

FrontRunners®

FACILITIES AND MAINTENANCE MANAGEMENT SOFTWARE

FEBRUARY 2019

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Gartner Methodology

Software Advice

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INTRODUCTION

This FrontRunners analysis is a data-driven assessment identifying products in the Facilities and Maintenance Management software market that offer the best capability and value for small businesses. For a given market, products are evaluated and given a score for Usability (x-axis) and User Recommended (y-axis). FrontRunners then plots 10-15 products each on a Small Vendor and an Enterprise Vendor graphic, based on vendor business size, per category.

In the Facilities and Maintenance Management FrontRunners infographic, the minimum qualifying scores were 4.18 for Usability and 4.03 for User Recommended.

To be considered for the Facilities and Maintenance Management FrontRunners, a product needed a minimum of 20 user reviews published within 18 months of the evaluation period. Products needed a minimum user rating score of 3.0 for both Usability and User Recommended.

INTRODUCTION

The minimum score cutoff to be included in the FrontRunners graphic varies by category, depending on the range of scores in each category. No product with a score less than 3.0 in either dimension is included in any FrontRunners graphic. For products included, the Usability and User Recommended scores determine their positions on the FrontRunners graphic.



DEFINING FACILITIES AND MAINTENANCE MANAGEMENT SOFTWARE

Facilities and Maintenance Management software helps companies optimize the useful life of assets, including tools, machines and facilities, with core tracking and maintenance management and optional modules such as energy and space management.

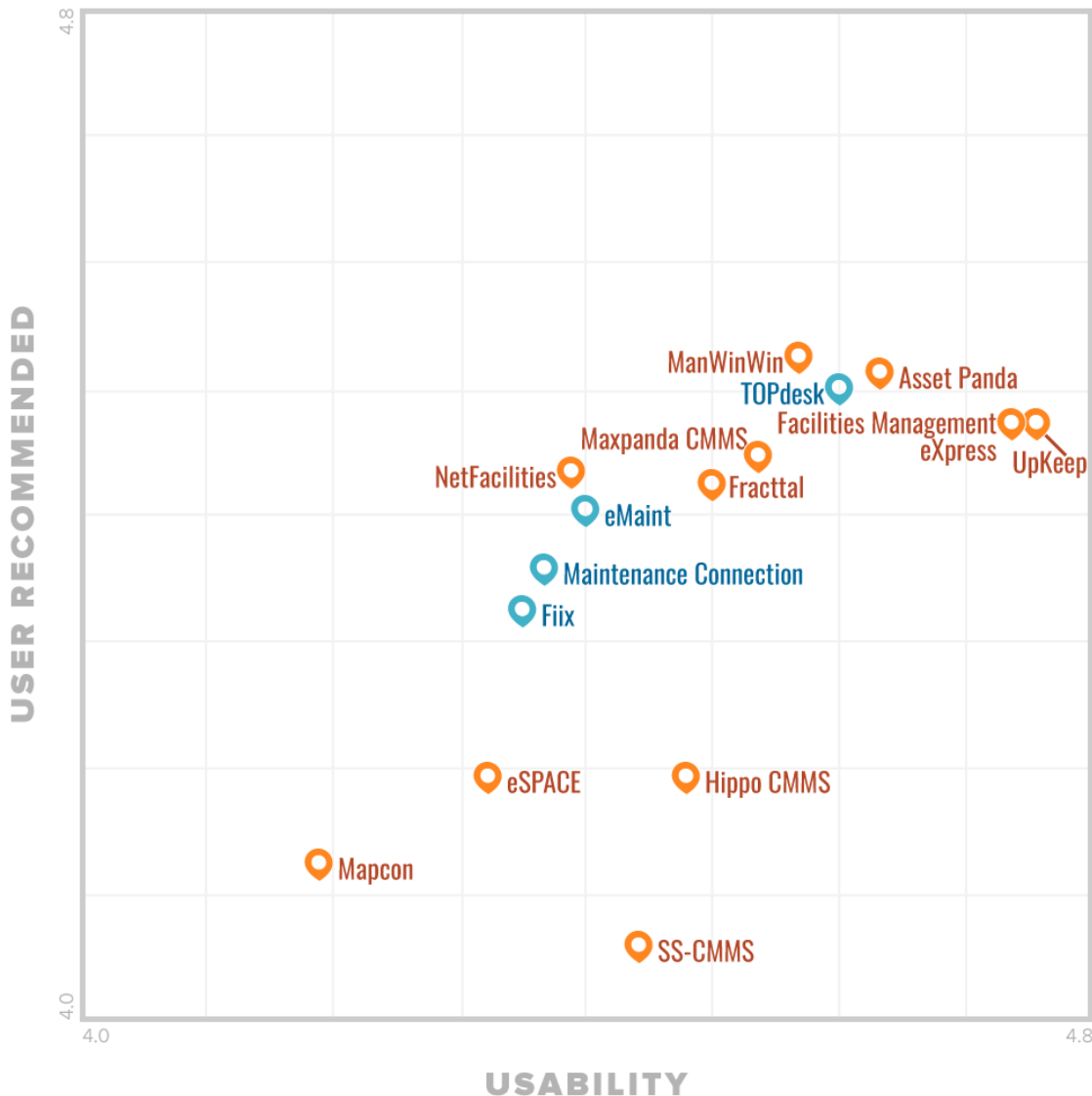
Software Advice's FrontRunners is focused on the North American Equipment and Facilities Maintenance Management

