

Which RCM Software is right for me?

What to look for before deciding....

Table of Contents

1. ABSTRACT	2
2. INTRODUCTION	2
3. PREREQUISITES	3
What does the organisation want the software to do?	4
What does the facilitator want the software to do?	5
4. TIME-SAVING FEATURES	5
The multiplying effect	6
Keystrokes, clicks and mouse-moves	6
Features, features, features...	6
5. THE AUDIT TRAIL	8
6. "NICE-TO-HAVE?"	9
7. CONCLUSION	11
8. FURTHER INFORMATION	11

1. Abstract

This paper is to help you when assessing *Which RCM Software is right for me?* by clarifying *What to look for before deciding....*

In the past, RCM analyses were conducted and documented on paper – today there are many dedicated RCM Software packages available. The good ones include many useful features that can shorten the time taken to conduct an RCM analysis (by as much as 50%).

There is a baseline of data/information required to conduct an RCM Analysis; this establishes the essential prerequisites that any RCM Software must offer. But, if this is all it offers, the software is unlikely to be useful as it will do little more than mimic a paper-based analysis.

RCM imposes an administrative workload which grows with the size of the organisation and with the complexity and variety of systems analysed. The RCM Software must be able to do what the organisation wants it to do – this narrows the field to choose from when selecting which RCM Software to buy.

However, the key requirement of the RCM Software is to improve and support facilitator productivity. Built-in timesaving features are 'the clinchers' when deciding which RCM Software to buy.

Every keystroke, click and mouse-move takes time - these snippets of time add up. Looked at another way, the time taken is halved if it only takes 2 clicks rather than 4. This is the way to improve the RCM facilitator's productivity.

Also, the facilitator does not work in isolation - this means that time saved (or wasted!) during an RCM Analysis meeting is multiplied by the number of people present.

It takes an age to get anything done if the software is keystroke, click or mouse-move 'hungry'. Repetitive, time-wasting actions can often be programmed out or overcome in well-designed software! The best RCM Software is written with direct input from a facilitator – the worst is written by a solo programmer.

Demand is increasing for a robust and detailed audit trail – particularly in high-risk industries. RCM Software can make it difficult for the RCM Facilitator to store or retrieve this information. Well-designed software can make a huge difference to the facilitator's workload when documenting the audit trail.

Don't be seduced into buying RCM Software just because it has lots of features. Built-in timesaving features are more important than a long list of 'nice-to-have' features. The best RCM Software feels 'slick & quick' to use – but most feel 'slow & clunky'!

Applying RCM fringes on other important aspects of physical asset management (eg identifying which spare parts the organisation should hold). RCM Software sometimes has 'nice-to-have' add-ons which are unnecessary when applying RCM but have a positive impact in other areas of physical asset management. The 'nice-to-haves' may help you decide which software to buy.

2. Introduction

In the past, RCM analyses were conducted and documented on paper – these paper records were then typed-up into a formal report. The days of having to do everything on paper are gone: today we use a PC.

There are many software packages available to help document an RCM analysis. The good ones include many useful features that can shorten the time taken to conduct an RCM analysis (by as much as 50%).

The software available varies in its sophistication. Some targets the mathematical side or reliability studies. Other software is more practical and useable for those who are not specialist reliability experts (in an academic/numerical sense). Some of the software suits large-scale applications of RCM spread across multiple sites while other products are for the small-scale or occasional user. You must make sure that the software selected will meet your particular requirements!

Some organisations try to document their RCM analyses using a word processor or spreadsheet or even to write their own database application¹. Home-grown RCM database applications are a false economy because:

- The development cost/effort is rarely understood before it is too late – also, the on-going upkeep is not insignificant. The best RCM Software databases have thousands of hours development behind them
- Home-grown alternatives to properly-designed RCM Software rarely have any specific features that can shorten the time taken to conduct an RCM analysis. Taking into account the other RCM group members, every hour of time saved in an RCM analysis meeting can equate to 3-4 man hours saving in time!
- If the organisation is to get a good return on its investment in RCM, it must provide the RCM Facilitator and analysis group with the right tools. This includes RCM Software to get the job done².

