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Industrial Transformation

Green Quadrant: Industrial Computerized Maintenance Management Systems (CMMS) (2025)

By Joshua Graessle, Robin Sureda-Tasis
With Malavika Tohani

June 2025

This version of the report contains Verdantix's summary of IBM's offerings to help prospective customers evaluate whether the vendor is a good fit for their requirements. It does not contain other vendor profiles.

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This report provides a detailed, fact-based benchmark of 19 of the most prominent computerized maintenance management system (CMMS) software providers in the market. Based on the proprietary Verdantix Green Quadrant methodology, our analysis included live briefings, customer interviews and vendor responses to a detailed 102-point questionnaire, covering 12 capability and nine momentum categories. This study finds that the CMMS market is evolving as organizations prioritize scalable, user-friendly platforms that support predictive maintenance readiness, enable tighter integration across asset ecosystems, and adapt to increasing demands for compliance, resource planning and mobile-first operations. Amongst the providers featured, seven firms – MaintainX, Limble, IBM, eMaint, Eptura, Fiix by Rockwell Automation and Brightly Software – demonstrated the most comprehensive CMMS capabilities.

Table of contents

Table of figures

Organizations mentioned

3M, ABB, AB InBev, Accruent, Advanced Micro Devices (AMD), Afrimat, Airbus Group, Alkegen, Amador Holdings, American Eagle, Aptean, ATMI Services, Autodesk, AVEVA, BAE Systems, Bain Capital Ventures, Bausch + Lomb, BBVA Spark, Brightly Software, Cape Utilities, Cascades, Cintas, Cirrus Aircraft, Condeco, CorrBoard UK, Danone, DART, Duracell, DwyerOmega, Eagle Technology, EDMS Consultants, Elecosoft, eMaint, Emerson, Enbridge, Eptura, European Energy, Fiix, Fluke Reliability, Fortive Corporation, Geotab, GoHub Ventures, Goldman Sachs Asset Management, Grupo Ramos, Haldan Consulting, Hamilton Southeastern Schools, Heineken, Hexastate, Honeywell, IBM, Insight Partners, International Organization for Standardization (ISO), iOffice + SpaceIQ, Island Abbey Nutritionals, Kayyak Ventures, Keller, Kingspan, Lear Corporation, Liberty Energy, Limble, Lineage Logistics, Linux, L'Oréal, LumiraDX, Magna, MaintainX, MaintMaster, Maritime Developments, Maxpanda, MEX Maintenance Software, Microsoft, Mondelez, Monterro, MSI Express, MVP One, Namely, North Air, Northern Water, Orkla, PEMAC, Pepsi, Pepsi Bottling Ventures, PG Bison, Pragma, Prime Technologies, Qlik, Queensland Sugar Ltd (QSL), Rambler Metals & Mining, Redlist, Renault, Rigado, Rockwell Automation, SAP, Schneider Electric, Shek Wu Hui Effluent Polishing Plant, Shell, Siemens, Siveco Group, SKF, Slack, SSG Insight, Stanley Black & Decker, Steris, Taylors Snacks, The New York Times, Thoma Bravo, Thule Group, Tiibo SmartTech Solutions, Titan America, TMA Systems, Tracker, Unilever, UpKeep, UPM, US Food and Drug Administration (FDA), Veolia, Virtual Facility, Wilkinson Sword, Workato, Xaar, Yamaha, YouTube, Zapier.

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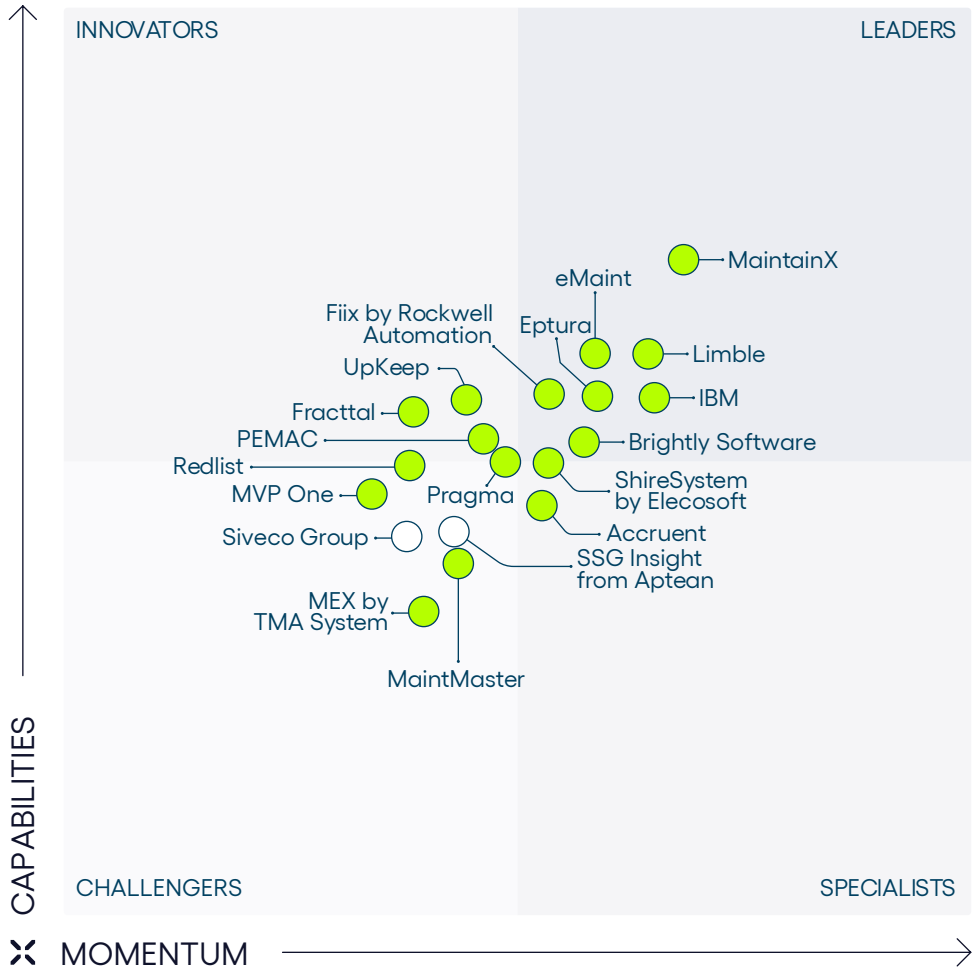
Summary for decision-makers

