

# Grid® Report for Asset Performance Management

## Fall 2022



### Asset Performance Management Software

Contenders					Leaders				
Niche					High Performers				

Satisfaction

Market Presence

G2 Grid® Scoring

(Asset Performance Management Software continues on next page)

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# Asset Performance Management Software (continued)

## Asset Performance Management Software Definition

Asset performance management helps companies track the performance of their fixed assets to optimize their use. Companies use this type of software to extend the life of their fixed assets and to reduce the costs of maintenance. Asset performance management is mainly used by maintenance managers, but can also be used by finance professionals to monitor fixed asset costs.

Asset performance management can be delivered as part of an [enterprise asset management \(EAM\) software](#) package, or as a separate solution. Some [business intelligence software](#) providers also offer solutions customized for asset performance.

To qualify for inclusion in the Asset Performance Management category, a product must:

- ▶ Consolidate fixed assets data from multiple sources
- ▶ Provide standard KPIs to track asset performance
- ▶ Identify trends and potential risks that may impact assets
- ▶ Deliver suggestions on how to improve asset utilization
- ▶ Track the financial performance of fixed assets

## Asset Performance Management Grid® Scoring Description

Products shown on the Grid® for Asset Performance Management have received a minimum of 10 reviews/ratings in data gathered by August 30, 2022. Products are ranked by customer satisfaction (based on user reviews) and market presence (based on market share, seller size, and social impact) and placed into four categories on the Grid®:

- ▶ Products in the Leader quadrant are rated highly by G2 users and have substantial Market Presence scores. Leaders include: [IBM Maximo](#)
- ▶ High Performing products have high customer Satisfaction scores and low Market Presence compared to the rest of the category. High Performers include: [UpKeep](#), [Fractal One](#), and [Fiix](#)
- ▶ Contender products have relatively low customer Satisfaction scores and high Market Presence compared to the rest of the category. While they may have positive reviews, they do not have enough reviews to validate those ratings.
- ▶ Niche products have relatively low Satisfaction scores and low Market Presence compared to the rest of the category. While they may have positive reviews, they do not have enough reviews to validate those ratings. Niche products include: [SAP S/4HANA Asset Management for resource scheduling](#), [JD Edwards EnterpriseOne Asset Lifecycle Management](#), [eMaint CMMS](#), and [SAP Asset Intelligence Network](#)



# Grid® Scores for Asset Performance Management Software

The table below shows the Satisfaction and Market Presence scores that determine product placement on the Grid®. To learn more about each of the products, please see the profile section.

## Leaders

	# of Reviews	Satisfaction	Market Presence	G2 Score
<b>IBM Maximo</b>	231	83	98	90

## High Performers

<b>UpKeep</b>	268	85	37	61
<b>Fractal One</b>	155	84	36	60
<b>Fiix</b>	49	74	27	51

## Niche

<b>SAP S/4HANA Asset Management for resource scheduling</b>	12	30	31	30
<b>JD Edwards EnterpriseOne Asset Lifecycle Management</b>	11	16	39	28
<b>eMaint CMMS</b>	17	47	6	27
<b>SAP Asset Intelligence Network</b>	17	24	19	22

\* Products are ordered by G2 Score. Satisfaction score is used as a tiebreaker if two products have the same G2 Score.



# Grid<sup>®</sup> Methodology

## Grid<sup>®</sup> Rating Methodology

The Grid<sup>®</sup> represents the democratic voice of real software users, rather than the subjective opinion of one analyst. G2 rates products from the Asset Performance Management category algorithmically based on data sourced from product reviews shared by G2 users and data aggregated from online sources and social networks.

Technology buyers can use the Grid<sup>®</sup> to help them quickly select the best products for their businesses and to find peers with similar experiences. For sellers, media, investors, and analysts, the Grid<sup>®</sup> provides benchmarks for product comparison and market trend analysis.

## Grid<sup>®</sup> Scoring Methodology

G2 rates products and sellers based on reviews gathered from our user community, as well as data aggregated from online sources and social networks. We apply a unique algorithm (v3.0) to this data to calculate the Satisfaction and Market Presence scores in real time. The Grid<sup>®</sup> Report for Asset Performance Management | Fall 2022 is based on scores calculated using the G2 algorithm v3.0 from reviews collected through August 30, 2022. To view the Asset Performance Management Grid<sup>®</sup> with the most recent data, please visit the [Asset Performance Management](#) page.

### Satisfaction

The Satisfaction rating is affected by the following (in order of importance):

- ▶ Customer satisfaction with end user-focused product attributes based on user reviews
- ▶ Popularity and statistical significance based on the number of reviews received by G2
- ▶ Quality of reviews received (reviews that are more thoroughly completed will be weighted more heavily)
- ▶ Age of reviews (more-recent reviews provide relevant and up-to-date information that is reflective of the current state of a product)
- ▶ Customers' satisfaction with administration-specific product attributes based on user reviews
- ▶ Overall customer satisfaction and Net Promoter Score<sup>®</sup> (NPS) based on ratings by G2 users

Note: The customer satisfaction score is normalized for each Grid<sup>®</sup>, meaning the scores are relative.

*(Grid<sup>®</sup> Methodology continues on next page)*

\*\* Net Promoter, Net Promoter System, Net Promoter Score, NPS and the NPS-related emoticons are registered trademarks of Bain & Company, Inc., Fred Reichheld and Satmetrix Systems, Inc.