3. Prerequisites

There is a baseline of data/information required to conduct an RCM Analysis; it is an essential prerequisite, therefore, that any RCM Software must be able to store:

- Analysis-level information, such as title, group members, equipment analysed, dates, version reference etc
- Operating Context
- Function list (numbered sequentially, starting at 1)
- Functional Failures (lettered sequentially within each function, starting at A)
- Failure Modes (numbered sequentially within each functional failure, starting at 1)
- Failure Effects for each failure mode
- The RCM Analysis group's answers to the Decision Logic questions and how to manage each Failure Mode, including:
 - The Scheduled Maintenance Task details (task, its interval and who does it)
 - Redesign details.

A database stores this information ensuring that there is a place for everything and that everything stays in the right place. The database is driven and managed by the database engine software and the interface between you and the database is the RCM Software application.

There are other key requisites:

- Automatic referential integrity – ie all the cross-referencing of links between all the entities (Assets, Analyses, Functions, Failure Modes, etc) must be maintained/enforced by the database and database engine. This ensures that every RCM Analysis is documented in a consistent format
- The RCM Software must give ready access to and a means to extract the information from the database. In particular:
 - The RCM Software must produce reports (on paper or electronically) in a useful format for the user. This is a frequent shortcoming in RCM Software - reports are often amateurish (usually just mimicking the old paper Information & Decision Worksheets)

¹ See also *Home-grown RCM Software?* in this series of white papers

² One of the biggest mistakes that organisations make when applying RCM is to use either a spreadsheet or a word processing package instead of purpose designed RCM Software. This is akin to using a screwdriver in place of a chisel (or vice versa) when attempting basic carpentry etc!

- The application must be able to export data in a format that can be imported into another software application (eg a CMMS) without having to retype anything. Again, this is a frequent shortcoming in RCM Software - many just output the paper reports in electronic format (leaving the user to manipulate the data into a suitable format).

This section sets out the baseline prerequisites of any RCM Software – the software is unlikely to be useful if this is all it does and if it simply mimics a paper-based analysis. Organisations need to understand what their RCM Facilitators need to get the job done.

What does the organisation want the software to do?

RCM imposes an administrative workload which grows with the size of the organisation and with the complexity and variety of systems analysed.

Clearly the RCM Software must do what the organisation wants it to do - so the starting point must be to understand what you need.

The following are key considerations when selecting RCM Software and will (to a greater or lesser extent) influence which software is or isn't a likely candidate:

- Is your RCM project likely to be small and occasional or large-scale and spread across one or more sites? The bigger the project the more likely you are to need software that will run across a network with multiple users. You may also need stand-alone software (eg if the facilitator works away from the network coverage) yet be able to handle and maintain control over RCM analyses on both/either the stand-alone and/or networked computers
- In selecting RCM Software, you need to make sure that the software proposed is compatible with the RCM process that is being used in the organisation. It is quite common in large organisations for there to be more than one 'type' of RCM in use – it may be a significant advantage if the RCM Software can handle these differences. RCM Software falls into two distinct groups:
 - Software dedicated to a specific RCM process (and usually marketed by the organisation that promotes the specific RCM in question)
 - Software that can be configured (or is pre-configured) to work with different 'types' of RCM
- Often there is similarity/commonality between systems or components on-site or across multiple sites. For example, if an organisation has multiple machines or similar production lines. These can include multiple production lines (eg volume production such as packing or canning lines) or fleets of vehicles (eg trains). In such circumstances, it may be possible to use (all or part of) the RCM analysis of one system as a 'template' for another system³. Templating has the advantages of reducing the time taken to finish an RCM analysis on a similar system and helps to promote consistency from one analysis to another. Some RCM Software includes features that can help with templating (eg the ability to copy all or part of an analysis with minimal effort or drag and drop parts of one analysis to another)
- RCM is increasingly being applied in 'high-risk' industries. This often means that there must be a robust and detailed audit trail of the decisions made about critical safety, environmental and operationally important physical assets. If there was ever an incident which led to