- This report is designed to help senior operations and maintenance executives identify the best-fit CMMS software provider to support digitization, work execution and asset performance across their facilities.
- Based on the proprietary Verdantix Green Quadrant methodology, our analysis included live briefings, customer interviews and vendor responses to a detailed 102-point questionnaire, examining software capabilities and market momentum.
- This study finds that the CMMS market has evolved in recent years, as organizations prioritize digitizing maintenance operations, improving asset reliability, integrating with broader enterprise systems and enhancing real-time visibility to meet rising efficiency, safety and compliance demands.

Figure 7
Green Quadrant for CMMS 2025



Note: A white plot indicates a non-participating vendor.
Source: Verdantix analysis

How to use the Green Quadrant for CMMS

This Green Quadrant analysis applies to computerized maintenance management system (CMMS) software, which Verdantix defines as:

> *"Software that acts as a database for maintenance operations data, facilitating the planning, scheduling, tracking, measurement and optimization of maintenance activities across work orders, inventory and asset information management."*

This Green Quadrant report assesses and benchmarks 19 leading vendors of CMMS software. The report will help heads of maintenance, heads of engineering and plant managers select a CMMS software provider based on their needs. It positions the vendors in four Quadrants: Leaders, Innovators, Specialists and Challengers – each with specific benefits and drawbacks. The report answers the following questions:

- **How are vendors innovating to meet evolving customer needs for CMMS software?**
- **What differentiates vendors in this space?**
- **Who are the leading CMMS software vendors?**
- **What should a buyer look for when selecting a CMMS software provider?**

To answer these questions, Verdantix evaluated 19 vendors using a 102-point questionnaire and live product demonstrations lasting one-and-a-half hours each. We also conducted 17 interviews with buyers of CMMS software. The analysis uses the proprietary Verdantix Green Quadrant methodology, which provides an evidence-based, objective assessment of vendors offering comparable products or services. Additional Verdantix insights into CMMS software can be found in our recent Smart Innovators and Buyer's Guide reports (see Verdantix Smart Innovators: Computerized Maintenance Management Systems and Verdantix Buyer's Guide: Computerized Maintenance Management Systems (2023)).

CMMS software addresses uptime, resource allocation and maintenance strategy optimization

Firms are facing increasing pressure to improve how they manage assets amid rising operational costs, labour shortages and growing performance demands. Within the CMMS market, customer priorities are shifting towards improving asset uptime, enhancing resource efficiency and enabling smarter, data-driven decisions. Downtime is becoming more costly and less acceptable, especially in manufacturing environments. At the same time, the challenge of institutional knowledge loss and difficulty in recruiting skilled technicians is pushing maintenance teams to operate more effectively with fewer resources. As these pressures intensify, CMMS buyers are prioritizing solutions that can help address core maintenance challenges, such as:

- **Establishing a centralized system for maintenance and asset data management.**
  Centralizing maintenance and asset data has become a critical priority for firms seeking greater visibility, coordination and control. CMMS platforms are especially valuable for maintenance teams, offering a hands-on system to manage work orders, asset records, parts and inventory in one place, while also enabling sites to benchmark performance and maintenance practices across sites. This centralization supports more efficient part transfers, which is particularly important amid rising tariffs, and gives teams clearer insights into asset performance and the maintenance routines that drive uptime. While enterprise asset management (EAM) and field service management (FSM) solutions offer broader functionality for enterprise-scale and field-based operations, respectively, CMMS remains the most cost-effective solution for organizations focused on streamlining site-level maintenance (see **Figure 1**) (see Verdantix Green Quadrant: Enterprise Asset Management Software 2024 and Verdantix Buyer's Guide: Field Service Management Software (2025)).

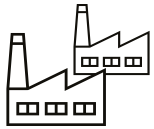
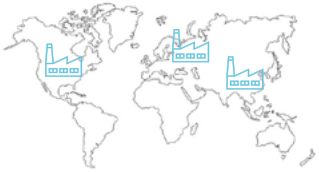
- **Supporting workforce efficiency and knowledge retention amid labour shortages.**
  Industrial sectors are under growing pressure from a retiring workforce and ongoing challenges in recruiting skilled maintenance personnel, with more than 450,000 manufacturing job openings in the US as of March 2025. As experienced technicians exit the workforce, many firms are struggling to transfer critical institutional knowledge to new hires, leading to gaps in execution, extended onboarding times and inconsistent maintenance practices. CMMS platforms help bridge this gap by capturing equipment history, maintenance procedures and best practices in one centralized system. This enables faster onboarding, supports consistent task execution and ensures limited resources are used efficiently. By standardizing routines and guiding technicians through defined workflows, CMMS solutions help reduce inefficiencies and maintain operational continuity.

- **Maximizing asset uptime and reducing maintenance costs.**
  In the face of rising supply chain costs and ongoing economic uncertainty, industrial firms are turning inwards to optimize operations. According to the latest Verdantix global corporate industrial transformation survey, 75% of respondents plan to increase spending to improve production and yield optimization over the next 12 months, while 53% will boost investment to enhance asset uptime, availability, reliability and integrity (see **Figure 2**) (see Verdantix Global Corporate Survey 2025: Industrial Transformation Budgets, Priorities And Tech Preferences). CMMS platforms directly support these goals by enabling more proactive maintenance, reducing unplanned downtime and improving visibility into asset performance. By standardizing maintenance routines, identifying recurring issues and prioritizing critical assets, CMMS solutions help firms keep production lines running efficiently and consistently.

