Finding the Best CMMS Software:

Maintenance Care vs.

Top 4 Alternatives

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Introduction

It may be obvious to say that your assets and equipment are vital to your daily operations and revenue streams — obvious, but true. And since we're already stating the obvious, how about one more? With so much riding on equipment performance, maintenance is vital to maximizing uptime and getting the most out of your assets. That's where you need the right computerized maintenance management system (CMMS).

Here's where things get less obvious: how do you choose an ideal system for your distinctive requirements? You have to consider things like deployment, integrations, organization size and budget. Maybe your industry has strict regulatory compliance requirements — you certainly can't overlook those.

To jumpstart your selection process, we'll take a look at Maintenance Care, a leading CMMS solution, alongside its top competitors: Fiix, UpKeep, ServiceChannel and Maintenance Connection.

After a brief overview of each, we'll dive into the core components and additional features to see how they stack up against each other in terms of specific capabilities offered in various modules.

But First, What's The Difference Between EAM vs. CMMS Software?

You need the right software to get the most out of your maintenance directives and, in turn, your assets and operations. CMMS applications have a lot in common with enterprise asset management (EAM) systems — primarily, asset and maintenance management.

Their differences boil down to functionality and use cases. Before we get into Maintenance Care and its top competitors, we'll break down the similarities and differences of CMMS vs. EAM so you can determine the best software type for your needs.

CMMS

As its name suggests, CMMS applications focus heavily on maintenance aspects of asset management. They help you automate scheduling, track parts inventory, manage work orders and maintenance requests, and maintain asset data in a centralized repository.

Maintenance requests and work order management make up the core of CMMS platforms, offering digital request forms for employees and/or building occupants, depending on your operations, that you can then

automatically or manually transition to open work orders.

Preventive maintenance scheduling is another popular and essential CMMS feature. It helps you plan routine maintenance and inspections to extend asset life spans, maintain peak production for longer and avoid failures. You can assign technicians to automatically notify them of upcoming tasks so preventive maintenance doesn't fall through the cracks.

Additionally, CMMS solutions often include approval workflows and customizable parameters to restrict how maintenance teams handle tasks. They can integrate with other business software to connect all parts of your business and automate routine, mundane tasks.

Ultimately, you can use CMMS solutions to facilitate maintenance management, minimize downtime and extend asset life spans.

EAM

EAM applications help you manage and optimize your enterprise assets throughout their entire life cycles so you can reap their full value potential.

The Difference Between EAM vs. CMMS

In general, EAM software often serves as an expanded version of CMMS software; it generally does the same things as a CMMS and more.

For instance, asset life cycle management is far more common in EAM than CMMS software. While life cycle management does involve maintenance, it also involves planning for upgrades and replacements, monitoring useful life, and handling disposal.

With that in mind, let's explore the key differences between CMMS and EAM software.

The Differences

EAM systems have a broader asset management focus than CMMS solutions. Where a CMMS primarily serves maintenance activities, an EAM serves other business functions and decision-making throughout an organization.

As vendors expand CMMS capabilities and integration options to compete, however, the margin of difference is becoming slimmer. But let's look at some of the traditional differences between the two:

- **Core Focus:** CMMS systems focus on upkeep after you purchase an asset. EAM solutions include tools for pre-purchase activities (design and installation), decision-making (comprehensive reporting, ROI assessment and output vs. devaluation optimization) and disposal.
- **Implementation:** You can often implement CMMS systems in one go, due to their more focused, limited nature. EAM platforms may take several implementation cycles depending on the size of your organization, number of locations and training needs.

If your main priority is keeping assets in peak condition and optimizing uptime, CMMS is likely the way to go. If your needs extend beyond that, you may want to consider an EAM solution or look for a CMMS that offers broad enough capabilities to meet your needs.

About Maintenance Care

Maintenance Care is an extensive, scalable CMMS solution focused on order management, preventive maintenance and asset tracking. It provides a simplified, three-step process for managing maintenance workflows, whether you're creating, editing or completing tasks.

Its paid Enterprise version offers unlimited user profiles — making it an excellent choice for any organization size — so decision-makers outside of the maintenance department can access and analyze asset and maintenance information. It also includes robust support options such as implementation services and price capping, 24/7 technical support, and customized training.

Best CMMS Software

	Product	SelectHub Analyst Rating
1	Maintenance Care	82
2	Fiix	71
3	UpKeep	71
4	ServiceChannel	71
5	Maintenance Connection	70

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Maintenance Care

Benefits

- **Streamline Work Orders:** Transition maintenance requests into digital work orders automatically after modification and approval. Assign due dates and employees to tasks while approving requests to schedule work orders.
- **Centralize Asset Data:** Create comprehensive asset profiles with vital details, such as manufacturing, purchase, life span, ROI, depreciation and maintenance data, to store and monitor information in a centralized repository.
- **Avert Equipment Failure:** Minimize downtime, limit failures and extend asset life spans with preventive maintenance scheduling. Receive automated reminders for upcoming tasks to avoid missed or delayed routine upkeep.
- **Mobilize Technicians:** Equip maintenance technicians with asset information on-site — such as manufacturer and model, maintenance history and parts and more — to reduce errors and accelerate work order completion.
- **Derive Valuable Insights:** Generate actionable data from maintenance and asset details stored in the system. Schedule regular reports and automatically deliver them to various departments, stakeholders and individual employees to bolster decision-making.
- **Customize Workflows:** Restrict work order and preventive maintenance completion through mandatory custom fields. Set triggers to automate task scheduling and closing.