# Grid® Methodology (continued)

## Market Presence

The Market Presence score is affected by the following (in order of importance):

- ▶ Market presence is a combination of 15 metrics from G2’s reviews, publicly available information, and third-party sources
- ▶ Both the software sellers and the individual products are measured on various criteria. The criteria are listed in order of importance. Products metric receive greater weight than seller metrics

Criteria	Measured For		Metrics
	Product	Seller	
Number of Employees	✓	✓	Employee Count (based on social networks and public sources)
Reviews	✓		Review Count (weighted by recency)
Web Presence	✓	✓	
Social Presence	✓	✓	
Growth	✓	✓	Employee Growth, Web Presence Growth
Seller Age		✓	
Employee Satisfaction and Engagement		✓	

- ▶ Each input is normalized by category and segment. This means that scores are relative to other products in the category/segment and may change from segment to segment
- ▶ The scores are then scaled from 0-100

## Grid® Categorization Methodology

Making G2 research relevant and easy for people to use as they evaluate and select business software products is one of our most important goals. In support of that goal, organizing products and software companies in a well-defined structure that makes capturing, evaluating, and displaying reviews and other research in an orderly manner is a critical part of the research process.

To manage the process of categorizing the software products and the related reviews in the G2 community, G2 follows a publicly available [categorization methodology](#). All products appearing on the Grid® have passed through G2’s categorization methodology and meet G2’s category standards.

Many terms that appear regularly across G2 and are used to aid in product categorization warrant a definition to facilitate buyer understanding. These terms may be included within reviews from the G2 community or in executive summaries for products included on the Grid®. A [list of standard definitions](#) is available to G2 users to eliminate confusion and ease the buying process.

*(Grid® Methodology continues on next page)*



# Grid<sup>®</sup> Methodology (continued)

## Rating Changes and Dynamics

The ratings in this report are based on a snapshot of the user reviews and social data collected by G2 up through August 30, 2022. The ratings may change as the products are further developed, the sellers grow, and as additional opinions are shared by users. G2 updates the ratings on its website in real time as additional data is received, and this report will be updated as significant data is received. By improving their products and support and/or by having more satisfied customer voices heard, Contenders may become Leaders and Niche sellers may become High Performers.

## Trust

Keeping our ratings unbiased is our top priority. We require the use of a LinkedIn account or verified business email address to validate a G2 user's identity and employer. We also validate users by partnering with sellers and organizations to securely authenticate users through select platforms. We do not allow users to review their current or former employers' products, or those of their employers' competitors. Additionally, all reviews are manually checked by our team after our algorithm filters out reviews that don't meet our submission requirements. All reviews must pass our moderation process before they are published.

Our G2 staff does not add any subjective input to the ratings, which are determined algorithmically based on data aggregated from publicly available online sources and social networks. Sellers cannot influence their ratings by spending time or money with us. Only the opinion of real users and data from public sources factor into the ratings.

## Grid<sup>®</sup> Inclusion Criteria

All products in a G2 category that have at least 10 reviews from real users of the product are included on the Grid<sup>®</sup>. Inviting other users, such as colleagues and peers, to join G2 and share authentic product reviews will accelerate this process.

If a product is not yet listed on G2 and it fits the market definition above, then users are encouraged to [suggest its addition](#) to our [Asset Performance Management](#) category.

## Product Profiles

Product profiles and detailed charts are included for products with 10 or more reviews.



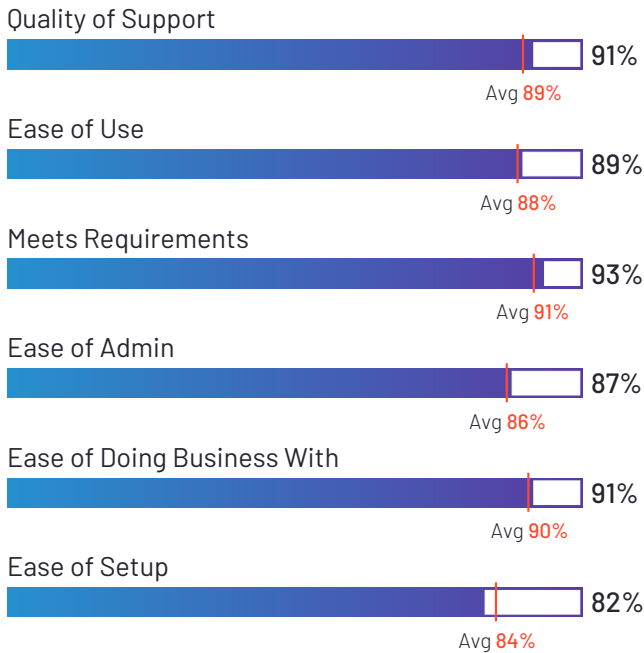
# IBM Maximo

4.4 ★★★★★ (504)

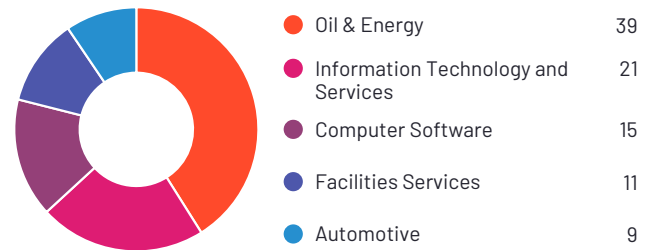


IBM Maximo has been named a Leader based on receiving a high customer Satisfaction score and having a large Market Presence. IBM Maximo has the largest Market Presence among products in Asset Performance Management. 97% of users rated it 4 or 5 stars, 93% of users believe it is headed in the right direction, and users said they would be likely to recommend IBM Maximo at a rate of 91%. IBM Maximo is also in the Enterprise Asset Management (EAM) category.