- **Enabling smarter maintenance decisions through AI, analytics and insights.**
  As industrial operations generate growing volumes of maintenance and asset data, the challenge is shifting from data collection to making those data accessible and actionable. Modern CMMS platforms are responding with built-in analytics, performance dashboards and emerging generative AI (GenAI) capabilities that enhance usability and streamline workflows. While some vendors are exploring predictive maintenance features, the majority are focused on AI co-pilots that improve the user experience by automating routine tasks, generating charts and reports on demand, and guiding technicians through work order processes. These developments are helping teams reduce manual effort, make faster decisions and maintain uptime with greater efficiency.

Figure 1

Positioning CMMS in the industrial maintenance management software landscape

	CMMS	EAM	FSM
	Computerized maintenance management systems	Enterprise asset management	Field service management
			
	CMMS software is ideal for mid-market, regional operations focused on managing routine maintenance and work orders	EAM software is best suited to large, asset-intensive enterprises that require comprehensive lifecycle management across multiple sites or countries	FSM software is designed for organizations with widely dispersed assets and mobile workforces, enabling efficient field service delivery and coordination
Core capabilities			
Asset information management	■ ■ ■ □	■ ■ ■ ■	■ ■ □ □
Decarbonization and energy management	□ □ □ □	■ □ □ □	□ □ □ □
Investment planning and lifecycle analysis	□ □ □ □	■ □ □ □	□ □ □ □
Mobile application support	■ ■ ■ □	■ ■ □ □	■ ■ ■ ■
Parts and inventory management	■ ■ ■ ■	■ ■ ■ ■	■ ■ ■ ■
Predictive maintenance	■ □ □ □	■ ■ □ □	□ □ □ □
Reactive and preventative maintenance	■ ■ ■ ■	■ ■ ■ ■	■ ■ ■ □
Resource management	■ ■ ■ □	■ ■ ■ □	■ ■ ■ ■
Work order management	■ ■ ■ ■	■ ■ ■ ■	■ ■ ■ ■

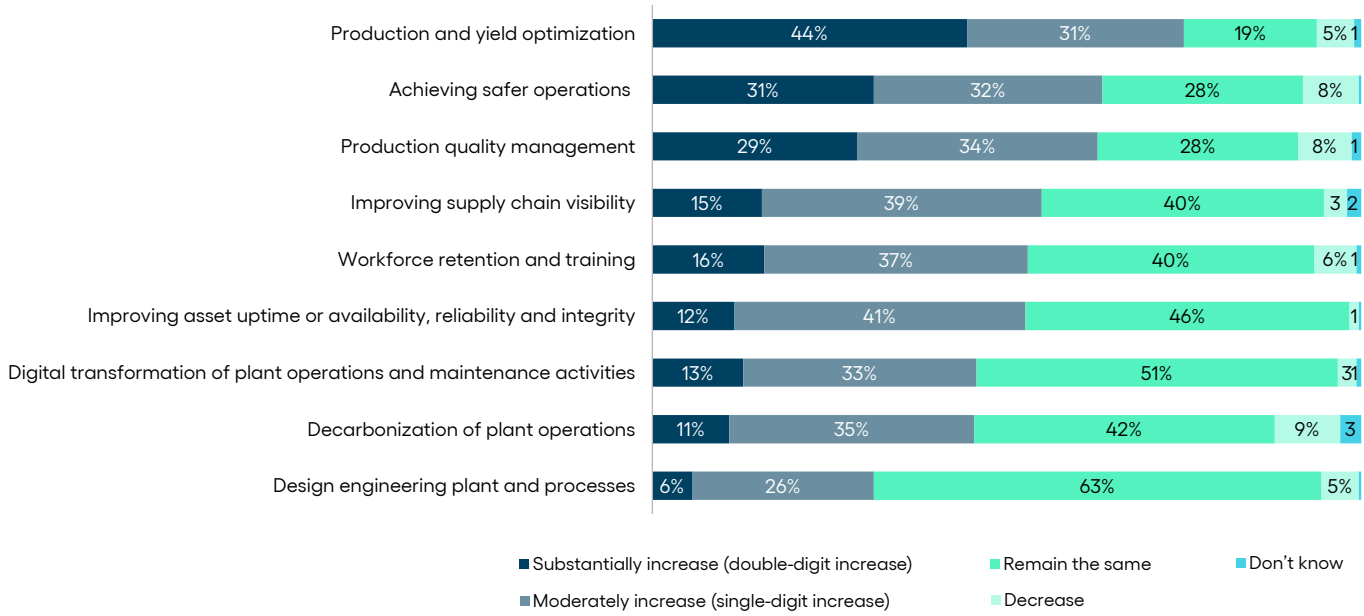
Functionality level: □ □ □ □ None ■ □ □ □ Basic ■ ■ □ □ Standard ■ ■ ■ □ Advanced ■ ■ ■ ■ Full

Source: Verdantix analysis

Figure 2

Change in spend on industrial transformation initiatives in the next 12 months

How is your firm's spend on the following operational excellence initiatives expected to change in the next 12 months?



Note: Data labels are subject to rounding; percentages less than 4% are written as numbers.

Source: Verdantix Global Corporate Survey 2025: Industrial Transformation Budgets, Priorities And Tech Preferences N=304

Green Quadrant for CMMS 2025

Buyers of industrial CMMS software prioritize vendors with deep domain expertise, proven experience in asset-intensive industries and the ability to support both technical users and operational leadership. Selection often depends on the maturity of the organization's maintenance strategy and whether the need is focused on core functionality, scalability or integration capabilities.

Green Quadrant methodology

The Verdantix Green Quadrant methodology provides buyers of specific products or services with a structured assessment of comparable offerings at a certain point in time. The methodology supports purchase decisions by identifying potential vendors, structuring relevant purchase criteria through discussions with buyers and providing an evidence-based assessment of the products or services in the market. To ensure objectivity of the study results, the research process is guided by:

- **Transparent inclusion.**
  We aim to analyse all providers that qualify for inclusion in the research. For those providers that offered insufficient information or were unwilling to cooperate fully on the 102-point questionnaire and one-and-a-half-hour product demonstration, we included them in the report based on public information, where we believe this provided an accurate analysis of their market positioning.
- **Analysis from the market perspective.**
  We integrated findings from our latest global industrial transformation survey of 304 decision-makers, many of whom have bought or plan to buy software products such as those analysed in this Green Quadrant. The data-driven survey findings inform how we define the relevant software categories, sub-categories and weightings that propel the Green Quadrant graphical output.