³ Don't confuse templating with attempting to build an RCM analysis using 'generic' analyses or 'failure mode libraries'. There is a belief that generic failure modes apply to common equipment types (eg centrifugal pumps). This leads to the conclusion that generic maintenance should be applied to common equipment types. 'Generic maintenance' is one of the main reasons why many traditional maintenance programmes do not achieve their full potential. In practice common equipment types are often used in very different operating contexts and have different performance standards and duties and hence different failure modes and maintenance requirements. 'Generic' analyses and 'failure mode libraries' are of limited value and should be used with extreme caution. They can mean that some failure modes for the operating context are missed. They can also mean that time is wasted analysing failure modes that are not credible in the operating context under consideration.

a court case, the organisation must be able to defend its position. The RCM Software must support an audit trail and make it easy to document Worth Doing and Failure-finding calculations etc. Few RCM Software providers include such features in their applications

- Much of the information in an RCM analysis is commercially sensitive or even secret. In which case, the software may need to restrict access to the data. In a dedicated RCM database, User Management controls the creation and access rights of other database users. Commercially sensitive or secret information is then restricted to only those authorised to access the data. You will need to check that the RCM Software is adequately secure for your organisation
- The RCM Software must have the usual database maintenance facilities. Examples include making regular backups and permitting restores, allow users to import/export an analysis, allow users to export maintenance tasks, have customisable lookup tables, maintain data referential integrity, validate certain data on entry etc
- Some RCM Software targets the mathematical side of reliability studies (eg for performing statistical analysis for reliability applications). Other software is more practical and useable for those who are not specialist reliability experts (in an academic/numerical sense) – ie the software on the market varies in its sophistication.

Clearly the RCM Software needs to meet your particular needs and do what the organisation wants it to do - the above points will help to narrow down which software to choose. Also important is: *What does the facilitator want the software to do?*

What does the facilitator want the software to do?

A facilitator's workload is big enough without them having to record their RCM analyses on fudged spreadsheets, home-grown databases or word processor documents⁴.

The RCM Software must manage all aspects of an RCM Analysis and allow the facilitator to document an analysis 'live' during the analysis group meetings - it should allow the facilitator to input data efficiently, even if (like most of us) they are not a trained typist. The days of having the luxury of a dedicated typist 'driving the computer' during the RCM analysis meeting have gone. Similarly, facilitators can no longer spend hours outside the analysis meetings keying everything into the software.

The computer hardware and software should not be intrusive. The RCM Analysis group members need to see what is being entered as it is entered – they too cannot spend hours outside the RCM meetings correcting paper copies of the data.

If the organisation is to get a good return on its investment in RCM, it must provide the RCM Facilitator and analysis group with the right tools (including the RCM Software) to get the job done. The facilitator must not be distracted from producing a high-quality RCM analysis because of inadequacies in the RCM Software – ie the facilitator must be free to concentrate on facilitating!

Aside from the essential prerequisites, the over-riding requirement of any RCM Software is to support facilitator productivity. The timesaving features built into the software are important considerations when deciding which RCM Software to buy....

4. Time-saving Features

Being an RCM Facilitator is a demanding role and the RCM process involves a significant administrative workload. The successful application of RCM rests heavily on the facilitator. It stands to reason, therefore, that the organisation must provide the right tools to get the job done in a timely fashion.