Maintenance Care

Features

- **Maintenance Requests:** Provide a brandable portal to employees or other building occupants to submit requests. Set up a duplication checker to automatically notify users of potential repeat requests along with previous request details. Add scheduled maintenance notes directly on the request portal to minimize unnecessary requests.
- **Work Order Management:** Modify and approve requests to automatically create work orders. Set up individual profiles to add single-click signatures and timestamps alongside work order modifications. Track edits by user, date and time — regardless of signatures and timestamps — in work order histories.
- **Preventive Maintenance:** Use pre-built or custom templates to schedule unlimited preventive maintenance tasks. Set a multi-facility master schedule for preventive maintenance. Include custom questionnaires with tasks to automatically generate PDFs including detailed maintenance information.
- **Asset Management:** Create comprehensive asset profiles to track downtime automatically and base decisions on useful life, maintenance history, inflation, replacement cost and other details. Link parts and equipment to specific assets. Generate unique barcodes for assets to access information on-site.
- **Reporting & Analytics:** Choose from hundreds of predefined reporting options or set up custom parameters. Integrate Tableau and embed it into the system to assist with data analysis.
- **Mobile App:** Manage maintenance requests, work orders and preventive maintenance tasks with near-full functionality on Android and iOS devices.

Maintenance Care

Free Trial	Free Plan	Analyst Rating	User Sentiment
Yes	Yes	82/100	Excellent

Price	Deployment	Company Size
$ $ $ $ $	Cloud/SaaS	S M L

Limitations

- Reporting can be complex.
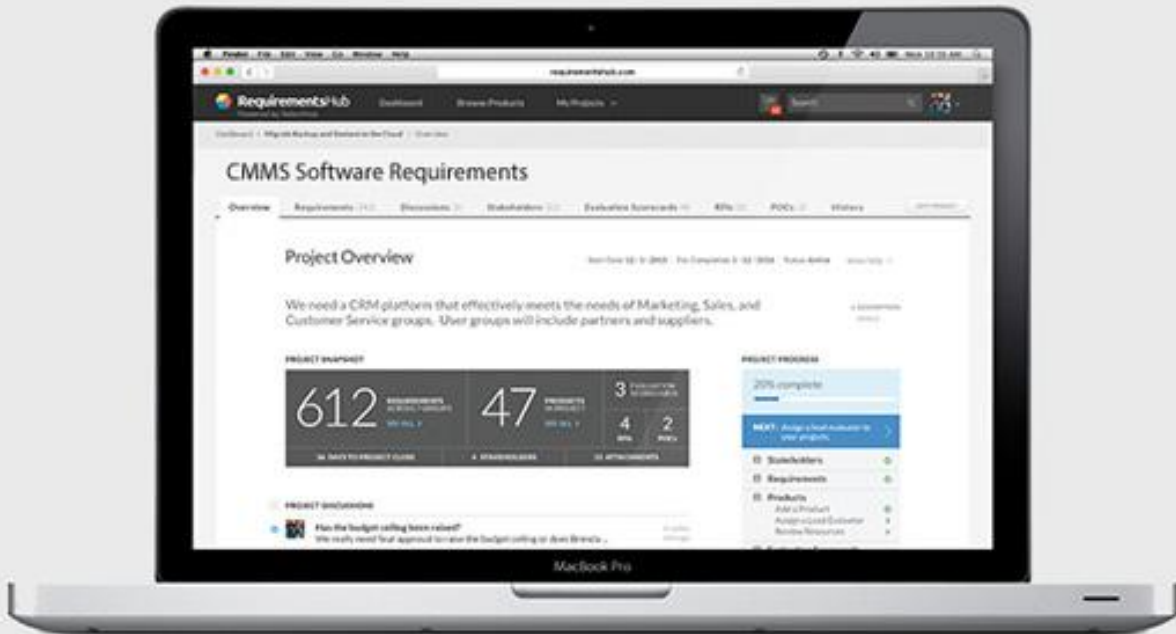- Task fields have character limits.

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Top 10 CMMS Software Comparison Report

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1. Select your free analyst sourced requirements template.
2. Use our requirements tool to prioritize and manage your requirements.
3. Export your requirements to any system or file format.

Access Free Checklist

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Maintenance Care Alternatives

Maintenance Care is a popular CMMS choice, given its flexibility, customization capabilities, scalability and user-friendliness. But it's not the only choice out there, and you can't make an informed decision without comparing it to other options first. After all, your needs are unique, so your purchase decision needs to be as well.