market. We identify this set of core capabilities for the category: work order management, preventive maintenance and asset tracking.

FRONTRUNNERS

(SMALL & ENTERPRISE VENDORS)

FRONTRUNNERS® FOR FACILITIES AND MAINTENANCE MANAGEMENT, FEBRUARY 2019



For each individual rating in both the Usability and User Recommended criteria, the methodology weighs recent reviews more heavily.

FRONTRUNNERS SCORES

(SMALL & ENTERPRISE VENDORS)

| | | TOTAL SCORE | USABILITY SCORE | USER RECOMMENDED SCORE |
|----|----------------------------------|----------------|--------------------|------------------------------|
| 1 | UpKeep | 9.22 | 4.76 | 4.47 |
| 2 | Facilities Management eXpress | 9.20 | 4.73 | 4.47 |
| 3 | Asset Panda | 9.13 | 4.63 | 4.50 |
| 4 | TOPdesk | 9.09 | 4.60 | 4.49 |
| 5 | ManWinWin | 9.08 | 4.57 | 4.51 |
| 6 | Maxpanda CMMS | 8.98 | 4.54 | 4.43 |
| 7 | Fracttal | 8.90 | 4.50 | 4.41 |
| 8 | NetFacilities | 8.81 | 4.39 | 4.42 |
| 9 | eMaint | 8.79 | 4.40 | 4.39 |
| 10 | Maintenance Connection | 8.71 | 4.37 | 4.34 |
| 11 | Fiix | 8.66 | 4.35 | 4.31 |
| 12 | Hippo CMMS | 8.66 | 4.48 | 4.18 |
| 13 | eSPACE | 8.51 | 4.32 | 4.18 |
| 14 | SS-CMMS | 8.49 | 4.44 | 4.04 |
| 15 | Mapcon | 8.29 | 4.19 | 4.11 |

RUNNERS UP

Accruent

Accuvio Sustainability

Active Compliance Monitor

Agility

AIM by AssetWorks

AMS - Asset Management

ARCHIBUS

Asset Essentials

Asset Matrix

Asset4000

AvPro

AwareManager

Axxerion

Banyard Solutions e-permits

Basware

Big Sky

Bigfoot CMMS

BlueFolder

BluePoint

Book King

BradyConnect

Bright Suite

Building Engines

BuildingLink

BuildingOS

CAFM Explorer

CampSite

CenterStone CAFM

CHAMPS

Cherwell

ChildWatch

ColInspect

Common Areas

ComVibe

Concept

Condeco Meeting Room Booking Software

CoReceptionist

Corrigo

CoWork.io

CoworkingNext

CrossForm

Cupix

Curo

DASH Platform

Data2Base

DEXCell Energy Manager

DirectLine

Drawbase Enterprise

ECOBPM

eFACiLiTY

eFormsPilot

Elogbooks

Energy Elephant

Entronix EMP

eSight

eSSETS

EVA Receptionist

eWorkOrders CMMS

EZ Maintenance

faciliCAD

FacilityONE

FaciliWorks CMMS

FieldAware

Fincio CMMS

FM:Interact

Form.com (Suite)