- **Reliance on professional integrity.**
  As it is not feasible to check all data and claims made by vendors, we emphasize the need for professional integrity. Assertions made by software providers are put in the public domain via this Verdantix report and can be checked by competitors and existing customers. Verdantix also retains previous iterations of vendors' Green Quadrant questionnaire responses and makes comparisons and scoring adjustments as needed, to ensure accuracy.

- **Scores based on evidence, briefings and customer interviews.**
  To assess software vendors' expertise, resources, business results and strategies, we gather evidence from public sources and conduct interviews with multiple spokespeople and industry experts. When providers claim to be "best in class", we challenge them to present supporting evidence.

- **Comparison based on relative capabilities.**
  We construct measurement scales ranging from 'worst in class' to 'best in class' performance at a certain point in time. A provider's position in the market can change over time, depending on how its offering and success evolve relative to its competitors. As a result, a vendor's Quadrant positioning may not necessarily improve – even if it adds new applications, makes a strategic acquisition or receives investment – as the assessment is relative to what other vendors are offering or have been doing since the previous Green Quadrant study. The Green Quadrant analysis is typically repeated every one-and-a-half to two years.

Scope and methodology for the 2025 Green Quadrant CMMS study

Verdantix studies reflect the current state of customer requirements and product capabilities. As such, we have developed assessment criteria to ensure alignment with the present state of the market. In this 2025 iteration of the Green Quadrant CMMS software study, Verdantix:

- **Developed CMMS scenarios from capability assessments.**
  For this study, we established a set of the most important and relevant capability areas in which customers expect vendor functionality. Drawing on insights from our 2024 Smart Innovators and 2023 Buyer's Guide studies on CMMS, along with input from vendors and customers, we developed a framework of 12 capability areas spanning work order, resource, asset, inventory and maintenance management.

- **Weighted the questionnaire categories to reflect market priorities.**
  The Verdantix Green Quadrant evaluates the latest customer technology preferences to ensure that the weightings of all high-level criteria reflect global buyers' current priorities across all CMMS software components. Following extensive interviews with 304 senior industrial transformation decision-makers, we applied adjusted weightings for each high-level capability criterion to mimic its relative priority for improvement and to reflect CMMS software spending plans for 2025 amongst customers.

- **Included coverage of customer success and adoption.**
  Customer success strategies are often overlooked in assessment criteria for buyers. To account for these, Verdantix included questions around total customer count, renewal rates and strategy. Furthermore, we undertook 17 customer interviews with users of vendor solutions highlighted in this Green Quadrant.

Evaluated firms and inclusion criteria

Verdantix defines vendor inclusion criteria to ensure that the Green Quadrant analysis only compares firms providing similar services. The 19 CMMS software providers included in this study were selected because they have:

- **Strong functionality for at least five of the seven CMMS functional capabilities assessed.**
  We evaluated the market to identify vendors with comprehensive CMMS solutions that not only address a wide range of asset management needs, but offer extended functionality in areas adjacent to maintenance. Participating vendors were selected based on their ability to offer robust functionality in at least five of the following seven capability areas: (1) work order management; (2) resource management; (3) maintenance management; (4) asset management; (5) asset monitoring; (6) parts and inventory management; and (7) reporting and analytics.
- **At least 50 employees and annual CMMS software revenues over $3 million.**
  This Green Quadrant study is intended to assess the most prominent vendors offering CMMS software. The vendors included in this study have CMMS-focused employee numbers ranging from above 50 to over 500, and annual CMMS software revenues ranging from above $3 million to $50 million.
- **A majority of CMMS revenues in asset-intensive industries.**
  We focused the study on vendors for whom over 60% of 2024 CMMS revenues came from asset-intensive industries such as manufacturing, utilities, construction, transportation, mining, metals and minerals, and oil and gas.
- **Cloud-native platforms with robust mobile capabilities for CMMS use cases.**
  Vendors included in this study were selected based on their delivery of mobile-first, cloud-native CMMS applications, which are essential for supporting modern maintenance teams with real-time access, scalability and remote functionality.

Based on the inclusion criteria above, this report looks in depth at the CMMS software offerings available from 19 vendors: Accruent, Brightly Software, eMaint, Eptura, Fiix by Rockwell Automation, Fracttal, IBM, Limble, MaintainX, MaintMaster, MEX by TMA Systems, MVP One, PEMAC, Pragma, Redlist, ShireSystem by Elecosoft, Siveco Group, SSG Insight from Aptean, and Upkeep. With the exception of Siveco Group and SSG Insight, who were invited to take part but either did not respond or did not actively participate, all vendors actively engaged in the research by providing responses to a 102-point questionnaire, allowing customer interviews and participating in a one-and-a-half-hour product demonstration.

Evaluation criteria for CMMS software

Verdantix defined the evaluation criteria for the Green Quadrant for CMMS software using a combination of interviews with corporate practice managers and software executives, desk research, discussions with multiple customers and staff expertise. Our analysis was also informed by responses to Verdantix global corporate industrial transformation surveys. In full, this year's Green Quadrant analysis compares offerings from 19 software vendors using a 102-point questionnaire covering 12 categories of technical capabilities and nine categories of market momentum. In our analysis:

- **Capabilities measure the breadth and depth of functionality.**
  The capabilities dimension, plotted on the vertical axis of the Green Quadrant graphic, is a measure of the breadth and depth of each software provider's functionality. To assess this, we evaluated data for 12 technical capabilities: platform integrations; mobile applications; platform configurability; user interfaces; internationality; work order management; resource management; maintenance management; asset management; asset monitoring; parts and inventory management; and reporting and analytics (see **Figure 3**).

- **Momentum measures strategic success factors.**
  The momentum dimension, plotted on the horizontal axis of the Green Quadrant graphic, measures each software vendor on a range of strategic success factors. The criteria that make up the momentum score are grouped into nine high-level categories: market vision and business strategy; product strategy; innovation process; organizational resources and growth; financial resources; customers; ESG&S performance; brand preference; and customer success (see **Figure 4**).

