

The Infrastructure Owner's Guide to Choosing an **Enterprise Asset Management Software**

Key questions to ask so you can choose the best EAM software for your organization.





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Why choosing the right **enterprise asset management software** matters for infrastructure owners

You know all too well the complexities of managing a large and diverse asset portfolio. Effective asset management isn't just an operational necessity, it's a strategic imperative.

At the same time, project volume and maintenance needs are on the rise, creating even more urgency to deliver and manage assets as efficiently as possible.

Enterprise asset management (EAM) provides a better, more cost-effective way of managing critical assets throughout their lifecycle, from initial planning, design and construction to operation, maintenance, and eventual decommissioning.

Implementing EAM can reduce downtime by up to 20%, increase asset utilization by 3-5%, and reduce maintenance costs by 15-20%.

Source: ARC Advisory Group



Designed to address the complexities infrastructure owners and asset managers must navigate every day, an EAM solution provides the visibility, data, and insights to maximize the value and performance of your assets across their lifespan.

By placing the information you need at your fingertips, the right EAM solution enables data-driven decision-making so you can:

- **Deliver more projects on time and on budget**
- **Identify and mitigate risks before they escalate**
- **Maintain compliance with regulatory requirements**
- **Optimize efficiency and asset utilization**
- **Move toward predictive maintenance**
- **Lower total cost of ownership (TCO) of assets**

More and more owners are harnessing the power of EAM to deliver and operate assets more cost-effectively, predictably, and sustainably. And you can, too.

Consider this guide your roadmap as you begin to evaluate EAM solutions. You'll know the exact questions to ask so you can move forward confidently.



Key criteria when choosing an EAM software

The right EAM solution can completely transform your approach to enterprise asset management. But this transformation hinges on having the critical capabilities you need most.

Gaining clarity about your specific goals and requirements will ultimately guide you to the best EAM solution. But you should also be aware of

must-have criteria and capabilities that any reputable vendor should meet. In the following sections, you'll get the guidance you need to ensure all of your bases are covered.

Questions to Ask When Evaluating EAM Providers

EAM solutions are used across a range of industries. While a technology provider may claim to be an expert in your industry, we think you'll agree that your needs are unique. You need an EAM solution that provides a single, integrated source of truth about your assets, among other mandatory requirements. The following questions will help you assess an EAM provider's ability to meet these requirements, as well as their commitment to addressing the nuances of infrastructure asset management.

Key Questions to Ask:

Is the solution developed, implemented, maintained, and supported in-house?

Is it designed specifically for public agencies with the sole purpose of supporting asset lifecycle management?

Is it SaaS-delivered and built on an open architecture?

Has it earned SOC 2 Type 1 certification for data security?

Is the solution explicitly designed to work with Esri's ArcGIS® products, providing a single, GIS-centric, and integrated system of record?

Does the solution include out-of-the-box and configurable templates to support any asset type and asset data model utilized within ArcGIS?

How long has the solution been on the market?

How many customers are using the solution today?

5 Critical Capabilities to Consider When Choosing EAM Software

If a vendor meets the essential requirements, you'll want to dig deeper into five key areas to more closely assess their capabilities as well as their approach to digital transformation, implementation, security, and support. Because your EAM solution will serve as the centralized data repository and integration hub of your asset management program, investing the time to evaluate your options thoroughly is time wisely spent.

1. Digital Transformation Support

To move the needle on asset operation and maintenance, the right people need access to the right data at the right time to make faster and smarter decisions. This requires a fundamental shift in how assets have traditionally been designed, built, operated, and maintained.

Fragmented, inefficient ways of working must be digitally transformed to enable connected workflows and data sharing. As a key player in this transformation, an EAM solution must pave the way and make this digital shift easier.

Key Questions to Ask:

Do you offer a companion design solution with native integrations to the digital project delivery (DPD) solution?

Is the solution designed to operate within a GIS-centric environment and provide data seamlessly to and from the GIS?