You'll want to check out where other systems excel and fall short in comparison before finalizing your purchase.

Fiix is a CMMS solution — deployable in the cloud or on-premise — that caters to organizations of all sizes. It facilitates everything from managing maintenance and tracking assets to monitoring KPIs, optimizing inventory and recording purchases.

Fiix stands out from other CMMS solutions for its purchase order management capabilities.

Example of Fiix

Fiix

Primary Benefits

Fiix is a CMMS solution — deployable in the cloud or on-premise — that caters to organizations of all sizes. It facilitates everything from managing maintenance and tracking assets to monitoring KPIs, optimizing inventory and recording purchases.

Fiix stands out from other CMMS solutions for its purchase order management capabilities.

Limitations

- Complex implementation and reporting.
- Limited customization.

Free Trial	Free Plan	Analyst Rating	User Sentiment
Yes	Yes	71/100	Excellent

Price	Deployment	Company Size
$ $ $ $ $	Cloud/SaaS On-Premise	S M L

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UpKeep

Touted as an asset operations management system that goes beyond the traditional capabilities of CMMS software, UpKeep is an example of the blurring boundaries between CMMS and EAM. The SaaS or on-premise solution caters to medium-sized and large enterprises with broader needs.

UpKeep provides out-of-the-box support for asset visualization and interactive plans and mapping, setting it apart from other solutions in terms of asset tracking and work order management.
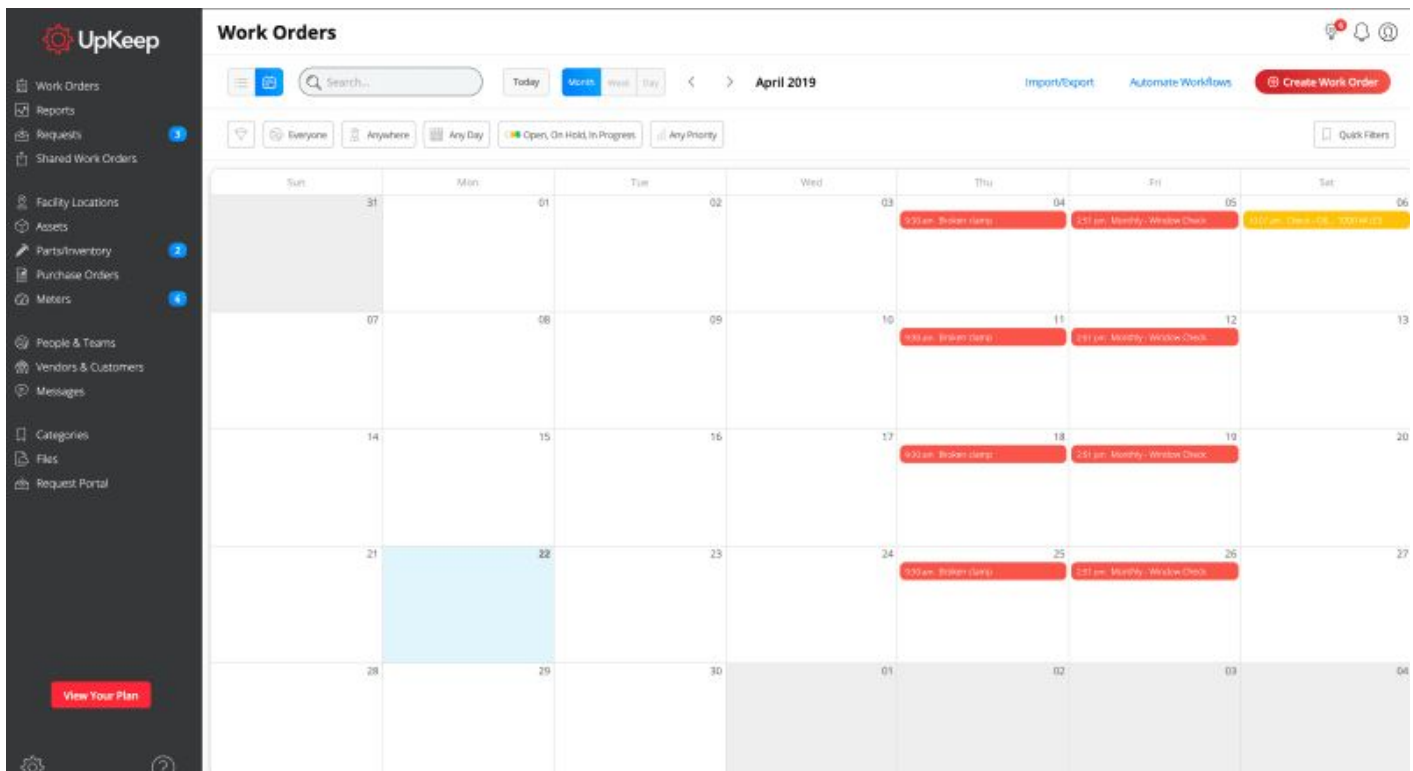
Example of UpKeep

UpKeep

Primary Benefits

UpKeep offers robust asset tracking capabilities to create facility visualizations and interactive maps to merge asset planning with maintenance. It integrates with accounting, ERP and BI tools to extend asset and maintenance data to various departments within your organization.