The evidence provided by all the software vendors was assessed using a quantitative model that started with the sub-criteria scores. Each sub-criterion was individually weighted to generate the overall score for each capability area. For example, work order management is one of the high-level criteria evaluated in the capabilities section, but is composed of four sub-criteria covering work order creation and approval; work order documentation and history; configurability and workflow automation; and mobile field service management. These were individually weighted to determine the overall data modelling score.

All sub-criteria were scored between the values of zero ('no capability') and three ('best in class'). Subsequently, each high-level criterion was allocated a percentage weighting that determined its contribution to the overall score for the specific capability. Weightings were based on customer survey data regarding the CMMS software functionality that is most widely used, along with analyst perceptions of the broader CMMS software landscape. The combination of high-level criteria scores in the capabilities and momentum sections generated the Green Quadrant rankings (see **Figure 5** and **Figure 6**) and graphic (see **Figure 7**).

Figure 3

Capabilities criteria for CMMS software

Capabilities	Questions
Platform integrations (5%)	Provide details of how your platform brings in live data from asset condition sensors and smart energy meters, including examples of supported source types and communication protocols (e.g. BACnet, SNMP, MQTT). Describe the protocol integrations available, as well as any open APIs offered for integrating with enterprise systems. Include information on API rate limits, supported data formats (e.g. JSON, XML, CSV) and any integration capabilities with third-party software platforms such as ERP, MES, LMS and WMS – including examples of bi-directional integrations. Additionally, describe any integration capabilities with wearable devices (e.g. smart glasses, garments or headsets) and autonomous systems such as drones or robots.
Mobile applications (11%)	Provide details of your mobile application, including whether it is available on iOS and Android, and whether it is delivered as a native, web-based or hybrid solution. Describe the frequency of updates for new features or bug fixes. Does the mobile app support offline functionality for accessing and managing work orders, asset history and inventory? Outline the capabilities for users to customize their mobile dashboard or views, as well as the alert or push notification features for urgent tasks, work order updates or system alerts. Additionally, describe how the app integrates with the device's native features such as the camera, GPS and voice-to-text.
Platform configurability (10%)	Describe how forms, business rules, workflows and role-based user rights can be configured within your platform. Include information on whether configuration is performed through a no-code or low-code interface, the level of flexibility offered for customizing approval flows or conditional logic, and how role-based access is managed across different user types or sites.
User interfaces (11%)	Provide an overview of the user interfaces available across your platform, including both the enterprise and mobile applications, as well as any additional interface types, such as 3D models or interactive visualizations. Describe the overall usability and user-friendliness of these interfaces, and explain how your organization engages with customers to gather user feedback and improve the user experience. Include any methodologies or processes used to incorporate user experience considerations into software design and development.
Internationality (3%)	Provide details on accessibility features available within your platform, such as support for screen readers, keyboard navigation or other inclusive design functionality. How many languages are supported out of the box, and can users easily switch between different language or measurement metric preferences? Additionally, describe the extent of your multi-currency functionality, including how the software manages currency conversions and supports region-specific formats.
Work order management (11%)	Provide details of your platform's functionality for managing the creation, customization and approval of work orders. Describe how users can configure work order templates and required fields, and set conditional triggers (e.g. escalation based on time thresholds). Does the system maintain a complete history of completed work orders for compliance and audit purposes, including technician notes, comments and labour hours? Additionally, explain the features available to support field technicians, such as access to maintenance requests and work order details while in the field, as well as functionality to log travel and work time. Please note any partnerships that enable or enhance this field service capability.
Resource management (10%)	Provide details of your platform's functionality for technician scheduling and task assignment. Can tasks be automatically assigned based on factors such as skill sets, availability and location? Describe how the system supports shift planning, workload balancing and visual planning tools such as calendar views or Gantt charts. Additionally, outline the capabilities for storing and tracking technician certifications, training records and qualifications, including whether the system can restrict or assign work based on certification requirements. Please also describe how technician hours, work order completion times and overall efficiency are tracked within the platform.

Figure 3 (continued) ↓

Figure 3 (continued)

Maintenance management (10%)	Describe your platform's capabilities to support planned preventative maintenance (PPM) strategies, including tools that help organizations improve efficiency in scheduling and executing planned maintenance activities. Describe how your solution enables condition-based maintenance by integrating asset condition data (whether through manual audits or real-time inputs from sensors and meters) into maintenance workflows. Outline your capabilities for managing predictive maintenance programmes, including the collection and analysis of asset performance data and the development of predictive maintenance plans. In addition, explain how your solution supports facilities managers in implementing and certifying compliance with recognized asset management and maintenance standards, such as the ISO 55000 series and future ISO 5501X standards.
Asset management (8%)	Provide details of the functionality available to create and manage an asset database, including the ability to build and modify asset hierarchies and organize asset groups. Describe how your platform supports the ongoing management of asset information to ensure consistency and accuracy across the organization. This includes capabilities for managing asset procedures and practices, MRO material statuses, and operations and maintenance plans or histories. Explain the tools available for integrating and managing spatial information for assets, such as location data and connections to other assets. Additionally, outline how your platform supports the tracking of the total lifecycle cost of ownership and the analytics available to guide repair versus replace decisions.
Asset monitoring (5%)	Describe the methods your platform offers for obtaining relevant asset condition data, including manual inspections, real-time inputs from sensors, systems and meters, and data from video surveillance. Describe your capabilities for the automated identification and diagnosis of equipment faults, including how data from multiple sources are coordinated and analysed to detect potential issues. Please specify the types of assets for which these fault detection and diagnostic capabilities are typically used. Additionally, outline any functionality available to locate and track assets in real time, to improve utilization and prevent theft or loss.
Parts and inventory management (10%)	Provide details of your platform's functionality for spare parts and inventory management, including real-time visibility into inventory levels, stock movement history and parts usage history at the asset level. Describe the capabilities for managing purchase orders, including requisition generation, quote requests and support for automated reorder points and low stock alerts. Additionally, outline the functionality available for managing procurement documents such as contracts and invoices, as well as tools for planning and budgeting procurement activities.
Reporting and analytics (6%)	Provide details of the pre-built reports available within your CMMS, such as on asset downtime, work order efficiency and labour utilization. Can reports be scheduled and automatically distributed to stakeholders? Describe the capabilities for users to create custom reports and dashboards, including whether the system supports drill-down functionality for deeper analysis. Which key maintenance KPIs are tracked, such as MTBF, MTTR, asset uptime or maintenance backlog, and can performance benchmarks be set and monitored over time? Additionally, outline the analytics, forecasting and predictive tools available within the platform, including any AI functionality used to analyse data. Please provide details and examples of how these capabilities are applied in practice.
Figures in brackets represent the weighting given to each criterion in the flexible multi-criteria model that generates the Green Quadrant graphical analysis.	