The best RCM Software applications are those written with direct input from a facilitator – the worst are those written by a programmer in isolation. It is the built-in timesaving features that make a first-rate RCM Software application stand out from its competitors. Experience has shown that the

⁴ See also *Home-grown RCM Software?* in this series of white papers

best RCM Software can cut the time taken to document an analysis by as much as 50% - how is this possible?

The multiplying effect

The facilitator does not work in isolation. Also present in the 'RCM Analysis Group' are (typically) those who operate and maintain the equipment, possibly someone from the equipment suppliers and occasionally someone who has specialist knowledge. This means that time wasted during an RCM Analysis meeting is multiplied by the number of people present.

Conversely, any time saved (by improved facilitator productivity) has the same multiplying effect. This explains why the built-in timesaving features in an RCM Software application are so important! This underlines why the best RCM Software applications are written by developers who put themselves in the facilitator's position, continually enhancing the software in response to facilitator feedback, observing the software in use and actually facilitating with it for real.

Keystrokes, clicks and mouse-moves

Every keystroke, click and mouse-move takes time - these snippets of time add up. Looked at another way, the time taken is halved if it only takes 2 clicks rather than 4. Well-designed software is the best way to improve the RCM Facilitator's productivity.

Many of the tasks the RCM Facilitator does are repetitive! If the RCM Software is 'keystroke, click or mouse-move hungry' it feels like an age to get anything done - meanwhile the other RCM analysis group members get restless or (worse still) start talking (wasting yet more time)!

For example:

- Several RCM Software packages use a wizard that guides the facilitator through the RCM decision logic question-by-question. This may be useful for a fledgling facilitator and help validate the data but it takes time. Multiply this by the number of failure modes in an RCM analysis and it kills productivity for an experienced facilitator!
- RCM Facilitators often find that the information they need to record about a Failure Mode is very similar to that already entered against another failure mode (in the same or a different RCM Analysis). This can be cut and pasted via the clipboard so many software developers leave the clipboard as 'the solution'. They don't think how laborious it is to take multiple pieces of information through the clipboard. A well-designed RCM Software application will have thought this through and have a feature that accomplishes the task in a few seconds and only involve, say 3 or 4 clicks
- Similarly, if the Facilitator wishes to copy an entire Failure Mode (either within one analysis or between analyses) then this would be a major operation via the clipboard. In a quality RCM Software package this is achieved with a single drag-and-drop operation, taking only a few seconds!

If the software developers have put themselves in the facilitator's position, and actually used it for real, repetitive time-wasting actions can be programmed out or overcome with timesaving features. Again, this distinguishes the first-rate RCM Software applications from the competition.

Features, features, features...

Many software applications come loaded with features and RCM Software is no exception. Software developers believe the 'features' distinguish one application from another and hence make an application more desirable. For RCM Software, however, the most important features are those that increase facilitator productivity rather than the features that are 'nice-to-have'.

Some of these are obvious:

- Everyone in the RCM Analysis meeting needs to see what is being put into the software as it is entered (usually via a projector onto a screen). This avoids the need to circulate paper copies to the group members for editing/correction outside the meetings. Sadly most RCM Software packages simply mimic the old paper Information & Decision worksheets on the screen, rendering them virtually unreadable. Other layouts are far more readable and screen-space efficient