Limitations

- Can't create requests without full admin permissions or view tasks unless you're assigned.
- Can't view histories for closed work orders.

Free Trial	Free Plan	Analyst Rating	User Sentiment
Yes	No	71/100	Excellent

Price	Deployment	Company Size
$ $ $ $ $	Cloud/SaaS On-Premise	M L

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ServiceChannel

ServiceChannel is a cloud and on-premise CMMS solution suitable for all business sizes. It focuses on facilities management tasks, such as asset, maintenance, provider and services management.

The system is well-regarded for its customizable workflows, and its vendor for comprehensive user support.
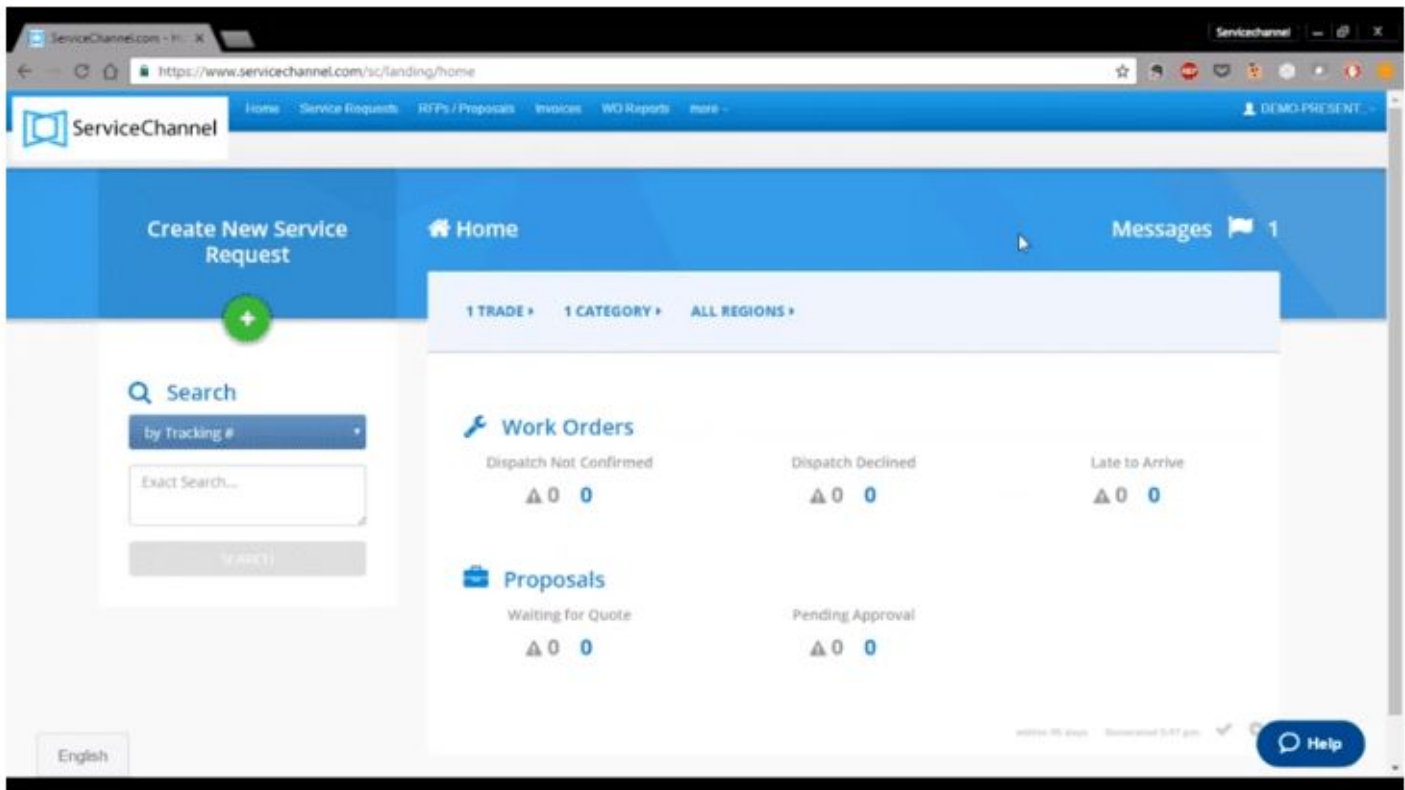
Example of ServiceChannel

ServiceChannel

Primary Benefits

ServiceChannel's platform capabilities — customizable workflows, global search and notes and memos, to name a few — are highlights of the overall system. Additionally, the vendor offers extensive user support, including 24/7 customer service, chat and instant messaging, FAQs, forums and community support, phone and email support and SLA review.