## Satisfaction Ratings



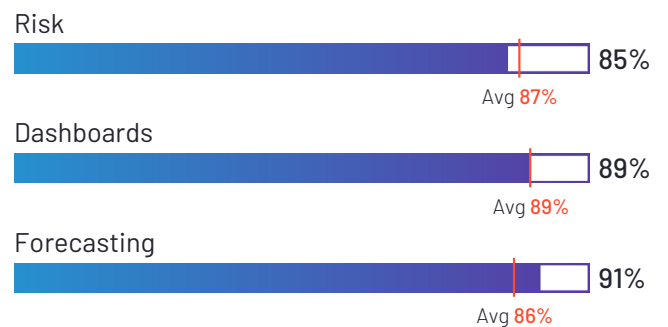
## Top Industries Represented



## Highest-Rated Features



## Lowest-Rated Features



Ownership  
IBM



HQ Location  
Armonk, NY



Year Founded  
1911



Total Revenue  
\$73,621 (USD MM)



Employees (Listed  
On LinkedIn)  
531,710



Company Website  
[www.ibm.com](http://www.ibm.com)



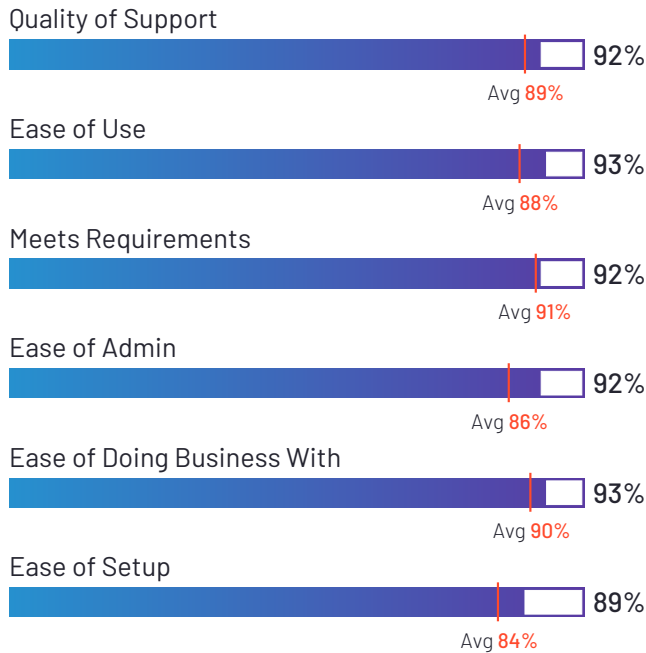
# UpKeep

4.5 ★★★★★ (663)



UpKeep has been named a High Performer product based on having high customer Satisfaction scores and a low Market Presence compared to the rest of the category. UpKeep received the highest Satisfaction score among products in Asset Performance Management. 97% of users rated it 4 or 5 stars, 98% of users believe it is headed in the right direction, and users said they would be likely to recommend UpKeep at a rate of 90%. UpKeep is also in the Asset Tracking, Enterprise Asset Management (EAM), and CMMS categories.

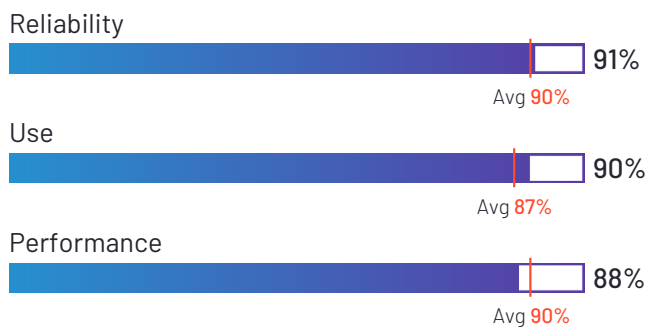
## Satisfaction Ratings



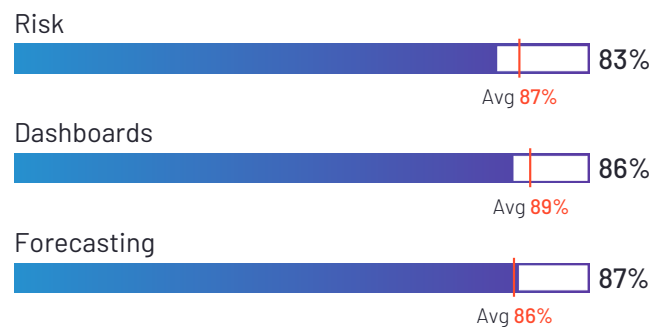
## Top Industries Represented



## Highest-Rated Features



## Lowest-Rated Features



Ownership  
UpKeep



HQ Location  
Los Angeles, CA



Year Founded  
2014



Employees (Listed  
On LinkedIn)  
143



Company Website  
[onupkeep.com](https://onupkeep.com)





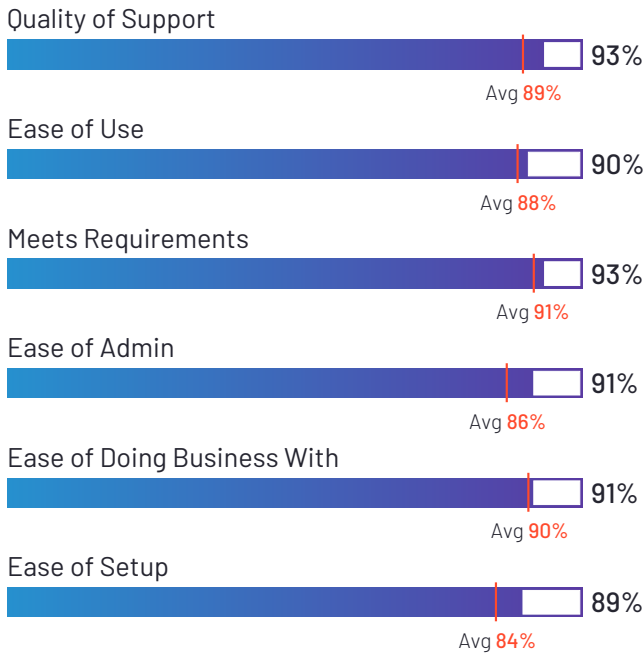
# Fractal One

4.6 ★★★★★ (386)