- The facilitator must also be able to find and navigate quickly to other failure modes in the analysis (and within other analyses). In many RCM Software applications the only solution is to scroll through all the failure modes in an analysis until you find what you want!
- It is important to view and get to all a failure mode's data without having to open multiple forms/views. A fundamental requirement, therefore, is that elements of the screen can be re-configured and re-sized so that everyone can see the relevant information. Most RCM Software packages are not flexible in their management of screen-space
- RCM Facilitators find that the information they need to record about a Failure Mode is very similar to that already entered against another failure mode (in the same or a different RCM Analysis). Well-designed RCM Software will have thought this through and have a feature that selectively copies elements from the current (or different) analysis and input them within seconds and with only, say 3 or 4 clicks
- Similarly, a facilitator may wish to copy an entire Failure Mode and all its data (either within an analysis or to a different analysis). A quality RCM Software package will allow 'drag and drop' and take only a few seconds! This also allows the facilitator to re-order (say functions and everything below) within an analysis quickly
- A quality 'live spellchecker & auto text correction' feature is another 'must-have'. Facilitators often find they have to write the same phrases or sentences repeatedly. Intelligent use of the spell checker auto-correction feature can save a lot of typing. For example, if many failure modes result in low pressure in a system, the facilitator could set up the auto text correction to always replace, say, "ssdlp" with *"safety sensor detects the low pressure and generates an alarm in the control room; operators will investigate and report the fault"*. Similarly, some RCM Software includes common RCM phrases (eg 'This maintenance task is considered not worth doing') in drop-down menus that can be accessed with a couple of clicks
- Advanced 'search & replace' and 'analysis renumbering' are also useful timesaving features when tidying up an analysis or ensuring consistency. While these features can be useful during an RCM analysis, they are particularly useful post-auditing
- As explained earlier, several RCM Software packages use a wizard that effectively guides the facilitator through the RCM decision logic question-by-question. This kills productivity for an experienced facilitator (and as the analysis group's confidence grows!). Occasionally, however, the facilitator needs to coach the analysis group or walk them slowly through the decision logic. It is at this point that group members try and find their copy of the decision logic (or find they don't have it with them!) - this wastes time. Similarly, it takes the facilitator time to guide the group because they have their heads buried in their respective copies of the decision logic. Some RCM Software can display the decision logic and zoom into the relevant box quickly in full view of each group member. This allows the facilitator to instantly remind and focus the group on exactly what the logic is asking
- The RCM Software must be able to produce reports (on paper or electronically) in a useful format and without too much effort. A frequent shortcoming of RCM Software is that the reports just mimic the (limited) paper Information & Decision Worksheets. A quality RCM Software package will allow the facilitator to filter the report content and export the data in the right format for importing into, say, a CMMS (with no or minimal manipulation). The best RCM Software packages can also produce an "all-in-one" Audit Report in just a few clicks; it is even more useful if the facilitator can customise parts of the report and add bespoke company details, logo and copy-right notice, photographs & drawings etc

Built-in *timesaving* features in an RCM Software application are more important than a long list of features (many you will never use!). Always insist on a demo followed by a test-drive (by your own facilitator). The first-rate RCM Software will feel 'slick and quick' – most applications, however will feel 'slow and clunky'!

5. The Audit Trail

RCM is a rigorous, structured and auditable approach for determining the maintenance requirements of all types of equipment in its present operating context. In a heavily-regulated or high-risk environment, the audit trail is an essential element - it is often used to support a safety case. Regulators are also becoming increasingly demanding (some even insist on the application of RCM) and force organisations to show continuous improvement.

Regulators are sometimes reluctant to accept supplier/manufacturer's recommended maintenance unless this recommendation is backed up by an audit trail. If there is no or little audit trail it can be difficult or impossible to understand how a maintenance task interval was determined during the analysis. This makes it difficult to identify each failure mode and prove that the maintenance regime is working; it is also difficult to show continuous improvement.

Making revisions to an existing RCM analysis is neither arduous nor time consuming if the analysis was carried out and documented properly in the first place. This is where RCM Software comes into its own - it is the only realistic way to document the decisions made and on what basis. Revisiting an existing analysis after, say, 18 months (or if the operating context changes etc) keeps the RCM analysis up-to-date. It also avoids the temptation to slip back into the old ways of adding, deleting or changing maintenance without any real structure or control.

In the context of managing a failure mode that could injure or kill someone, qualitative decisions about, say, task intervals, are often based on engineering judgement and accepted industry norms. These decisions are difficult to defend in law but the defensibility is strengthened if the decisions are documented (ie there is a good audit trail).

