

Software Advice BuyerView: Facilities Management Report

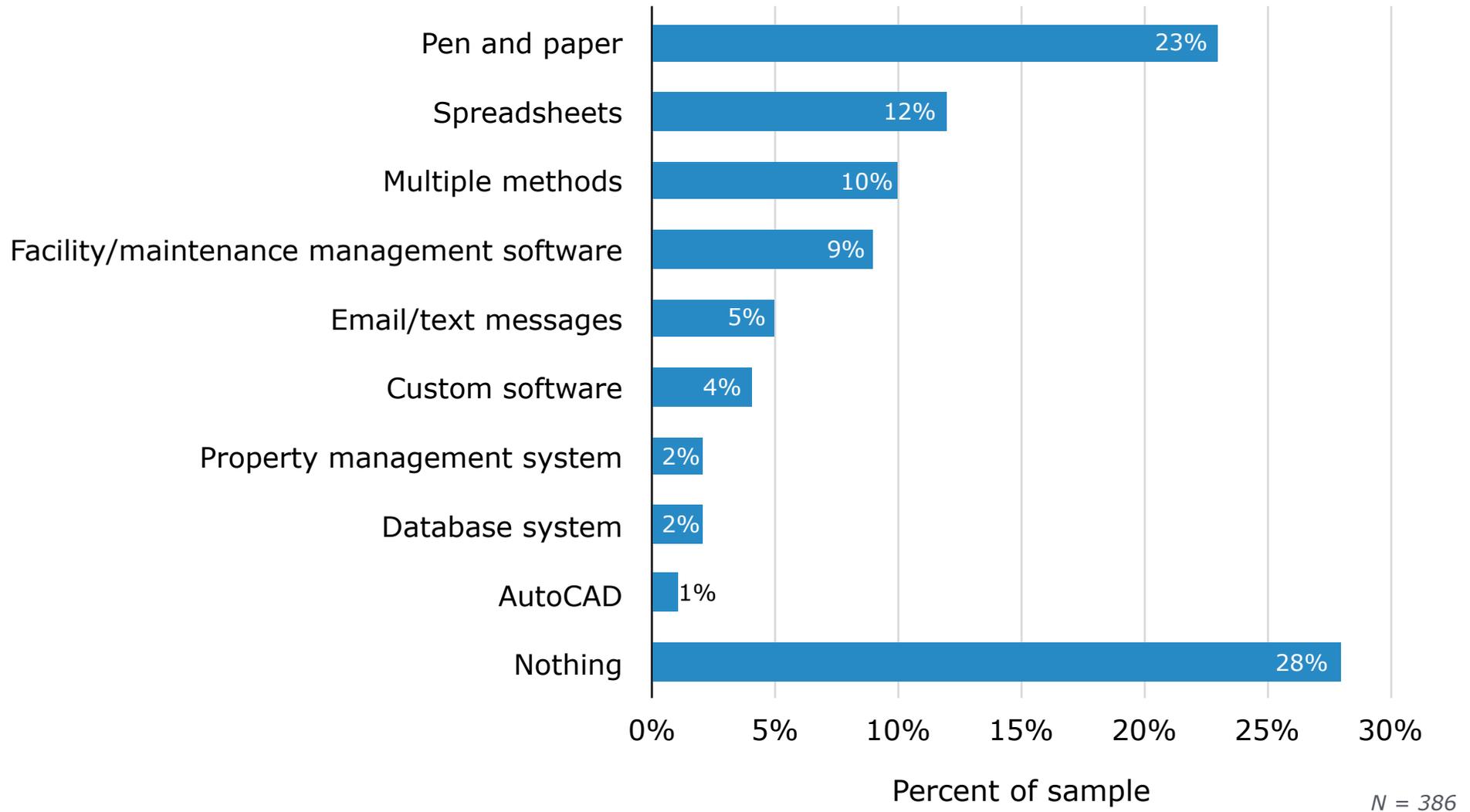
Insight into today's software buyer

Abstract

Facilities managers are crucial employees of businesses in a wide variety of industries. Whether it's offices, school buildings, apartments or manufacturing plants, facilities management software is required to effectively track equipment, schedule regular maintenance and generate reports to identify inefficiencies. To get a better sense of how facilities managers use software, we analyzed hundreds of interactions with software buyers to find out:

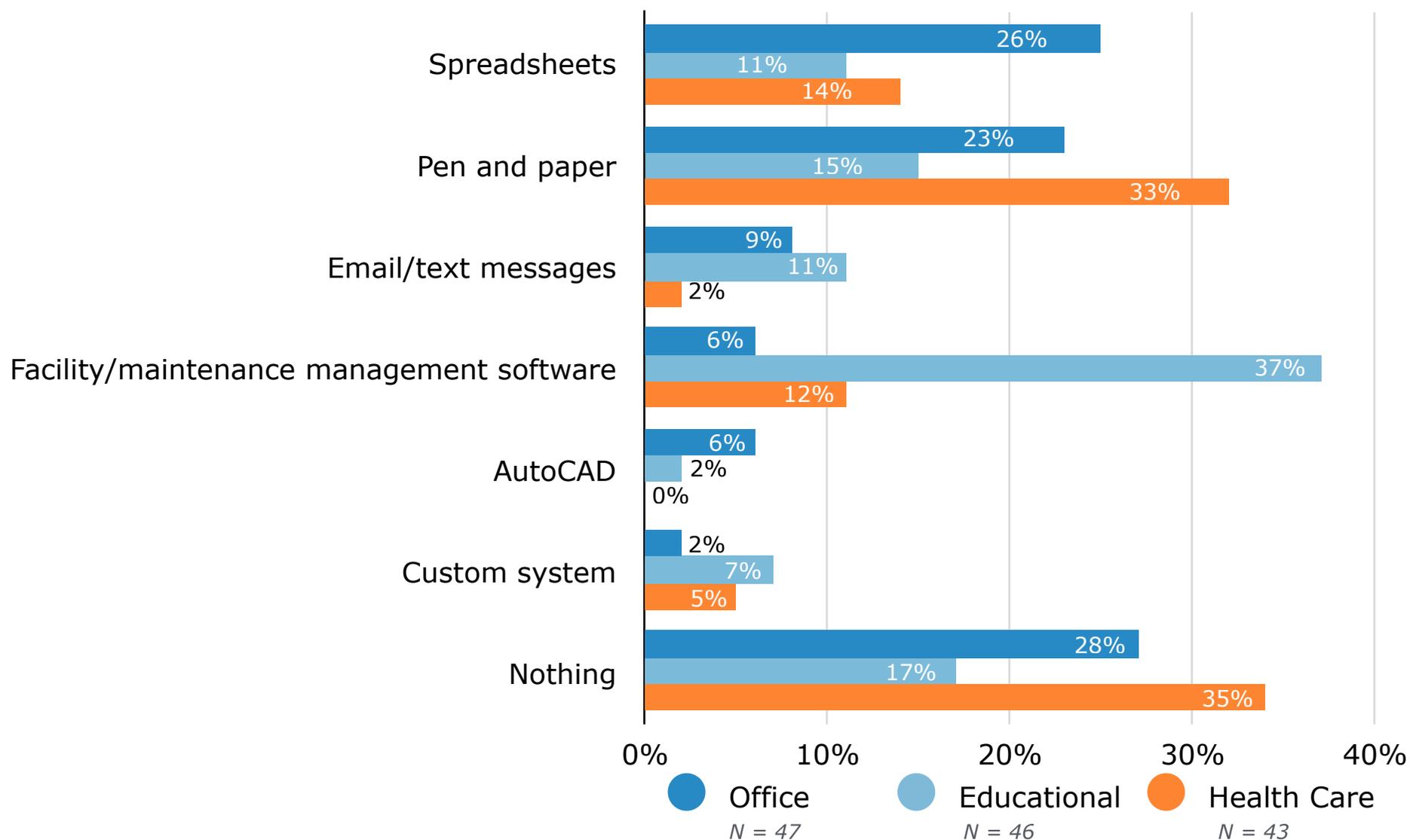
- What are the most common methods facilities managers use to perform their duties?
- How do the top industries in our sample use software differently?
- Why are they seeking new software solutions?