Source: Verdantix analysis

Figure 4
Momentum criteria for CMMS software

Capabilities	Questions
Market vision and business strategy (10%)	What is your firm's vision for how the CMMS market will evolve over the coming 2-3 years? What analysis and studies have you completed to asess this vision? How have you invested or made decisions to respond to this vision?
Product strategy (15%)	What is your firm's 2-5-year product vision? How are you identifying in-demand new product features to build? What is on your 12-month product roadmap? How are you designing your solutions to maximize user value, ease of use and speed?
Innovation process (10%)	How are you maintaining momentum in your product development? What percentage of revenue are you reinvesting in R&D and product development? Do you have specific innovation-focused infrastructure or processes (labs, hackathons, developer communities) in place? How frequently do you update the product?
Organizational resources and growth (15%)	How many employees (in FTEs) work on this product? How many employees (in FTEs) worked on this product 12 months ago? Where do you have permanent offices?
Financial resources (15%)	What was your firm's revenue in the last calendar year? What was your firm's revenue specific to CMMS in the last calendar year? How much, as a percentage, did your firm's revenue specific to CMMS increase or decrease between the last calendar year and the prior year?
Customers (15%)	How many discrete customers/entities/firms are currently using a live version of your CMMS product? How many discrete sites are currently using a live version of your CMMS product? What is the net change of customers/entities/firms using a live version of your CMMS product between the last calendar year and the prior year?
ESG&S performance (5%)	Please provide guidance on any ESG ratings that your firm has received. Attach any ESG/Sustainability reports that your firm has recently published.
Brand preference (10%)	Based on Verdantix analysis
Customer success (5%)	Based on customer count growth rate and customer reference calls

Source: Verdantix analysis

Figure 5

Vendor category scores: capabilities

	Accruent	Brightly Software	eMaint	Eptura	Fiix by Rockwell Automation	Fracttal	IBM	Limble	MaintainX	MaintMaster	MEX by TMA Systems	MVP One	PEMAC	Pragma	Redlist	ShireSystem by Elecosoft	Siveco Group	SSG Insight from Aptean	Upkeep
Platform integrations	1.7	1.6	1.7	1.9	1.5	1.3	1.4	1.7	1.7	1.6	0.7	1.0	1.3	1.7	1.4	1.8	1.3	1.3	1.5
Mobile applications	1.0	1.8	2.1	1.4	1.8	1.5	1.7	2.4	2.5	0.8	1.4	1.1	1.6	1.4	2.0	1.5	1.3	1.4	2.7
Platform configurability	1.6	1.6	2.0	1.6	1.4	1.4	3.0	2.0	2.6	1.0	1.0	1.0	1.4	1.6	1.4	1.6	1.6	1.4	1.0
User interfaces	1.1	1.6	2.2	1.9	1.8	1.9	1.7	2.5	2.3	1.1	0.9	1.1	1.8	1.6	1.3	1.6	1.4	1.5	2.3
Internationality	1.0	1.8	2.6	1.4	0.6	1.0	2.0	1.6	1.6	1.6	0.4	1.4	1.4	1.4	1.0	1.4	1.4	1.0	1.0
Work order management	1.0	1.3	1.5	1.8	1.9	1.7	1.9	2.4	2.1	1.6	1.3	1.6	1.6	1.5	1.5	1.6	1.3	1.2	1.6
Resource management	1.2	1.7	1.5	1.8	2.1	2.2	2.4	1.3	2.4	1.7	1.0	2.0	2.2	1.5	1.0	1.5	1.5	1.2	1.1
Maintenance management	1.5	1.2	1.5	1.5	2.1	2.5	1.2	1.2	2.5	0.7	0.7	1.2	1.6	1.3	1.6	1.1	0.7	0.9	1.4
Asset management	1.9	1.6	2.5	2.3	1.4	1.4	1.2	1.4	2.3	1.0	1.0	1.6	1.6	1.9	1.5	1.0	1.2	1.6	1.9
Asset monitoring	1.2	2.4	2.4	1.6	1.4	2.0	0.6	2.0	1.2	1.6	0.0	0.6	1.0	2.0	1.4	1.0	0.6	0.6	1.6
Parts and inventory management	1.0	1.5	1.7	2.1	1.5	1.0	1.6	1.5	2.1	1.0	1.0	2.2	1.3	1.3	1.5	2.0	1.5	1.5	2.0
Reporting and analytics	1.8	1.4	1.3	1.4	2.0	1.6	1.2	2.0	1.6	1.0	1.6	1.4	1.4	1.2	1.4	1.2	1.1	1.3	1.9

