



EAM Consulting
maintenance services for industry

Fact sheet – Choosing a Maintenance Consultant

Choosing and using a maintenance consultant

All too frequently, small to medium sized enterprises (SMEs) forgo the use of and advice from Consultants because of preconceptions regarding the assistance they provide, and the level of fees they charge. Like all aspects of business, the level of service and the advice you receive can potentially be better or worse than you expected. EAM Consulting aim to work alongside our clients to provide a focussed and cost effective service, and because we work mainly with SMEs, we understand the constraints and limitations you face.

In this fact sheet, it is our intention to ease some of the concerns you may have about retaining a Consultant, and also dispel some of the preconceived ideas you may hold.

When will you need a Maintenance Consultant?

Before deciding to approach or retain a Consultant of any type you should obviously have a clear idea of exactly what you want to achieve. As Consultants can provide a wide range of services, here are some of the typical reasons for deciding that a Consultant may be required:

- You have identified that certain key skills are missing, or you cannot carry out certain tasks in-house
- You need help from someone with wider experience in a particular field or area
- You have identified an area of weakness, but don't know the best way forward
- You need independent opinion or advice
- You feel you would benefit from impartial or professional opinion

Experienced Maintenance Consultants such as EAM Consulting possess the specialist knowledge, skills and experience to provide all the services you need to solve your problem or issue.

What are the benefits of using a Maintenance Consultant?

Even though any consultant cannot be expected to be as familiar with the intricacies of your business as the managers and employees, a Maintenance Consultant will obviously be very experienced in his areas of expertise and can provide many valuable benefits, such as:

- Objectivity - because a Consultant is not an employee of your business, the Consultant can bring both objectivity and detachment to the problems or issues being faced. Also, the views and opinions of the Consultant can be accepted as unbiased
- Skills - An experienced Maintenance Consultant will possess the knowledge and skills to provide the best resolution.
- Interim Services - sometimes you may find yourself short of critical expertise in a given area. Engaging a Consultant will be less expensive than taking on a new permanent employee for short term issues or needs.

How do I use a Maintenance Consultant?

You should make it clear to the Maintenance Consultant exactly what you are expecting and ideally draw up an initial brief. This could be a short description of what is required or a detailed description of the project including time scale and budget cost for the project. EAM Consulting would always want to meet you face to face to discuss the work before submitting a proposal or committing to a project, and we would never make a charge for this initial discussion stage. Starting with a clear brief will lessen the chances of any misunderstanding for both parties. It is advisable to give thought to whether the **end product** (report and recommendations, implementation, etc.) or the **process** (idea development and information) is more important to you.

When asking a Maintenance Consultant to tender for work it is quite common to ask for details of:

- Their thoughts and comments on the initial brief
- How they would approach the work
- Time estimates to complete the work
- Fee structure and summary

EAM Consulting would be more than happy to give general answers to these (and other) questions, but would not be able to provide detailed information until having held the face to face meeting mentioned earlier, and produced a detailed proposal. We do not offer a 'one size fits all' solution to our clients – all our clients' needs are unique and different, and as such demand unique and personalised offerings. In the process of solving problems, we must consider every means of affecting a proper solution. Unless the changes are understood by management and the affected employees, the recommendations of a Maintenance Consultant are of little value.

How much will Maintenance Consultancy cost?

It is difficult to outline a general fee for Consultancy work, as there are many factors that need to be considered when arriving at the fee. More information about EAM Consulting's fee strategy can be found in our fact sheet '**How much will your services cost?**' , which can be downloaded from our website.