Many Buyers Have No System in Place for Managing Facilities



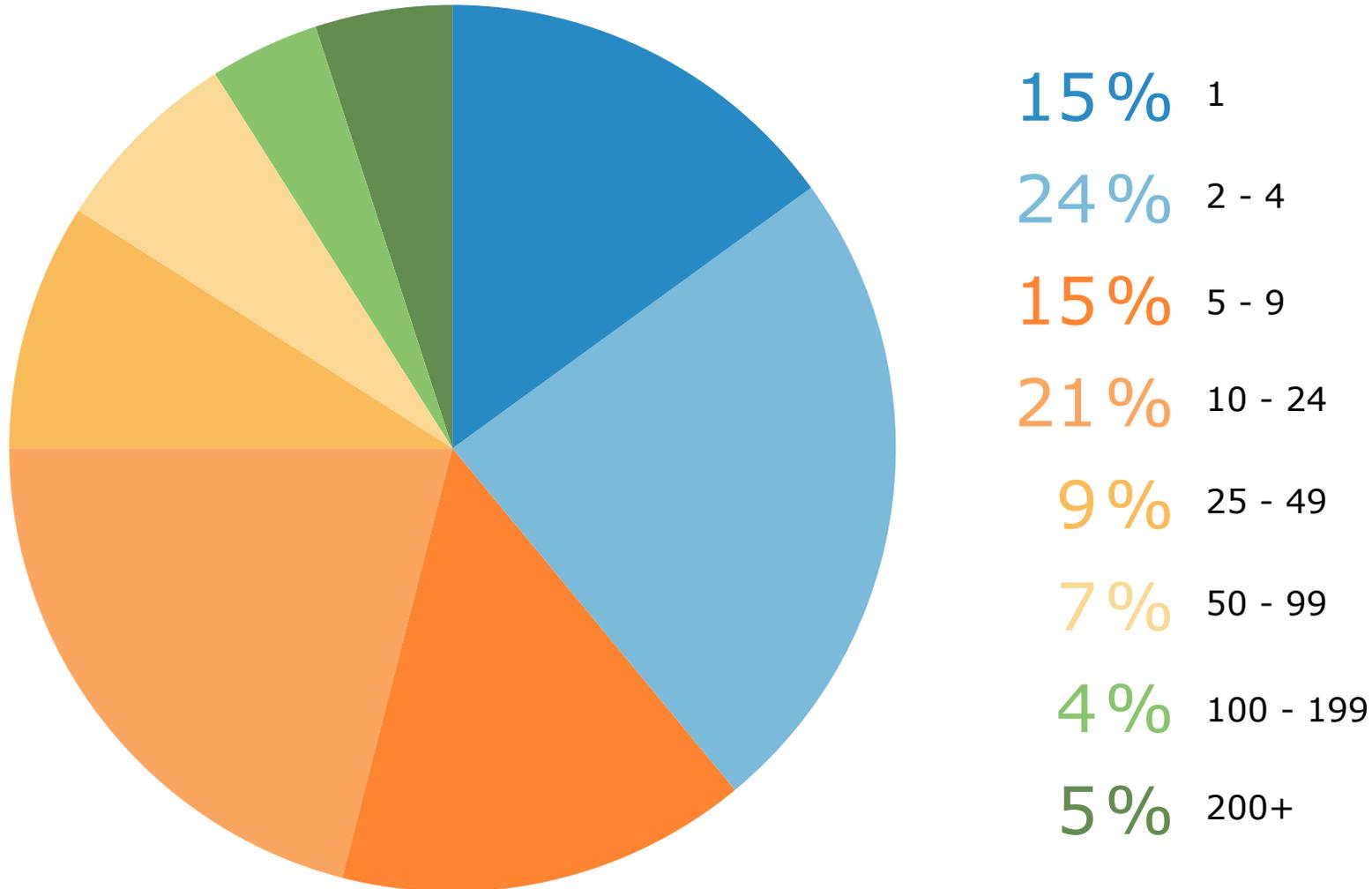
The largest percentage of buyers (28 percent) say they have no formal system in place. Coming in second, 23 percent say they use pen and paper.

Educational Manager Most Likely to Use Facilities Management



Educational facilities managers tend to use software most often (37 percent), compared to 6 percent of those with offices and 12 percent for those in health care.