Limitations

- Minimal mobile capabilities.
- No outstanding or needed asset notifications.

Free Trial	Free Plan	Analyst Rating	User Sentiment
N/A	N/A	71/100	Great

Price	Deployment	Company Size
$ $ $ $ $	Cloud/SaaS On-Premise	S M L

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Maintenance Connection

Accruent's CMMS, Maintenance Connection, is an on-premise and cloud solution for catering to all organization sizes. It offers EAM capabilities alongside comprehensive predictive and preventive maintenance management.

It excels at inventory management and project and people tracking, making it a powerful solution for monitoring the stock, employees and tasks that enable maintenance directives and uptime.
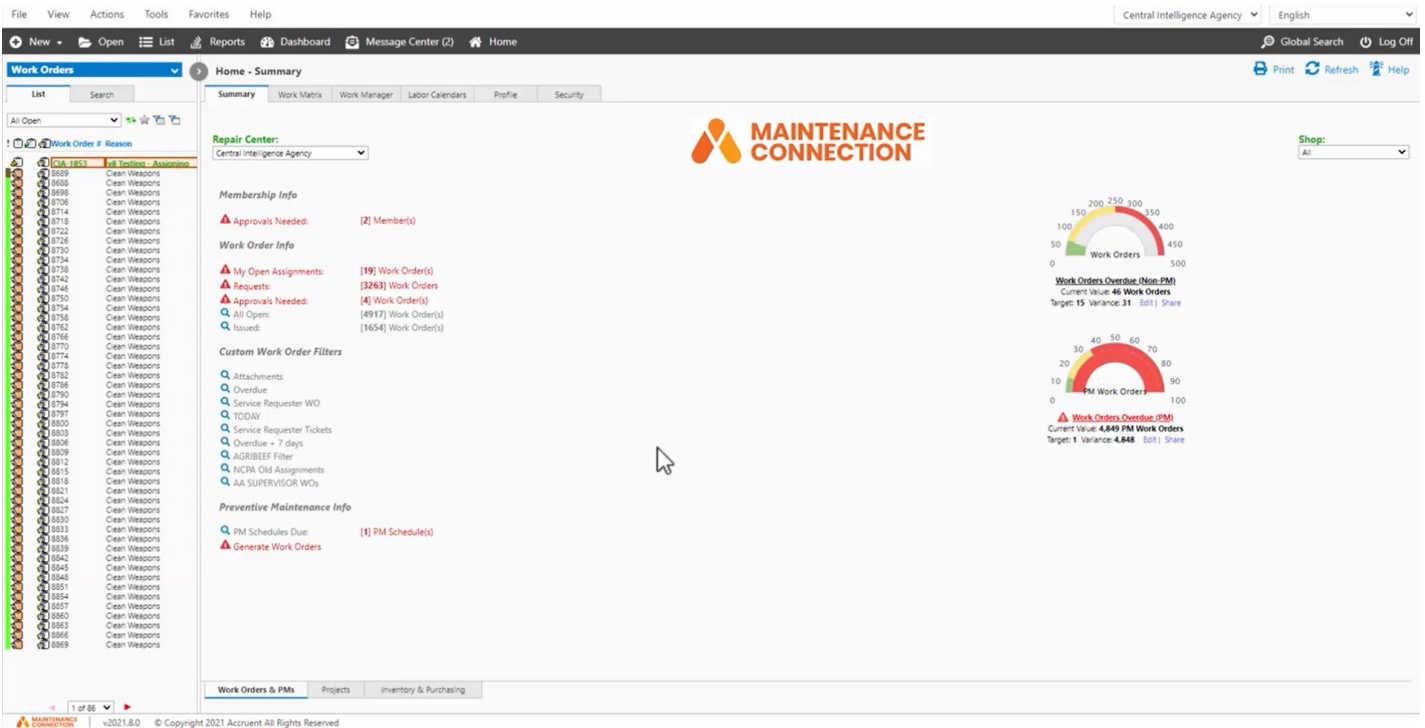
Example of Maintenance Connection

Maintenance Connection

Primary Benefits

Maintenance Connection provides comprehensive inventory management capabilities — such as inventory valuation and parts quantity estimating — without the need for integrations or upgrades. It supports Gantt chart views for projects, and the vendor offers additional capabilities for various project and people tracking needs.

Limitations

- Limited ad-hoc and custom reporting options.
- Steep learning curve.

Free Trial	Free Plan	Analyst Rating	User Sentiment
No	No	70/100	Excellent

Price	Deployment	Company Size
$ $ $ $ $	Cloud/SaaS On-Premise	S M L

Request Free Price Quote

Key Differentiators

We've had a brief overview of Maintenance Care and some of its top competitors, but what about the more granular side? You can't make an informed software decision without equipping yourself with a set of unique requirements and diving into the minute details of what various systems have to offer.

Most maintenance management platforms come with the same core set of modules, so consider the more intricate capabilities you need and want from those modules. Determine what you're willing to make concessions on vs. what you absolutely can't go without.