Note: See Figure 6 for the scoring framework.
Source: Verdantix analysis

Figure 6

Vendor category scores: momentum

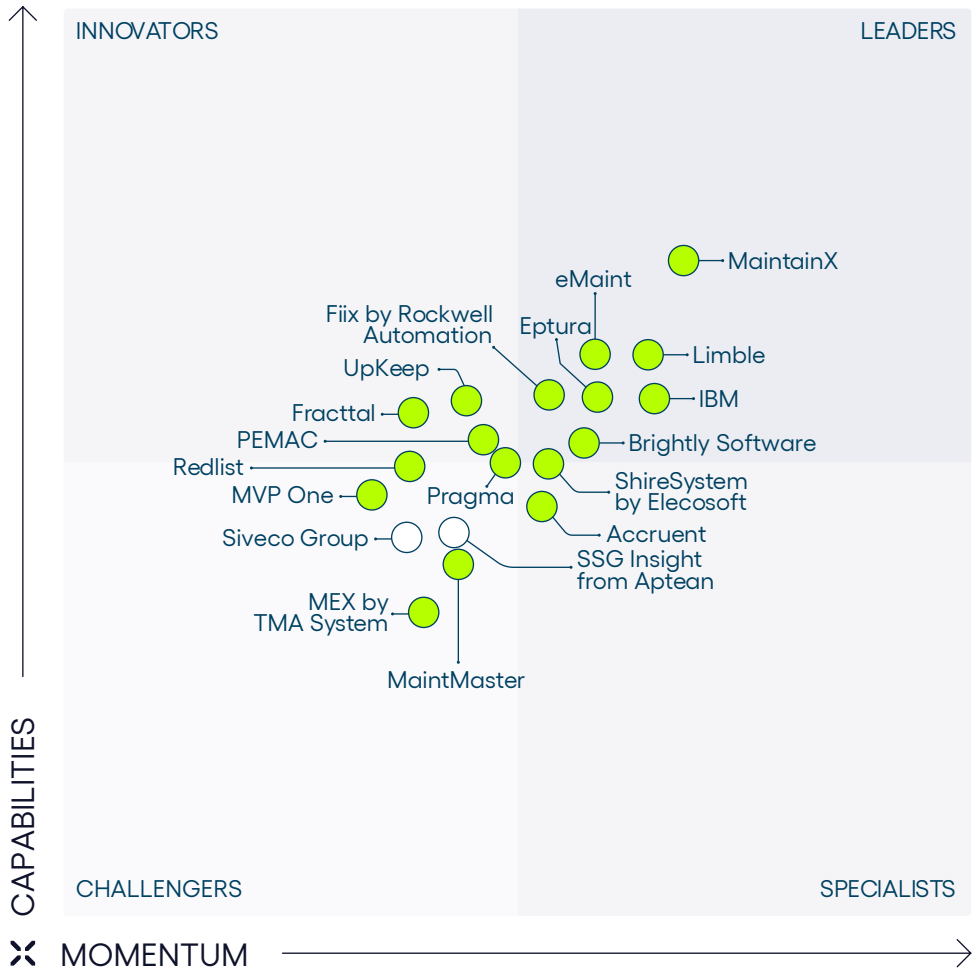
	Accruent	Brightly Software	eMaint	Eptura	Fiix by Rockwell Automation	Fracttal	IBM	Limble	MaintainX	MaintMaster	MEX by TMA Systems	MVP One	PEMAC	Pragma	Redlist	ShireSystem by Elecosoft	Siveco Group	SSG Insight from Aptean	Upkeep
Market vision and business strategy	1.4	2.4	2.4	2.0	1.4	1.4	1.6	3.0	2.4	2.0	1.0	1.0	2.0	2.4	1.4	2.6	1.6	1.4	2.0
Product strategy	2.0	2.0	1.3	1.7	1.3	1.3	2.0	2.0	2.0	1.7	1.0	1.0	1.7	2.0	1.4	2.7	1.7	1.7	2.0
Innovation process	1.8	1.3	1.6	1.0	1.5	1.5	2.3	2.5	2.2	1.3	0.7	1.3	1.8	1.3	2.0	1.1	0.8	1.1	1.7
Organizational resources and growth	1.5	1.5	1.7	1.8	1.8	1.8	2.0	1.3	1.8	1.2	1.0	1.0	1.3	1.3	1.5	1.5	1.5	1.5	1.6
Financial resources	1.3	1.3	1.7	1.7	1.0	0.9	2.1	2.1	2.4	1.4	1.3	1.0	1.4	1.0	1.1	1.4	1.0	1.3	1.0
Customers	1.0	1.2	1.6	1.6	1.4	0.6	1.4	1.8	2.4	1.0	1.4	1.0	0.4	1.2	0.4	0.6	1.0	1.2	0.6
ESG&S performance	2.0	2.0	2.0	2.0	2.0	0.0	2.3	0.3	0.0	0.0	0.0	0.0	2.0	1.0	0.0	3.0	0.0	0.0	0.0
Brand preference	2.4	3.0	1.4	2.6	2.4	1.6	3.0	1.6	2.0	1.0	1.0	1.0	1.4	1.4	1.0	1.0	1.0	1.6	1.6
Customer success	1.2	1.2	1.2	2.0	2.0	0.4	0.8	3.0	2.4	1.6	1.4	1.6	1.0	1.6	1.0	1.2	0.4	0.4	0.6

Scoring framework	
Evidence of market-leading functionality or positioning	3
Evidence of strong, above-par functionality or positioning	2
Evidence of on-par functionality or positioning	1
Lack of evidence, or evidence of sub-par or a lack of functionality or positioning	0

Verdantix research teams determine all scores at either sub-criteria level (for capabilities) or criteria level (for momentum), using the scoring framework above. These assessed scores are then weighted and compiled into derived scores at criteria or capability/momentum level.

Source: Verdantix analysis

Figure 7
Green Quadrant for CMMS 2025



Capabilities

This dimension measures each service provider on the breadth and depth of its CMMS solutions across 12 capability areas, as outlined in **Figure 3**.

Momentum

This dimension measures each service provider on nine strategic success factors, as outlined in **Figure 4**.

Note: A white plot indicates a non-participating vendor.
Source: Verdantix analysis

IBM overview

Information

IBM, founded in 1911, is a global technology firm with offerings across software, infrastructure and digital services. It entered the asset management space through its 2006 acquisition of MRO Software, later rebranding this as the Maximo product line. In 2020 IBM launched the Maximo Application Suite (MAS), which combines EAM, APM and RCM capabilities. MAS 9.0, released in 2024, introduced a redesigned user interface and improved deployment flexibility. IBM Maximo Maintenance Essentials is the CMMS-focused offering within MAS, providing core capabilities for managing work orders, assets, preventative maintenance and inventory. It is designed to meet the needs of mid-market firms seeking a scalable and modern maintenance solution.