The RCM Software must be able to support an audit trail by making it easy and quick to document the decisions made. Few RCM Software providers include such features - the following will help you to identify the better applications:

- Is there somewhere to record supporting comments that influenced the group's decision about how to manage each failure mode against each decision logic question for every single failure mode? For example, information about warning sign(s) that were considered for use in an on-condition task, P-F intervals, "life", worth-doing calculations (inputs and results), failure-finding task interval calculations (assumptions, inputs and results) etc. Some RCM Software provides a single, general memo field for such comments, while the better applications allow the facilitator to add comments alongside each decision made. (Check also that timesaving features discussed in the previous section are available in these fields)
- Is there somewhere to record supporting numerical data (eg "life", MTBF, P-F Interval etc) associated with each Failure Mode?
- Is there a Failure-finding Task Interval calculator (documenting assumptions, inputs and results)? For most facilitators, these calculations are daunting and they do not feel comfortable performing them 'in public'. The best RCM Software:
 - Guides the facilitator through these (difficult) calculations, asking for inputs when necessary
 - Displays a summary of the calculation and documents all the details in a mini report, with minimal effort
- Similarly, is there a Worth Doing calculator which helps the RCM Analysis group to decide whether a maintenance task (for failure modes with economic consequences) is actually worth doing? Very

few RCM Software applications have such a facility! For most facilitators, these calculations are not trivial and they do not feel comfortable performing them 'in public'. The best RCM Software:

- Guides the facilitator through these (tricky) calculations, asking for inputs when necessary
 - Provides a means to do break-even worth doing calculations (which helps decision-making in the absence of hard data)
 - Displays a summary of the calculation and documents all the details in a mini report, with minimal effort
- Can the RCM Software produce reports (on paper or electronically) in a format that can display the audit trail in a useable format without excessive effort?
 - Is there somewhere to store links to external documents and photographs which may support any decisions made? Can the facilitator open and view these documents from within the RCM Software?

Demand for a robust audit trail is rising – particularly in high-risk industries. Few RCM Software applications have the means to store or retrieve this information readily and even fewer make it easy for the facilitator to make and document the decisions made. A well thoughtthrough RCM Software application can cut the facilitator workload massively when documenting the audit trail.

6. “Nice-to-have?”

As discussed earlier, software often comes loaded with features – some of which can best be described as 'nice-to-have'. These are neither prerequisites to conducting an RCM analysis nor particularly timesaving. However, some make a facilitator's life easier:

- Aside from the operating context it is useful to have somewhere to record information that describes, or applies to, the entire RCM analysis. This might include:
 - A title and unique reference for the analysis
 - Base data such as labour cost and analysis date, status and version
 - General comments, the analysis group members, the facilitator(s) name, the analysis boundaries, any assumptions made and a glossary of terms & abbreviations used etc
- Somewhere to record a simple, functional hierarchy of the site or organisation's assets. It is not necessary (nor desirable) to have a full asset hierarchy (ie repeating what already exists in the CMMS). It is, however, useful to have a structure for recording each functional asset's operating context and associate it to an RCM analysis
- Somewhere to log any 'Significant Findings' that are especially interesting/significant or because they need urgent action (ie should be brought to the immediate attention of the asset manager). This is to make sure they are not forgotten or 'lost' somewhere deep in a failure mode's record
- An analysis diary to keep a log of anything for any given day of activity on an RCM analysis (eg who was in attendance, the ground covered, other notes etc)
- Somewhere to record a 'to do' list for group members and the facilitator and flag this against the relevant failure mode. In terms of project management, this can make life much easier for a busy facilitator.

Applying RCM correctly takes both time and resources – it also fringes on other aspects of physical asset management (such as identifying which spare parts the organisation should hold).

Some RCM Software has 'nice-to-have' add-ons which are not strictly necessary for RCM but may make a positive impact in other areas of physical asset management. These 'nice-to-haves' may tip the balance as to which software application to buy.