Here, we'll break down the core requirements and some additional features of CMMS software and assess each solution against them to help you select an ideal fit for your organization.

Key Differentiators

Maintenance Request Management

You can't always count on your maintenance department to discover every issue. For things they can't anticipate or might not catch right away you need a way for other employees or facility occupants to put in maintenance requests. While a small, single-facility company with limited employees may be able to get by on verbal requests, it's really not feasible for most organizations.

Maintenance request management modules digitize the process so you have records of what needs attention, keeping tasks from falling through the cracks.

While all of these top contenders provide maintenance request capabilities, Maintenance Care comes out on top with Fiix and UpKeep close behind.

- **Maintenance Care** offers a centralized request portal with requester and technician accounts. It fully supports request forms and submission capabilities, approval workflows, request automation, status updates and notifications, and white labeling out of the box.
- **Fiix** fully or moderately supports the same capabilities as Maintenance Care out of the box, with the exception of maintenance request automation.
- **UpKeep** fully or moderately supports all of the same capabilities as Maintenance Care out of the box.
- **ServiceChannel** fully supports request form submission out of the box. It also moderately supports a portal for maintenance requesters, request automation, status updates and notifications, and white labeling.

Work Order Management

Work order management, along with maintenance requests, makes up the foundation of CMMS systems. It's vital to scheduling, tracking and completing maintenance activities. CMMS software transforms the manual, spreadsheet-based process into a more manageable digital repository with automations, histories and notifications.

When it comes to work order management, UpKeep and Maintenance Care lead the pack, though all the solutions mentioned support this functionality.

Key Differentiators

- **Maintenance Care** lets you automatically turn requests into work orders, view them in calendar format, store them in a centralized portal, customize checklist templates and responses and schedule recurring work orders. It also moderately supports work order creation from checklists.
- **Fiix** provides full support for work order creation from checklists, calendar view, custom checklist templates and responses and recurring work orders.
- **UpKeep** offers the same out-of-the-box support as Maintenance Care while fully supporting work order creation from checklists, instead of moderately supporting it.
- **ServiceChannel** provides full support for checklist responses and recurring maintenance scheduling.
- **Maintenance Connection** fully supports a centralized portal with calendar view and recurring maintenance scheduling capabilities. The vendor offers custom checklist template creation through additional modules.

Preventive & Predictive Maintenance

Preventive and predictive maintenance reduce the need for reactive measures while proactively taking steps to extend asset life spans and minimize downtime and failures.

CMMS solutions help you schedule routine maintenance (preventive) or data-based maintenance (predictive). They also assist with assigning and notifying technicians of upcoming tasks.

Maintenance Care, Fiix, UpKeep and Maintenance Connection all offer competitive preventive maintenance modules, with ServiceChannel offering more limited capabilities.

- **Maintenance Care** includes follow-up notification, LOTO history, maintenance inspection, scheduling calendar and meter reading capture capabilities fully supported out of the box. It moderately supports LOTO procedure documentation and offers auto-creation for corrective work orders, automatic work order creation and alerts, and condition-based monitoring with partner integrations or additional modules.

Key Differentiators

- **Fiix** fully supports auto-creation for corrective work orders, automatic work order creation and alerts, condition-based monitoring, follow-up notifications, LOTO history and procedure documentation, and a scheduling calendar out of the box. It also moderately supports maintenance inspection and meter reading capture capabilities.
- **UpKeep** offers work order creation and alert automation, condition-based monitoring, LOTO history and procedure documentation, maintenance inspection, a scheduling calendar and meter reading capture.
- **ServiceChannel** provides full automatic corrective work order creation and calendar scheduling. Additionally, it offers moderate support for maintenance inspections, meter reading capture and condition-based monitoring.
- **Maintenance Connection** fully supports auto-created corrective work orders, condition-based monitoring, follow-up notifications, LOTO history, maintenance inspections and calendar scheduling. It moderately supports meter reading capture and LOTO procedures documentation.

Asset Tracking

Asset tracking, while traditionally under the purview of EAM, has a significant place in CMMS software today. The better you understand your asset information, the better you can maintain them.

Once again, Maintenance Care and UpKeep top the list for this vital module, though they all offer some notable capabilities.

For starters, each solution fully supports asset hierarchies, records and list views out of the box.

- **Maintenance Care**, in addition to the capabilities above, fully supports automatic downtime updates, depreciation, downtime and warranty tracking, and barcode and QR code generation. The vendor also offers asset floor plan visualization and interactive planning and mapping through additional modules.
- **Fiix** fully supports downtime tracking, barcode and QR code generation, and warranty tracking.

Key Differentiators

- **UpKeep** slightly beats out Maintenance Care by offering the same capabilities but including asset visualization and interactive planning and mapping fully supported out of the box.
- **ServiceChannel** moderately supports depreciation, downtime and warranty tracking.
- **Maintenance Connection** fully supports automatic downtime updates, downtime and warranty tracking, and barcode and QR code generation.