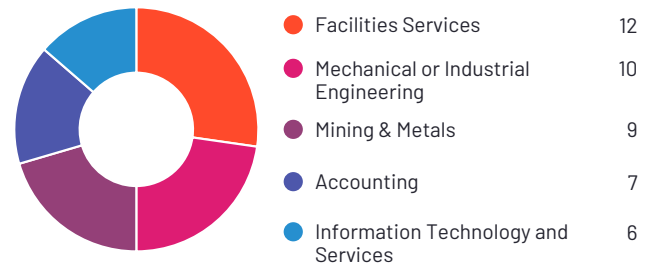


Fractal One has been named a High Performer product based on having high customer Satisfaction scores and a low Market Presence compared to the rest of the category. 99% of users rated it 4 or 5 stars, 95% of users believe it is headed in the right direction, and users said they would be likely to recommend Fractal One at a rate of 94%. Fractal One is also in the Asset Tracking, Enterprise Asset Management (EAM), CMMS, and Predictive Maintenance categories.

## Satisfaction Ratings



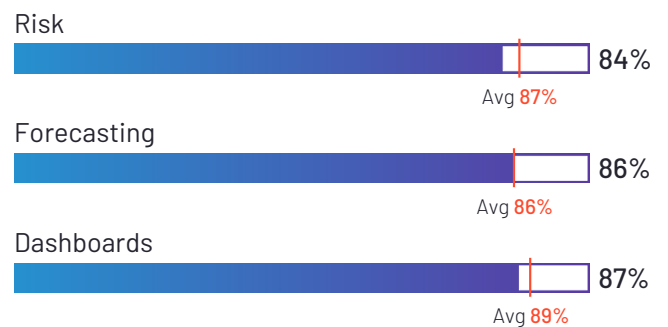
## Top Industries Represented



## Highest-Rated Features



## Lowest-Rated Features



**Ownership**  
Fractal



**HQ Location**  
Madrid, Comunidad de Madrid



**Year Founded**  
2015



**Employees (Listed On LinkedIn)**  
146



**Company Website**  
[fractal.com](https://fractal.com)



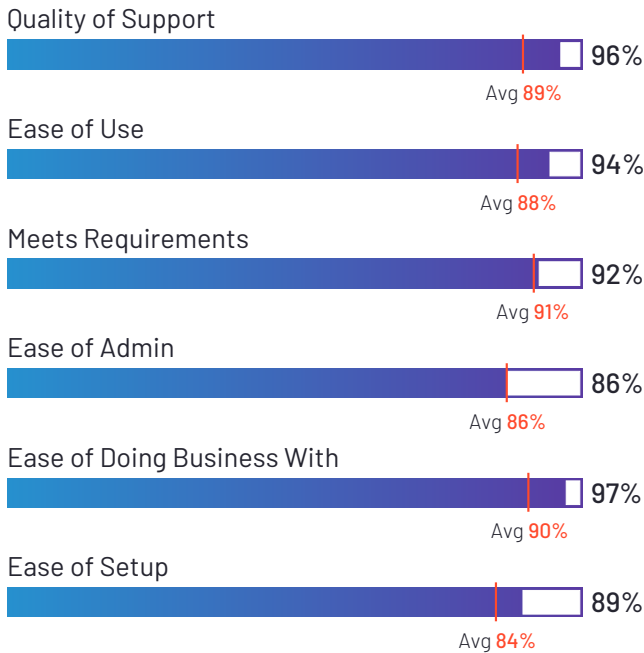
Fiix

4.7 ★★★★★ (158)

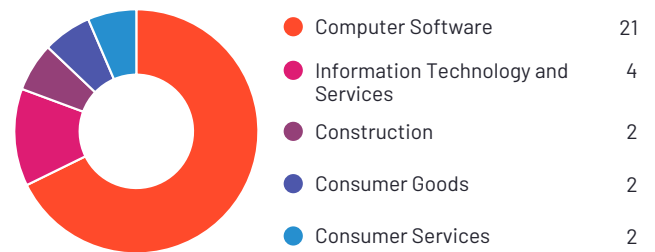


Fiix has been named a High Performer product based on having high customer Satisfaction scores and a low Market Presence compared to the rest of the category. 100% of users rated it 4 or 5 stars, 100% of users believe it is headed in the right direction, and users said they would be likely to recommend Fiix at a rate of 95%. Fiix is also in the CMMS, Enterprise Asset Management (EAM), and Predictive Maintenance categories.

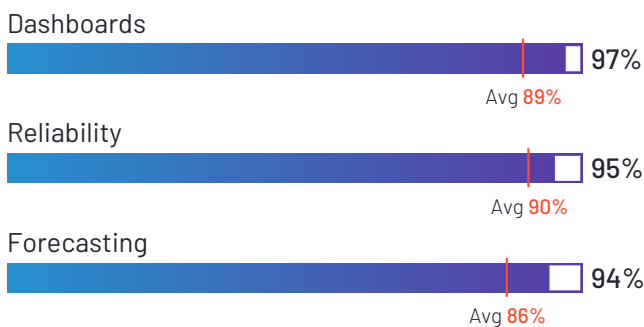
### Satisfaction Ratings



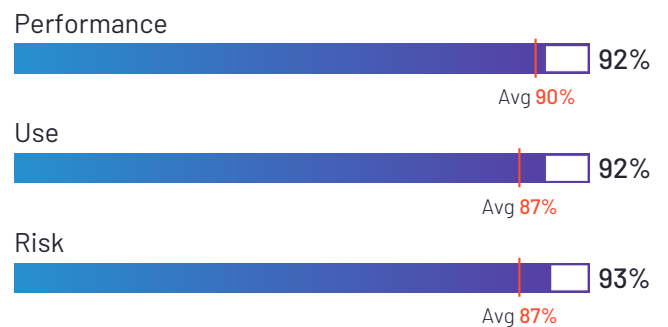
### Top Industries Represented



### Highest-Rated Features



### Lowest-Rated Features



Ownership  
Fiix



HQ Location  
Toronto, Ontario



Year Founded  
2008



Employees (Listed  
On LinkedIn)  
267



Company Website  
[fiixsoftware.com](https://fiixsoftware.com)

