the organization.



Choosing the Right CMMS / EAM for Multi-Site Implementation

Choosing the right maintenance management software for a multi-site organization requires more than just basic functionality. It demands flexibility, scalability, and alignment with global operations. Consider these essential features when evaluating your options: .

- **Advanced Reporting Capabilities:**
Ensure the software supports highly customizable, global reporting for KPIs, preventive maintenance (PMs), and asset health metrics.
- **System Integration:**
Look for seamless integration with core business platforms such as ERP, BI tools, and SCADA/PLC systems to enable data flow and centralized oversight.
- **Mobile Accessibility:**
A user-friendly mobile application is critical for field teams to manage work orders, inspections, and updates in real time.
- **Customizable Workflows:**
The ability to tailor work order management supports standardized processes while allowing for site-specific flexibility.
- **Global Usability:**
Multilingual support, currency conversion, and time zone adjustments are vital for international operations.
- **Compliance and Audit Readiness:**
The system should capture regulatory data and simplify audit preparation across regions.
- **Inventory Visibility:**
Robust tracking of spare parts across all locations helps prevent stockouts, reduce overstock, and optimize procurement.



eMaint is a global leader in enterprise, multi-site management. Our maintenance management system standardizes maintenance processes and increases efficiency on a global scale. That's why global organizations choose eMaint: it has a proven record of success.

Organizations in every industry, from food and beverage to life sciences, are tapping into the power of eMaint and its deep bench of global experts. As a member of the Fluke family, eMaint understands the challenges of the manufacturing landscape — and how to overcome them. The eMaint team views every implementation as the start of a long-term partnership, never as a one-time transaction. Our team works side by side with every customer to build customized solutions, forming a relationship that continues over the years.

Here's one case study from a manufacturing giant that partnered with eMaint to deploy maintenance software across its worldwide facilities.

Learn more about eMaint's Multi-site Maintenance Software:

<https://www.emaint.com/multi-site-toolkit/>

How SKF Uses eMaint To Standardize Maintenance Across 81 Facilities

SKF is a leading manufacturer of bearings. With 81 factories around the world, the company struggled with inconsistent data collection, fragmented CMMS systems, and poor maintenance planning.

Implementing eMaint enabled the company to:

- Standardize maintenance processes across 81 worksites and more than 70,000 assets
- Leverage the mobile app to dramatically improve maintenance speed and efficiency
- Standardize failure codes and spare parts inventory
- Access multi-lingual and currency capabilities to streamline workflows on a global scale

SKF plans to use eMaint for condition monitoring. Looking ahead, the company is also planning integrations with AI predictive maintenance tools.

[Watch the SKF Case Study Video](#) 



"Now, we have the possibility to create standards around the world... Everybody has to use the same failure codes..."We have a naming convention for the machine description. It's globally done. Every factory looks the same."

- Joachim Ruopp,
Business Owner for CMMS Deployment at SKF

Final Thoughts

Multi-site implementation is a complex and lengthy process. Throughout implementation, it's a good practice to keep coming back to the fundamentals:

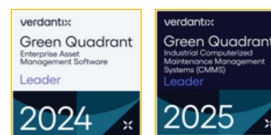
- Routinely refer back to your organizational goals, verifying that you're on track
- Maintain alignment across your worksites. Check both the micro- and macro-processes to make sure all your plants are following the standardized procedures.
- Clean and prepare your data.
- Get buy-in from your teams, and provide training as needed.
- Continue to improve: this is an iterative process.

And one final thought: build strong, lasting partnerships with the right people. eMaint is supported by a global team of experts who guide every customer through the implementation stage and beyond.

Our dedication to customer service means that you'll always have the insights, expertise, and resources you need to get the full benefit of your multi-site implementation. The result? Our clients are already reaping the benefits of multi-site standardization: greater efficiency, reduced costs, and a lasting increase in uptime.

Did you know that?

eMaint has been named a Leader in both Enterprise Asset Management (EAM) and Computerized Maintenance Management Systems (CMMS) by Verdantix.



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