Dashboards & Reports

Dashboards and reports are another prime example of CMMS solutions expanding into the realm of EAM software. Dashboards provide at-a-glance views of your organization's KPIs, while reports let you drill down into the nitty-gritty details for invaluable insights.

All of these top contenders provide full support for custom and prebuilt dashboards and reports. When it comes to exporting reports and dashboards, Maintenance Care and ServiceChannel provide full support while the others provide moderate support.

Finally, Maintenance Care and ServiceChannel fully support private and read-only reports, while the others don't provide support.

Maintenance Care integrates with Tableau, the world's broadest, deepest visual analytics platform that transforms how people use data to solve problems.

Tableau connects all of your information for compliance governance and data management, making it especially important for managing data from multiple sites. You can manage data the way you want to see it by plugging Tableau into your Maintenance Care account for an additional cost.

Inventory Management

Inventory management, while not the main focus of CMMS software, is still vital to maintenance operations. It helps you ensure you have the parts and tools you need for common maintenance activities — meaning less downtime spent waiting for parts to arrive.

Key Differentiators

Maintenance Connection, ServiceChannel and Fiix stand out over Maintenance Care and UpKeep for inventory management capabilities.

- **Maintenance Care** includes full support for automatic inventory updates, multi-location visibility, reorder points and alerts, and spare parts list views and records. It also moderately supports spare parts identification.
- **Fiix**, in addition to offering the same capabilities and support levels listed for Maintenance Care, also includes moderate support for accessing punchout catalogs and full support for inventory valuation methods.
- **UpKeep** fully supports automatic inventory updates, inventory valuation methods, multi-location visibility, reorder points and alerts, and spare parts identification and records.
- **ServiceChannel** offers full support for accessing punchout catalogs, automatic inventory updates, multi-location visibility, reorder points and alerts, and spare parts identification and list views. Additionally, it moderately supports parts quantity estimates and spare parts records.
- **Maintenance Connection** provides the most comprehensive inventory management capabilities on this list. It fully supports automatic inventory updates, inventory valuation methods, multi-location visibility, parts quantity estimates, reorder points and alerts, spare parts list views and records. It also moderately supports spare parts identification.

Mobile CMMS

Mobile apps empower your technicians at the source of maintenance activities, providing comprehensive details on their assigned tasks. They can access asset details, including maintenance history, manufacturer, linked or common spare parts used for maintenance and more from phones and tablets.

Additionally, apps help reduce inaccuracies by allowing your teams to update maintenance histories and work orders at the time of maintenance rather than when they return to an office.

Key Differentiators

All of our solutions, except Maintenance Connection, include native iOS and Android applications. Although Maintenance Connection doesn't include a native app, you can still access the cloud system using a web browser on mobile devices.

Additionally, they all fully support barcode scanning through a responsive mobile design. UpKeep offers moderate support for push notifications search features while the rest fully support them.

- **Maintenance Care** fully supports multi-site mobile management and picture/video uploads. Maintenance Care offers both a free and paid app depending on users' CMMS plan. It moderately supports user collaboration on mobile devices.
- **Fiix**, in addition to full support for multi-site mobile management and picture/video uploads, fully supports offline access. However, it doesn't support user collaboration.
- **UpKeep** moderately supports multi-site mobile management, offline access and picture/video uploads. It fully supports mobile user collaboration.
- **ServiceChannel** moderately supports multi-site mobile management and user collaboration. It fully supports offline access and picture/video uploads.
- **Maintenance Connection** fully supports multi-site mobile management and offline access. It moderately supports picture/video uploads, but it doesn't support mobile user collaboration.

Additional Features To Consider

Integrations & Extensibility

All of these solutions offer broad integration and extensibility opportunities through full API support. However, their offerings differ quite significantly from there.

If you have specific integration requirements, carefully pore over their offerings below or directly reach out to vendors to see who can best meet those needs.

- **Maintenance Care** fully supports accounting, CRM, data, ERP, fleet management and cloud file storage systems integrations along with data import/export and SFTP/FTP support. Maintenance Care's CMMS integrates with more than 5,000 applications, along with its "sister solutions" CareClean and OneAccess.
- **Fiix** provides full support for CRM, ERP and fleet management system integrations. It also fully supports data import and moderately supports data export.
- **UpKeep** fully supports accounting, BI, data, ERP, enterprise collaboration, procurement, spend management and fleet management systems integration. It also provides full import and export capabilities and allows you to integrate additional systems using webhooks.
- **ServiceChannel** fully supports ATG, BI and customer success systems integration. It also provides full SFTP/FTP and webhook support and moderate export support. However, it doesn't offer data import support.
- **Maintenance Connection** fully supports accounting, CAFM, ERP, procurement, spend management, fleet management, GIS, and regulatory and safety compliance systems integrations. It can also fully integrate biomedical devices.

Additional Features To Consider

Project & People Tracking

Project and people tracking can help you collect and analyze important KPIs and metrics on employee performance and project completion times and costs. While not a core focus of CMMS software, these modules help you tap deeper into the asset management side of things without committing to a full-fledged EAM system.