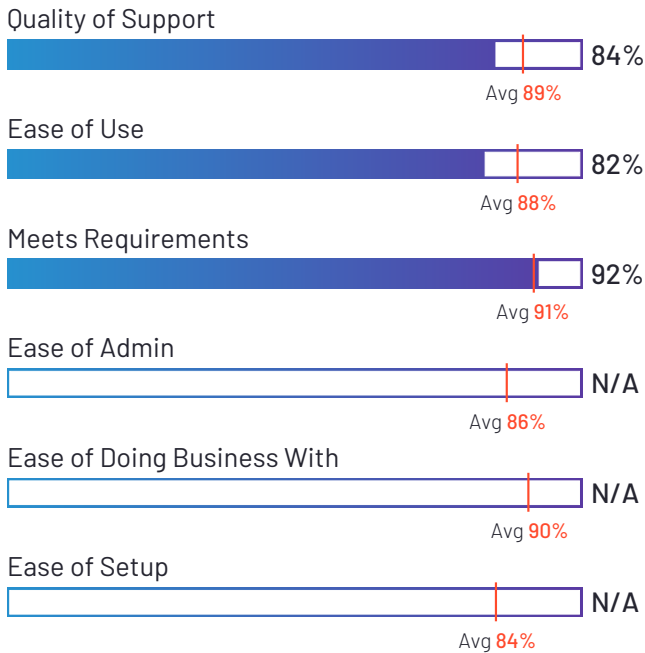


## SAP S/4HANA Asset Management for resource scheduling

4.4 ★★★★★ (12)

SAP S/4HANA Asset Management for resource scheduling has been named a Niche product based on having a relatively low Satisfaction score and low Market Presence compared to the rest of the category. While they may have positive reviews, they do not have enough reviews to validate those ratings. 92% of users rated it 4 or 5 stars, 100% of users believe it is headed in the right direction, and users said they would be likely to recommend SAP S/4HANA Asset Management for resource scheduling at a rate of 88%.

### Satisfaction Ratings

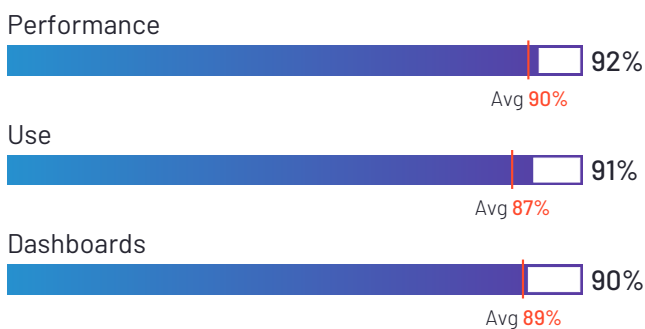


### Top Industries Represented

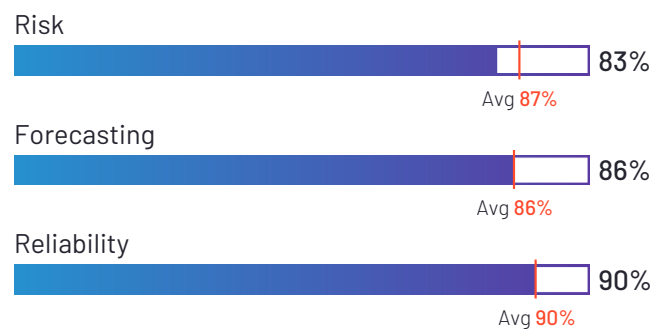


\*N/A is displayed when fewer than five responses were received for the question.

### Highest-Rated Features



### Lowest-Rated Features



**Ownership**  
SAP



**HQ Location**  
Walldorf, Germany



**Year Founded**  
1972



**Total Revenue**  
\$27,338 (USD MM)



**Employees (Listed On LinkedIn)**  
126,920



**Company Website**  
[sapstore.com](https://sapstore.com)

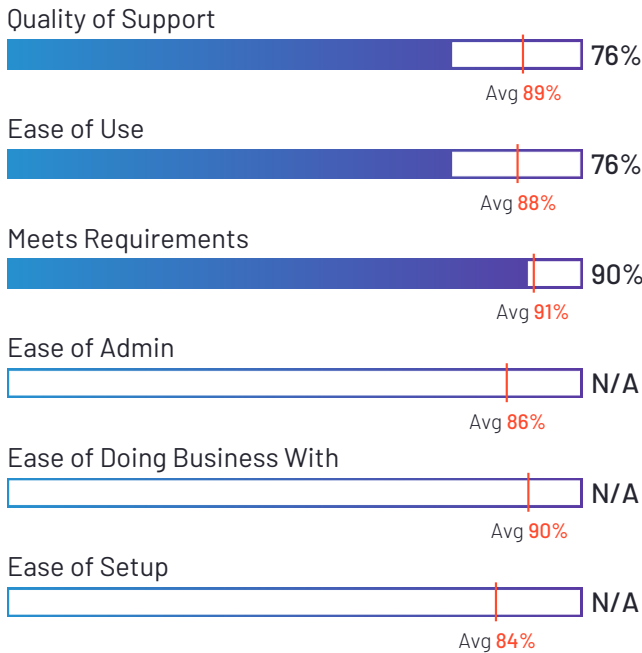


## JD Edwards EnterpriseOne Asset Lifecycle Management

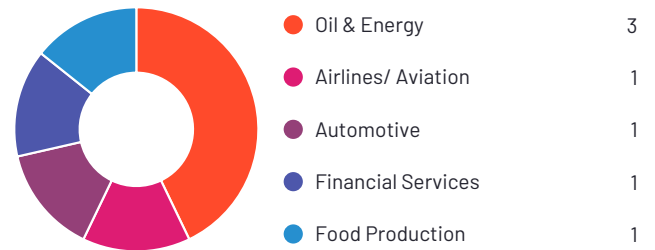
4.1 ★★★★★ (11)

JD Edwards EnterpriseOne Asset Lifecycle Management has been named a Niche product based on having a relatively low Satisfaction score and low Market Presence compared to the rest of the category. While they may have positive reviews, they do not have enough reviews to validate those ratings. 91% of users rated it 4 or 5 stars, 83% of users believe it is headed in the right direction, and users said they would be likely to recommend JD Edwards EnterpriseOne Asset Lifecycle Management at a rate of 82%.