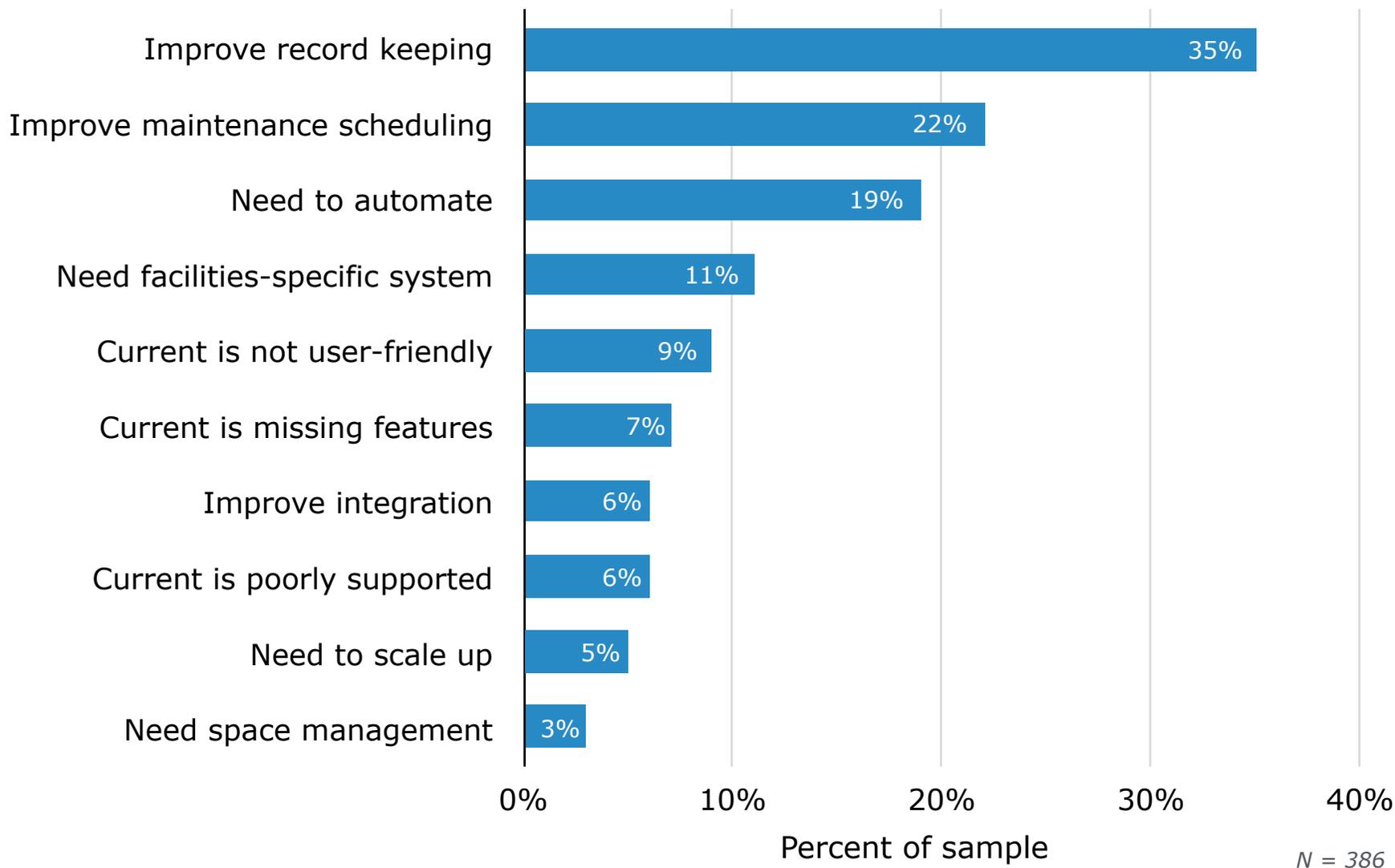
Buyers From Small Businesses Seek Software to Maintain Records