FotoNotes

FTMaintenance

GeoPal

GP MaTe

GuideTi

Honest Buildings

IFS Field Service Management

iLab Operations Software

iMaint EAM

IMPAK

incuTrack

Infor EAM

Infraspeak

InThrMa EMS

InventoryEdge

iOffice

ISNetworld

iVisitor

JobLogic

Key2Act

Layout-iQ

LeaseQuery

Loc8

MACH Energy

MainStreetSites

Maintenance Care

**Maintenance Coordinator by
Simplicity Software Technologies**

Maintenance5000

MaintenanceEssentials Pro

MaintiMizer

ManagerPlus

MEX Maintenance

MicroMain

Mobile Field Report

MPlan

MPulse CMMS Software

**Municipal Asset Management
Software**

MVP Plant

MYBOS

MyLobby

NetDispatcher

Nexodus Spaces

Odyssee Service

OfficeSpace Software

Officetrax Maintenance

OnBoard by AgilQuest Corporation

Oneserve

OpenPlay

Pazo

Pervidi

PL Workplace

POC System

**Primavera Facilities and Asset
Lifecycle Management**

Primavera Facilities Management

Primavera Unifier

ProClass

ProLease

Proteus CMMS

Proximity Space

Q Ware CMMS

QuickFMS

Resource Central

RESS

Rosmiman IWMS

rSchoolToday

RunEffective

ScheduleFM

Serraview

Service Pro by MSI Data

ServiceChannel

ServiceONE

SERVUS

ShareDesk Optix

SiteFM Hospital Facility Management

SKYLINE Property Management Software

SKYSITE

Smartspanner

Smartway2

SMS

SpacelQ

Sphere Mail

SPM Assets

Sprocket CMMS

StaffMap

SV3

TabWare

The Service Program

TheWorxHub

Tikkit

TMA

Trackplan

Transcendent

VelocityEHS

ViewSuite

Visual Lease

WatchWire

Wattics

WebCheckout

WegoWise

WhosOnLocation

METHODOLOGY BASICS

The FrontRunners methodology assesses and calculates a score for products on two primary dimensions: Usability on the x-axis and User Recommended on the y-axis.

The Usability score is a weighted average of user ratings including:

- End-user ratings of one to five stars on the product's ease of use.
- End-user ratings of one to five stars on the product's functionality.

The User Recommended score is an overall weighted average of scores including:

- End-user ratings of one to five stars on how valuable users consider the product to be relative to its price.
- End-user ratings of one to five stars on how likely they are to recommend the product to others.

There are up to two FrontRunners graphics for each market, one Small Vendors and one Enterprise Vendors graphic. The Small Vendors graphic highlights qualifiers from smaller (by employee size) vendors, while the Enterprise Vendors graphic displays qualifiers for larger (by employee size) vendors.

METHODOLOGY BASICS

Markets are defined by a core set of functionality, and to be eligible for FrontRunners, products must offer that core set of functionality. Core functionality required is determined by our research analysts, who provide coverage for and have familiarity with products in that market. Additionally, a product must have at least 20 unique user-submitted product reviews published within 18 months of the start of the analysis period across the three Gartner Digital Markets web properties: [softwareadvice.com](https://www.softwareadvice.com), [capterra.com](https://www.capterra.com) and [getapp.com](https://www.getapp.com).

Inclusion in the Small Vendor or Enterprise Vendor FrontRunners graphics is based on vendor employee count. Vendors eligible for the Enterprise Vendor graphic must have more than the median employee count for all vendors in the market, or 100 employees—whichever is greater. Vendors whose employee counts do not meet either of those thresholds qualify for the Small Vendor graphic.

¹ In the event fewer than 10 products qualify for either a Small Vendors or Enterprise Vendors FrontRunners graphic, the vendors that do qualify will be combined into a single graphic.





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