### Satisfaction Ratings



### Top Industries Represented



\*N/A is displayed when fewer than five responses were received for the question.

### Highest-Rated Features



### Lowest-Rated Features



**Ownership**  
Oracle



**HQ Location**  
Austin, TX



**Year Founded**  
1977



**Total Revenue**  
\$39,068 (USD MM)



**Employees (Listed On LinkedIn)**  
232,007



**Company Website**  
[www.oracle.com](http://www.oracle.com)

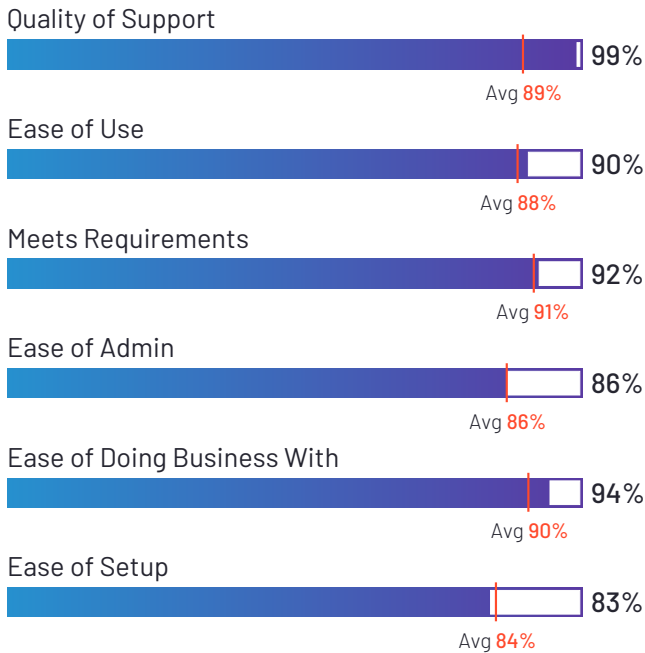


# eMaint CMMS

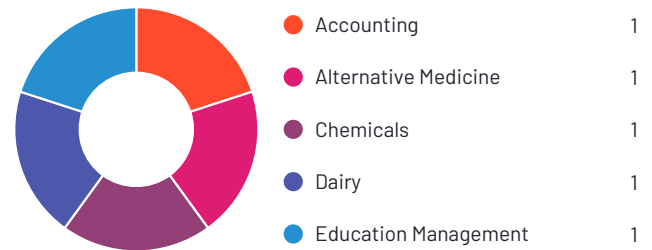
4.4 ★★★★★ (116)

eMaint CMMS has been named a Niche product based on having a relatively low Satisfaction score and low Market Presence compared to the rest of the category. While they may have positive reviews, they do not have enough reviews to validate those ratings. 100% of users rated it 4 or 5 stars, 100% of users believe it is headed in the right direction, and users said they would be likely to recommend eMaint CMMS at a rate of 96%. eMaint CMMS is also in the Enterprise Asset Management (EAM), CMMS, Asset Tracking, and Predictive Maintenance categories.