N = 386

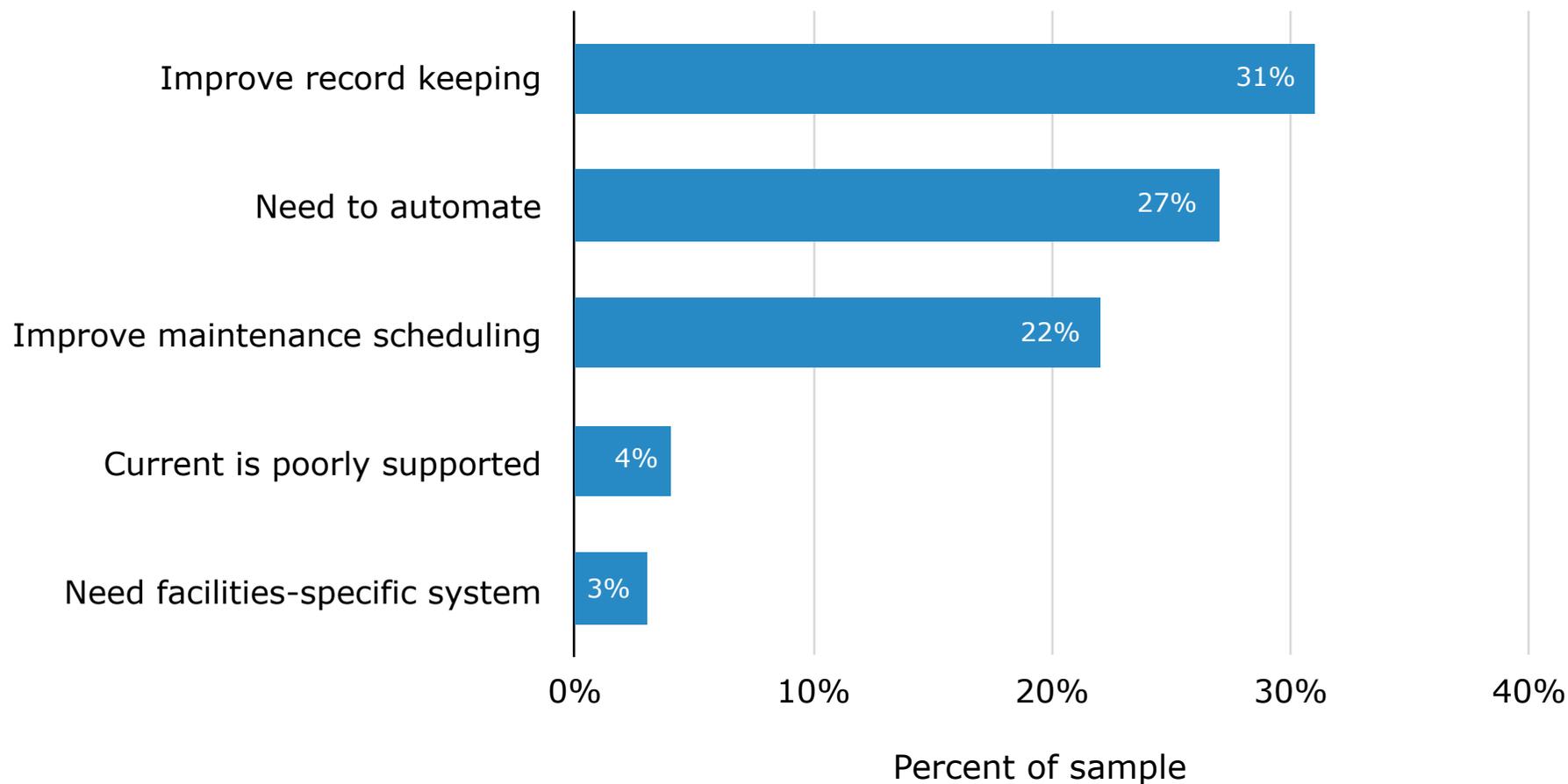
Nearly 40 percent manage one to four buildings, while just over one-fifth manage 10 to 24. Overall, three-quarters manage between one and 24 buildings.

35 Percent Need New Software to Improve Record-Keeping



The greatest percentage (35 percent) cite challenges with keeping records for services performed. Another 22 percent need to improve maintenance scheduling.