How does the solution capture data at each phase of the asset lifecycle?

2. Features & Functionality

You'll want to dig deeper into an EAM solution's feature set to assess its ability to support the full asset lifecycle as well as meet your organization's specific needs. Prioritize the functionality that will deliver the greatest impact for your organization. But don't fall victim to short-sightedness. Even if you're not ready today, you'll ultimately be glad you invested in a solution that provides sole-source functionality across the entire asset lifecycle.

Key Questions to Ask:

How comprehensive is the solution's compatibility with Esri's ArcGIS products? (Assess its ability to support products relevant to your needs, such as Esri Identity, ArcGIS Online, ArcGIS Pro, ArcGIS Scenes, and vertical-specific products.)

What work order management capabilities does the solution provide?

What material management capabilities does the solution provide?

How strong are the solution's cost management capabilities?

What operating systems and devices are supported? What are the mobile capabilities?

How does the solution support condition monitoring/assessments, risk analysis, and predictive maintenance?

How does the solution integrate with corporate finance?

What constituent management capabilities does the solution provide?

Is the solution built on open APIs? How are APIs leveraged to support integrations?

3. Implementation & Deployment

When assessing an EAM solution, you'll want to understand how implementations are handled. While in-house implementation may be an option, an EAM implementation is often managed better and faster by partner firms that bring specialized experience to the table. The vendor's partner pre-integrations are also worth evaluating, as out-of-the-box integrations can shorten the time to value.

Key Questions to Ask:

Does the solution require in-house implementation?

Do you provide the option for partner-run implementations?

How extensive is your partner network?

How many pre-integrated partner solutions do you offer?

How long does implementation typically take?

How many past implementations have been canceled before the official launch?

How many successful implementations have you had in our vertical? Can you share references from relevant customers?

4. Technical Support & Customer Success

Even the most robust EAM solution will fall short if it isn't backed by responsive technical support and a demonstrated commitment to customer success. The right vendor partnership should provide you with the resources, expertise, and proactive guidance to ensure your EAM solution remains a strategic asset for years to come.

Key Questions to Ask:

How much do you charge for ongoing support after implementation?

How many technical support specialists will be available to us?

How often do you experience outages, and how quickly are they resolved?

Do you assign each customer a customer success manager?

Do you offer self-help solutions, such as a user community or knowledge base?

What is your overall customer satisfaction rating?

Do you offer user events where clients can share best practices and learn from their peers?

5. Security & Data Protection

As the steward of mission-critical infrastructure data, one of your top priorities when selecting an EAM system must be data security and privacy. Thoroughly vet each vendor's security posture, practices, and certifications. Choosing a vendor with a robust, proactive approach to data security will give you peace of mind and protect your organization from evolving cybersecurity threats.

Key Questions to Ask:

What data security and privacy regulations or standards does your organization comply with? What security or privacy certifications have you earned?

Does your organization have a dedicated information security officer and documented incident response plan?