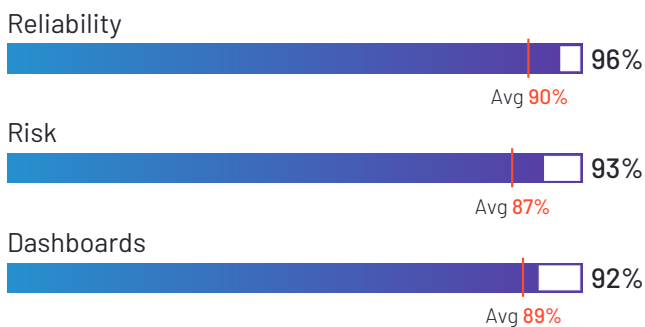
## Satisfaction Ratings



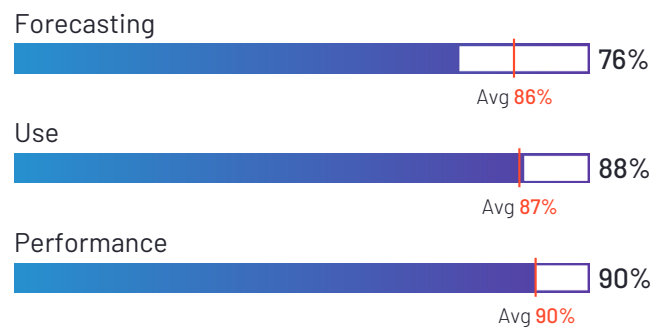
## Top Industries Represented



## Highest-Rated Features



## Lowest-Rated Features



**Ownership**  
eMaint Enterprises



**HQ Location**  
Marlton, NJ



**Employees (Listed On LinkedIn)**  
55



**Company Website**  
[emaint.com](http://emaint.com)

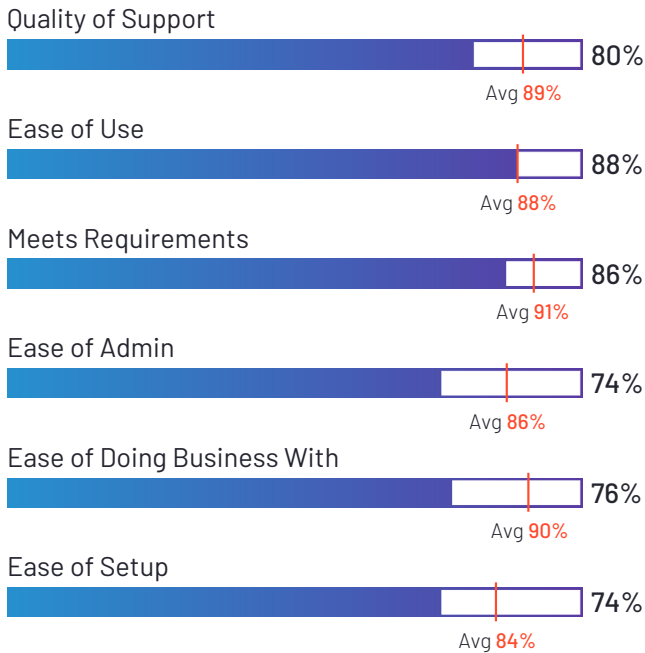


# SAP Asset Intelligence Network

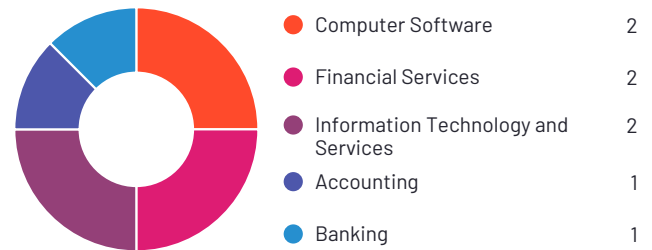
4.2 ★★★★★ (19)

SAP Asset Intelligence Network has been named a Niche product based on having a relatively low Satisfaction score and low Market Presence compared to the rest of the category. While they may have positive reviews, they do not have enough reviews to validate those ratings. 88% of users rated it 4 or 5 stars, 78% of users believe it is headed in the right direction, and users said they would be likely to recommend SAP Asset Intelligence Network at a rate of 84%.

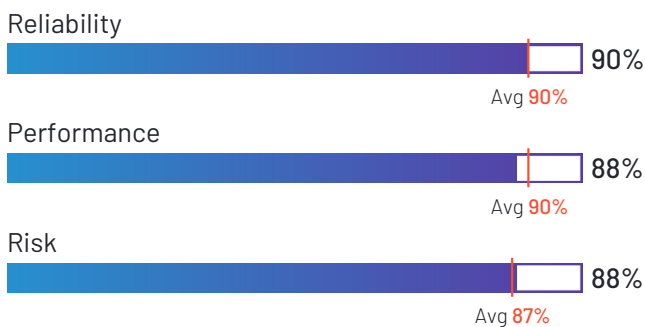
## Satisfaction Ratings



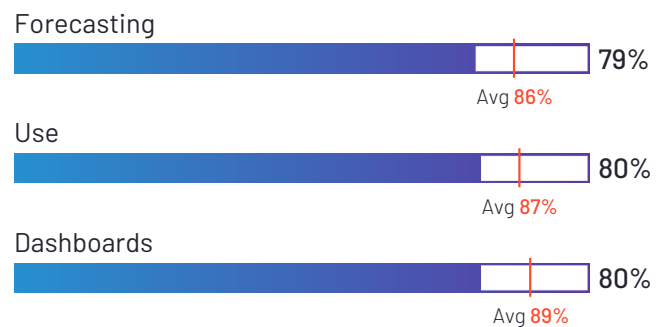
## Top Industries Represented



## Highest-Rated Features



## Lowest-Rated Features



**Ownership**  
SAP



**HQ Location**  
Walldorf, Germany



**Year Founded**  
1972



**Total Revenue**  
\$27,338 (USD MM)



**Employees (Listed On LinkedIn)**  
126,920



**Company Website**  
[sapstore.com](https://sapstore.com)

# Satisfaction Ratings for Asset Performance Management

G2 reviewers rated software sellers' ability to satisfy their needs as shown in the table below.

	Satisfaction		Satisfaction by Category						Net Promoter Score (NPS)
	Likelihood to Recommend	Product Going in Right Direction?	Meets Requirements	Ease of Admin	Ease of Doing Business With	Quality of Support	Ease of Setup	Ease of Use	Net Promoter Score (NPS) (Range from -100 to +100)
<b>IBM Maximo</b>	91%	93%	93%	87%	91%	91%	82%	89%	70
<b>UpKeep</b>	90%	98%	92%	92%	93%	92%	89%	93%	68
<b>Fractal One</b>	94%	95%	93%	91%	91%	93%	89%	90%	82
<b>Fiix</b>	95%	100%	92%	86%	97%	96%	89%	94%	91
<b>SAP S/4HANA Asset Management for resource scheduling</b>	88%	100%	92%	N/A	N/A	84%	N/A	82%	50
<b>JD Edwards EnterpriseOne Asset Lifecycle Management</b>	82%	83%	90%	N/A	N/A	76%	N/A	76%	36
<b>eMaint CMMS</b>	96%	100%	92%	86%	94%	99%	83%	90%	88
<b>SAP Asset Intelligence Network</b>	84%	78%	86%	74%	76%	80%	74%	88%	35
<b>Average</b>	90%	93%	91%	86%	90%	89%	84%	88%	65

\*N/A is displayed when fewer than five responses were received for the question.

\*\*Net Promoter Score ranges from -100 to +100

# Feature Comparison for Asset Performance Management

G2 users have evaluated the following products by feature. Feature ratings are representative of reviewers' overall satisfaction with each feature and do not necessarily take into account the breadth of individual product features. The results are shown below.