UpKeep offers a more limited set of project and people tracking capabilities compared to the other contenders.

- **Maintenance Care** fully supports cost tracking and project reporting. It moderately supports time tracking. Additionally, you can set up certification tracking and project management through in-app workarounds.
- **Fiix** fully supports certification, cost and time tracking, along with project management and staff records.
- **UpKeep** offers full support for cost and time tracking and staff records.
- **ServiceChannel** fully supports certification and time tracking as well as staff records. The vendor provides project management, project reporting and cost tracking capabilities with additional modules.
- **Maintenance Connection** fully supports cost tracking, Gantt chart views and staff records and moderately supports time tracking. The vendor provides certification tracking, craft codes, and project reporting and management capabilities through additional modules.

Purchase Orders Management

Purchase order management ties into your inventory and reporting requirements. While not a core function of CMMS solutions, it can provide deeper visibility into your overall maintenance operations and costs.

It also helps centralize all maintenance-related activities, providing purchasing options right alongside inventory and maintenance schedules, so you're not scattering data across systems.

Additional Features To Consider

- **Fiix, UpKeep and Maintenance Connection** stand out for their purchase order management capabilities as they all provide full support for purchase order automation, creation, request submission and receipts.
- **Maintenance Care** fully supports purchase order creation and request submission. You can create receipts in the system through in-app workarounds.
- **ServiceChannel** offers purchase order creation and request submission through additional modules.

Vendors & Customer Management

Similar to purchase order management, vendor and customer management modules rope in maintenance-adjacent activities to keep data in one place. They can be especially useful for maintenance service companies and those who rely on multiple suppliers for parts to perform maintenance on various asset types.

Maintenance Care, ServiceChannel and Maintenance Connection provide the most comprehensive vendor and customer management capabilities among these top competitors.

- **Maintenance Care** fully supports records and list views for contracts, customers and vendors.
- **Fiix** fully supports records for contracts and vendors.
- **UpKeep** fully supports records for customers and vendors.
- **ServiceChannel** fully supports contract and vendor list views and moderately supports customer list views. It moderately supports contract, vendor and customer records.
- **Maintenance Connection** fully supports customer and vendor list views and records. The vendor offers contract records and list views through additional modules.

Conclusion

Managing maintenance tasks, work orders and repair requests manually isn't feasible anymore, unless you happen to be a single-site operation with minimal equipment and employees. And even then, you still stand to benefit from using a CMMS solution vs. spreadsheets or paper records.

Maintenance Care is a top competitor in the CMMS realm, in part due to their free single-user option and unlimited scalability for the paid version — not to mention their robust maintenance solutions and integrations, as well as their expansion into capabilities once reserved for EAM software.

Although Maintenance Care's an excellent platform overall, it may not be the best-suited system for every company. The rest comes down to your organization's individual requirements. While comparing Maintenance Care with other applications, dig into their individual offerings to see who checks all of your boxes.

Choosing enterprise software is a major business decision—why risk it?

Technology Selection & Sourcing Process

	PROJECT STAKEHOLDER INVOLVEMENT		
	END USERS	IT DEPARTMENT	SOURCING & PROCUREMENT
Requirements Gathering			
Preliminary Research			
Vendor Shortlisting			
Informal Enquiries			
Request for Demos			
Tech Eval Scorecards			
RFIs and RFPs			
Business Case Review			
Vendor Viability & Reference Checks			
Contract Negotiation & Close			

SelectHub's bite-sized approach is easy to follow and provides the best results.

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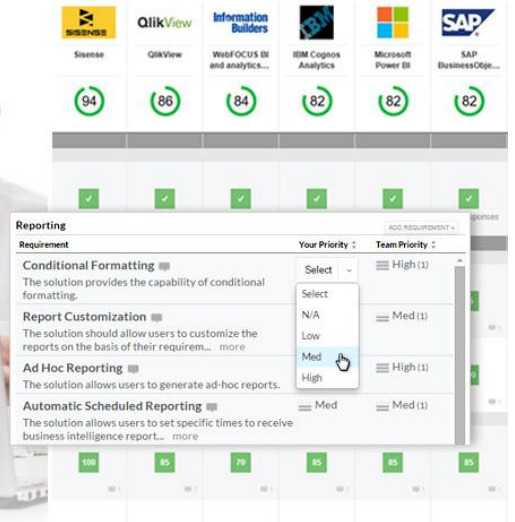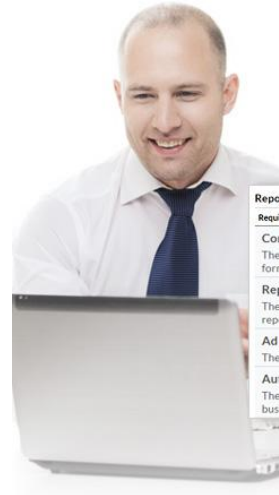
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