These 'nice-to-haves' might include opportunities for the RCM Facilitator to:

- Record and report on recommendations to change the existing/future spares policy against each failure mode
- Many organisations have criticality matrices to assess the risk of each failure mode occurring according to the severity of failure consequences and the probability of occurrence. A criticality analysis along these lines is sometimes stipulated by a regulator. Some RCM Software has facilities to record and report this analysis against each failure mode
- RCM analysis groups often discover errors in drawings, manuals and other technical documents during an RCM analysis. Despite the best of intentions, these errors often remain unreported (and therefore uncorrected). Some RCM Software provides a means to record such errors quickly during the RCM analysis and provide a printout for the document authors (for subsequent correction)
- During an RCM analysis credible failure modes are identified and the effects of each failure are recorded. When a failure mode occurs on site the plant operators and maintainers usually experience the effects first; they then diagnose the cause (ie failure mode) and take corrective action. Diagnosis can be difficult in a complex plant. Some RCM Software allows you to save symptoms and alarms against individual failure modes – these are then be used to generate a Fault-Finding Guide for the equipment. This makes it easy to identify (very quickly) all the possible causes of any failure by its reported alarms/symptoms/failure effects
- The deliverable from an RCM analysis includes the recommended maintenance for each failure mode (ie the task title, a brief description and the task frequency). This may be enough for some organisations but in many (often high-risk) environments the CMMS has to be populated with a detailed work instruction for each task. This is normally the responsibility of a technical author and might include information such as the equipment state, a full task description and how to do it, links to O&M manuals and other requirements (such as safety precautions, materials, tools etc). Some RCM Software includes authoring features which can store the information and help make the final deliverable more consistent and quicker to document
- The data recorded and stored in an RCM Software database is valuable to the organisation - but can you get at it quickly and in the format you need? A prerequisite (listed earlier) is that the RCM Software must be able to produce reports (on paper or electronically) or data exports in a suitable format. The occasional user, however, may wish to 'mine' the data in different ways - some RCM Software provides a report writer (to create custom reports) or allow full SQL access to all the tables in the RCM database.

RCM Software is often loaded with 'features' – some can best be described as 'nice-to-have' but no more. The difficulty for the unwary buyer is that many software developers believe an abundance of 'features' distinguish one application from another and hence make it more desirable. Don't be seduced into buying a particular RCM Software application just because it is loaded with features. The best RCM Software applications are those written by developers who have put themselves in the facilitator's position and actually used it for real. The pre-requisites and timesaving features are more important than a host of little-used 'nice-to-haves'!

7. Conclusion

Not all RCM Software applications are equal – most can handle the baseline data for an RCM analysis but few are designed to lessen the facilitator's workload.

This begs the questions: *Which RCM Software is right for me?* and *What should I look for before deciding?*

Clearly, different organisations have different requirements of their RCM Software - this may narrow the selection of software that you can buy. Ultimately the organisation must provide the RCM Facilitator and analysis group with the right tools (including the RCM Software) to get the job done.

The over-riding requirement of any RCM Software is to support facilitator productivity. The timesaving features built into the software are vital considerations when deciding which RCM Software to buy and should be viewed as 'the clincher' in deciding which software to buy.

RCM Software is often loaded with 'features' – some can best be described as 'nice-to-have' but no more. Don't be seduced into buying a particular RCM Software application just because it is loaded with features. The best RCM Software applications are those written by developers who have put themselves in the facilitator's position and actually used it for real. The pre-requisites and timesaving features are more important than a host of little-used 'nice-to-haves'!

Do yourself and your company a favour – visit www.mutualconsultants.co.uk and follow the links to RCM Software!

8. Further Information

This paper was written by Simon Deakin and Steve Bailey of Mutual Consultants Ltd. Please do not hesitate to contact either of us for more information on how to select which RCM Software you should choose:

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