Vendor info

Firm name	IBM
Headquarters	Armonk, New York, US
Employees	330,000
Revenues	$50bn+
No. of offices	170
Example customers	Not disclosed

Customer regional presence

Asia	◔
Oceania	◔
Europe	◔
Middle East and Africa	◔
Latin America and the Caribbean	◔
North America	●

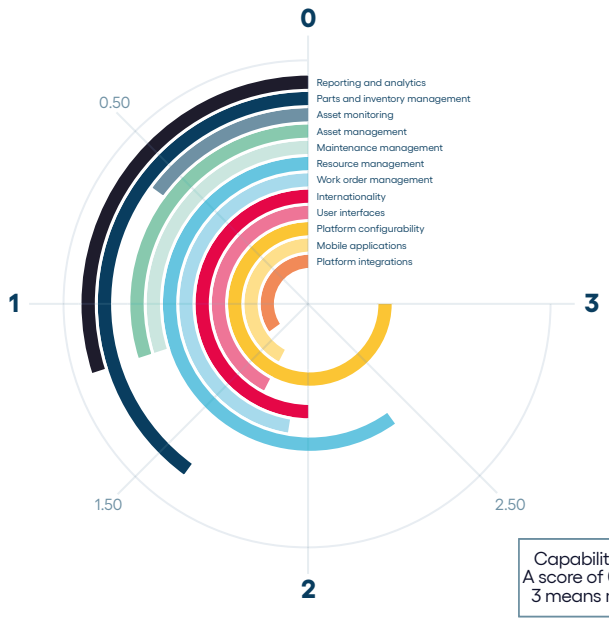
% Customer base

○ 0% ◔ <10% ◑ 10%-25% ◕ 25%-50% ● above 50%

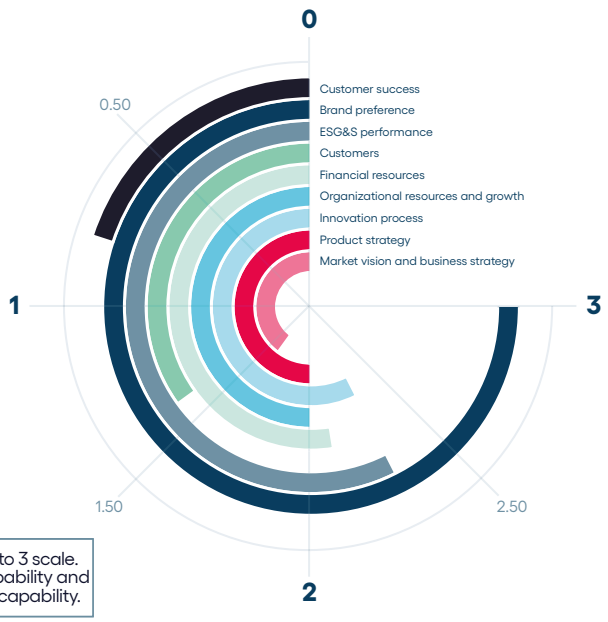
IBM's top three industry penetration

1. Utilities
2. Transportation
3. Manufacturing

Capabilities scores



Momentum scores



Capability scores on a 0 to 3 scale. A score of 0 means no capability and 3 means market-leading capability.

IBM's CMMS provides a configurable and scalable foundation for long-term growth

The Green Quadrant analysis finds that IBM's Maximo Maintenance Essentials provides:

- **Market-leading platform configurability and resource management.**
  IBM scored a perfect 3.0/3.0 for platform configurability. The Application Designer allows users to create, modify and configure applications by customizing layouts, controls, navigation components and conditional user interface (UI) behaviour, to meet specific business requirements. The Workflow application enables users to design and manage end-to-end business processes by automating the movement of records, assigning tasks and ensuring accountability through audit trails and notifications. It supports flexible, cross-site workflows for assets or procedures, allowing for delegation, sub-processes and integration with custom applications or external programs. IBM also achieved a joint top score of 2.4/3.0 for its resource management capability. Maximo Maintenance Essentials offers robust workforce scheduling capabilities, enabling users to balance workloads, match work orders with certified and skilled labour, and manage maintenance calendars for assets and teams within a single interface.

- **Limited functionality to support predictive maintenance.**
  IBM Maximo Maintenance Essentials includes a limited set of AI and machine learning (ML) capabilities when compared with the broader functionality available in the enterprise version of MAS (see Verdantix Green Quadrant: Enterprise Asset Management Software 2024). IBM received a score of 1.2/3.0 for maintenance management capabilities, just below the average of 1.4/3.0, primarily due to the absence of the predictive maintenance capabilities available in other leading platforms in the market. However, the nearly two-thirds of buyers who are still early in their maintenance strategies and focused on planned maintenance will likely not be impacted by this (see Verdantix Global Corporate Survey 2025: Industrial Transformation Budgets, Priorities And Tech Preferences).

- **Pathway to a full EAM suite for enterprises beginning maintenance digitization.**
  Maximo Maintenance Essentials offers an accessible starting point for firms beginning their maintenance digitization journeys, particularly those in the mid-market segment or with limited initial requirements. What sets it apart is the seamless upgrade to the full MAS, allowing firms to scale to a comprehensive asset management platform as their needs grow. As firms mature and require more advanced functionality, such as predictive maintenance, reliability-centred maintenance (RCM) or asset performance management (APM), they can unlock these capabilities by upgrading to the standard version of MAS (see Verdantix Green Quadrant: Asset Performance Management Solutions 2024). With Essentials part of the broader MAS architecture, data, configurations and workflows can carry forward, minimizing disruption. This modular, scalable approach enables firms to match technology investment with operational maturity, while futureproofing their asset management strategies, as they expand across more complex sites, assets or geographies.

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ESG & Sustainability
Industrial Transformation
Net Zero & Climate Risk
Real Estate & Built Environment
Risk Management

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