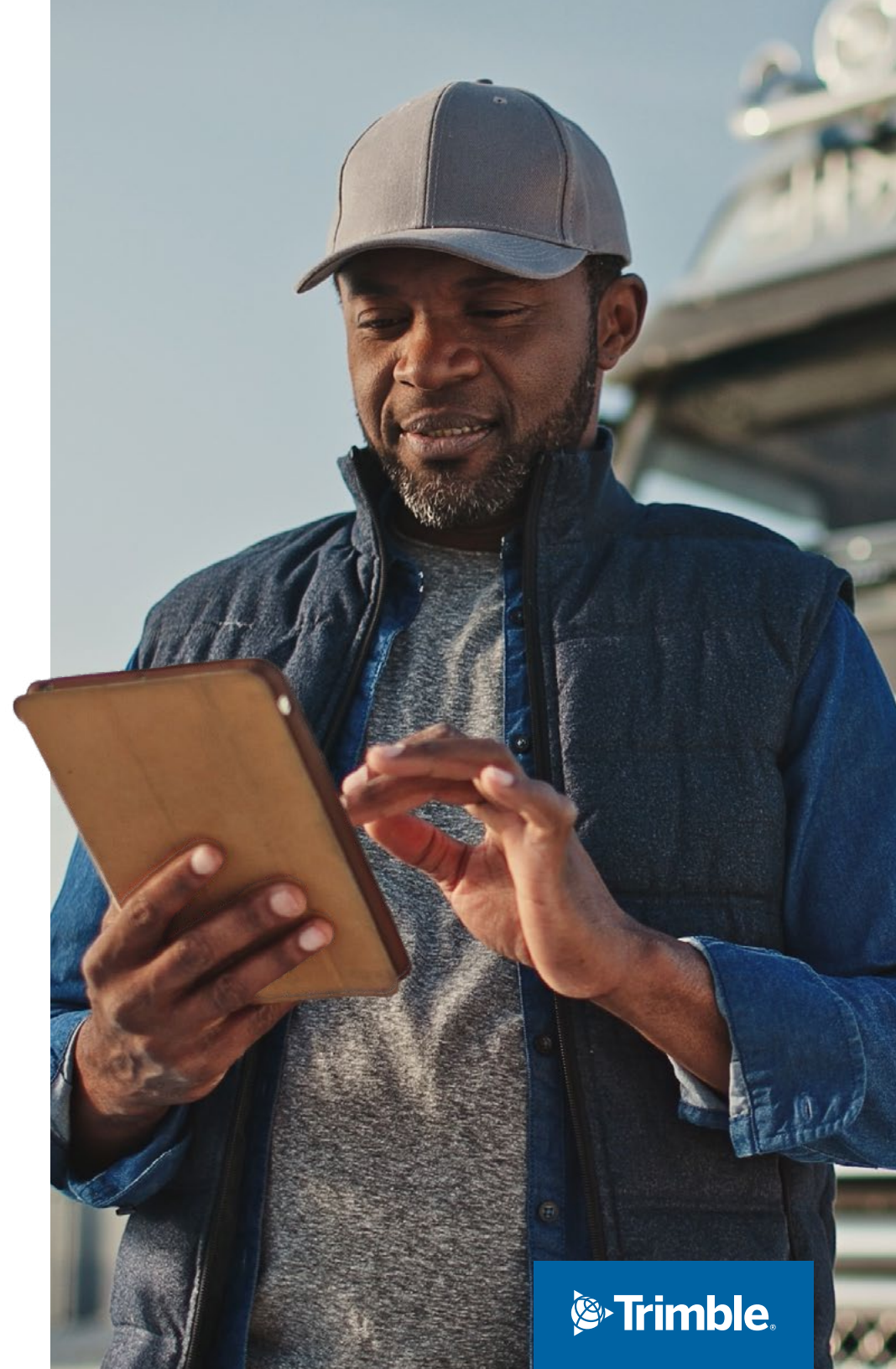
Does your solution adhere to FedRAMP® requirements (if applicable)?

What security protocols do you use to limit unauthorized access to data?

Does the solution support multi-factor authentication (MFA)?

Does the solution support single sign-on (SSO), and if so, what authentication protocols does it support?

Does the solution offer tiered user permission levels? How is access to customer data controlled?





You're one step closer

to lower asset ownership
costs with EAM software

Selecting the right EAM solution is a critical decision that can have far-reaching impacts on your organization and significantly reduce the total cost of ownership (TCO) of your assets. By following the guidance outlined in this buyer's guide, you're better prepared to evaluate EAM solutions and ultimately make the best investment for your organization.

Get our Easy-to-Use RFP Guide

Investing in an EAM solution is a big decision, but you don't need to start from scratch. Our easy-to-use, customizable RFP Guide helps you identify and prioritize your organization's needs step by step.

Download our RFP guide to get started on your path to cost-effective, predictable, and sustainable asset management.

[GET MY RFP GUIDE](#)