## Monitoring

	Use	Reliability	Risk
IBM Maximo	92%	92%	85%
UpKeep	90%	91%	83%
Fracttal One	90%	89%	84%
Fiix	92%	95%	93%
SAP S/4HANA Asset Management for resource scheduling	91%	90%	83%
JD Edwards EnterpriseOne Asset Lifecycle Management	71%	77%	N/A
eMaint CMMS	88%	96%	93%
SAP Asset Intelligence Network	80%	90%	88%
Average	87%	90%	87%

*(Feature Comparison for Asset Performance Management continues on next page)*

\*N/A is displayed when fewer than five responses were received for the question.

\*\*A blank box indicates that a seller has selected that they do not offer that feature.



# Feature Comparison for Asset Performance Management (continued)

G2 users have evaluated the following products by feature. Feature ratings are representative of reviewers' overall satisfaction with each feature and do not necessarily take into account the breadth of individual product features. The results are shown below.

## Analytics

	Dashboards	Performance	Forecasting
IBM Maximo	89%	91%	91%
UpKeep	86%	88%	87%
Fracttal One	87%	87%	86%
Fiix	97%	92%	94%
SAP S/4HANA Asset Management for resource scheduling	90%	92%	86%
JD Edwards EnterpriseOne Asset Lifecycle Management	N/A	N/A	N/A
eMaint CMMS	92%	90%	76%
SAP Asset Intelligence Network	80%	88%	79%
Average	89%	90%	86%

\*N/A is displayed when fewer than five responses were received for the question.

\*\*A blank box indicates that a seller has selected that they do not offer that feature.

# Additional Data for Asset Performance Management

The table below includes a breakdown of the customer segments for each product, as represented by G2 reviewers.

## Customers by Size

	Small Business (50 or fewer emp.)	Mid-Market (51-1000 emp.)	Enterprise ( >1000 emp.)
IBM Maximo	27%	33%	39%
UpKeep	45%	50%	4%
Fracttal One	46%	44%	10%
Fiiix	12%	65%	22%
SAP S/4HANA Asset Management for resource scheduling	8%	17%	75%
JD Edwards EnterpriseOne Asset Lifecycle Management	0%	36%	64%
eMaint CMMS	18%	53%	29%
SAP Asset Intelligence Network	18%	41%	41%
Average	22%	43%	36%

(Additional Data for Asset Performance Management continues on next page)

\*N/A is displayed when data is not publicly available.

# Additional Data for Asset Performance Management (continued)

The table below highlights implementation and deployment data as indicated in real user reviews on G2.

## Implementation

	Deployment		Implementation Time	Implementation Method				Number of Users Purchased	Contract Term
	Cloud	On-Premises	Avg. Months to Go Live	In-House Team	Seller Services Team	Third-Party Consultant	Don't know	Median Number of Users Bought	Avg. Contract Term (Months)
<b>IBM Maximo</b>	57%	43%	5.4	45%	30%	9%	16%	75	14
<b>UpKeep</b>	37%	63%	1.9	89%	6%	0%	5%	7	10
<b>Fractal One</b>	37%	63%	5.4	56%	15%	3%	26%	17	8
<b>Fiix</b>	N/A	N/A	N/A	80%	0%	0%	20%	37	5
<b>SAP S/4HANA Asset Management for resource scheduling</b>	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
<b>JD Edwards EnterpriseOne Asset Lifecycle Management</b>	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
<b>eMaint CMMS</b>	50%	50%	3.0	70%	10%	0%	20%	37	10
<b>SAP Asset Intelligence Network</b>	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A

(Additional Data for Asset Performance Management continues on next page)

\*N/A is displayed when data is not publicly available.

# Additional Data for Asset Performance Management (continued)

The table below highlights the average user adoption of each product as indicated in real user reviews on G2.

## User Adoption and Return on Investment (ROI)

	User Adoption	Payback Period
	Average User Adoption	Estimated ROI (payback period in months)
IBM Maximo	61%	20
UpKeep	72%	18
Fracttal One	51%	18
Fiix	52%	N/A
SAP S/4HANA Asset Management for resource scheduling	N/A	N/A
JD Edwards EnterpriseOne Asset Lifecycle Management	N/A	N/A
eMaint CMMS	74%	23
SAP Asset Intelligence Network	N/A	N/A
Average	62%	20

*(Additional Data for Asset Performance Management continues on next page)*

\*N/A is displayed when data is not publicly available.

# Additional Data for Asset Performance Management (continued)

The table below highlights third-party market presence data used to inform the G2's Market Presence Score that highlights each product's impact and influence in the category.

## Market Presence

	Seller Name	Year Founded	Revenue (\$MM)	Employees on LinkedIn (Seller)	LinkedIn Followers	Twitter Followers (Seller)	Glassdoor Rating
<b>IBM Maximo</b>	IBM	1911	\$73,621	531,710	14,296,858	696,414	4.1
<b>UpKeep</b>	UpKeep	2014	N/A	143	11,349	5,087	4.4
<b>Fracttal One</b>	Fracttal	2015	N/A	146	10,253	1,918	4.6
<b>Fiix</b>	Fiix	2008	N/A	267	12,925	2	4.4
<b>SAP S/4HANA Asset Management for resource scheduling</b>	SAP	1972	\$27,338	126,920	2,963,699	301,365	4.4
<b>JD Edwards EnterpriseOne Asset Lifecycle Management</b>	Oracle	1977	\$39,068	232,007	8,289,272	812,675	3.9
<b>eMaint CMMS</b>	eMaint Enterprises		N/A	55	9,110	1,272	3.0
<b>SAP Asset Intelligence Network</b>	SAP	1972	\$27,338	126,920	2,963,699	301,365	4.4

\*N/A is displayed when data is not publicly available.