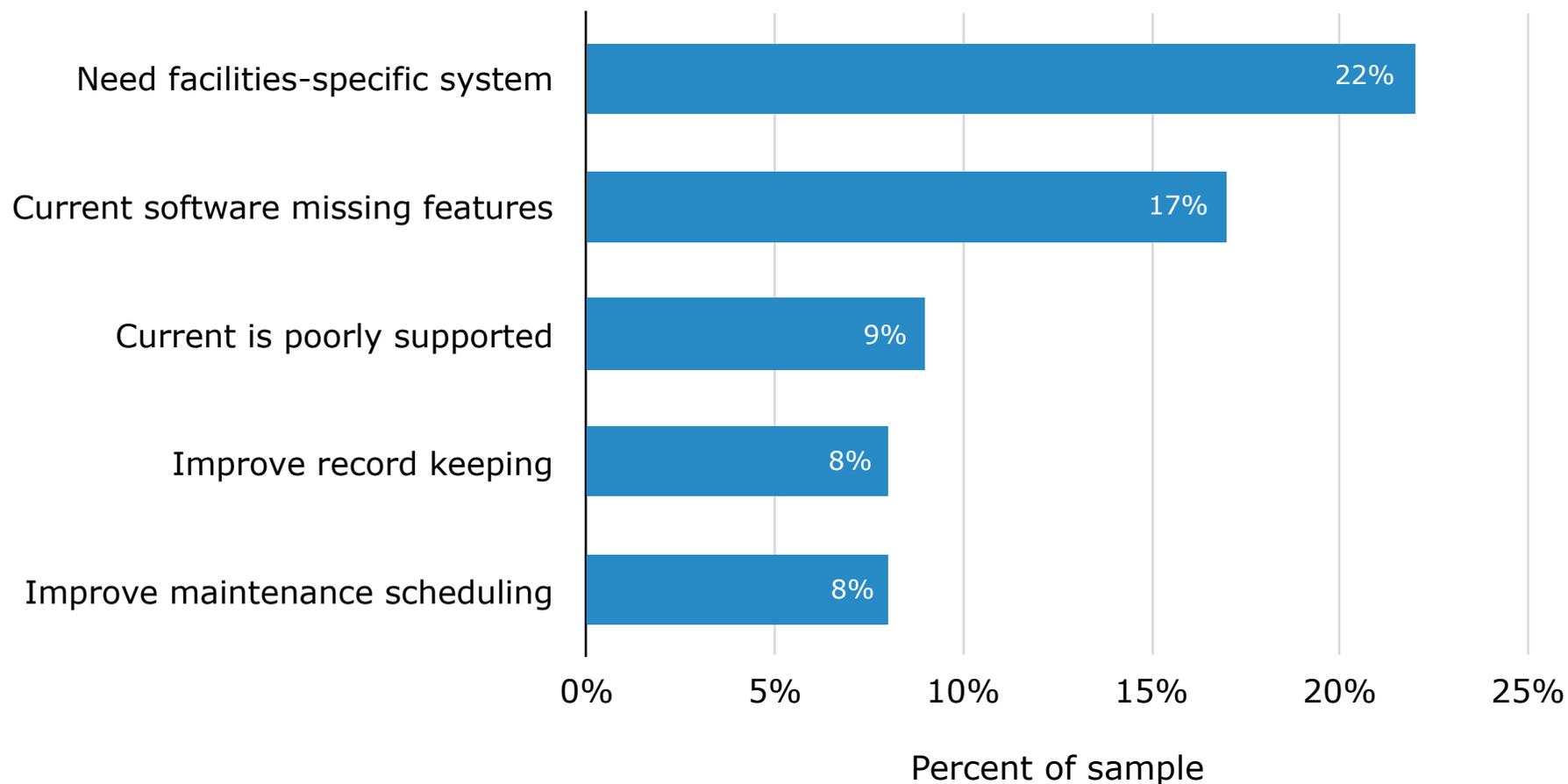
Manual Method Users Also Need Better Record-Keeping



N = 125

For 31 percent of buyers, keeping maintenance records with manual methods is a daunting task, and 27 percent simply want to automate their existing methods.

PMS Users Lack Facilities Management–Specific Features



N = 65

The largest percentage of PMS users say they are seeking new software because they need a system designed specifically for facilities management (22 percent).

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