

Grid[®] Report for Enterprise Asset Management (EAM) | Summer 2023



Enterprise Asset Management (EAM) Software

Contenders									Leaders
Niche									High Performers

Satisfaction

Market Presence

G2 Grid[®] Scoring

(Enterprise Asset Management (EAM) Software continues on next page)

Enterprise Asset Management (EAM) Software (continued)

Enterprise Asset Management (EAM) Software Definition

Enterprise asset management (EAM) software enables businesses across multiple industries to acquire, manage, and analyze physical assets. Using a holistic approach helps optimize management strategies by tracking the lifecycle of all company-owned assets. The goal of EAM software is to control and measure asset performance, maintenance costs, and usage across the company. This software type is most beneficial to companies from asset-intensive industries such as manufacturing, construction, energy, and utilities. The primary users of EAM software are maintenance teams who leverage the software to identify issues and perform inspections or repairs.

EAM has similar functionality to products in the computerized maintenance management systems (CMMS) category. In addition to preventative maintenance and inventory scheduling, work order management, and asset tracking, EAM software offers a more robust, analytical system for managing assets. It includes lifecycle planning tools, workflow analysis, multiple predictive maintenance methods, and advanced metrics to determine an asset's future state and continued reliability.

All asset activity and financial information tracked by EAM software needs to be transferred to ERP systems and accounting software, so integrating with these systems is critical. EAM software may also need to integrate with other types of software for maintenance such as [facility management software](#), [fleet management software](#), and [aviation MRO software](#). Manufacturers also benefit from integration with [industrial IoT software](#), which allows them to monitor assets across geographical locations.

To qualify for inclusion in the Enterprise Asset Management (EAM) category, a product must:

- ▶ Include maintenance methods such as preventive and corrective
- ▶ Manage maintenance for complex assets such as plants or linear assets
- ▶ Monitor assets through their lifecycle, from acquisition to disposition
- ▶ Provide customizable workflows for inspections and maintenance operations
- ▶ Track the inventory of assets and spare parts across multiple locations
- ▶ Manage the procurement of assets, parts, tools, and consumables
- ▶ Define and monitor asset performance key performance indicators (KPIs)
- ▶ Include depreciation methods such as straight line and accelerated
- ▶ Track all costs associated with fixed assets and their maintenance

(Enterprise Asset Management (EAM) Software continues on next page)

Enterprise Asset Management (EAM) Software (continued)

Enterprise Asset Management (EAM) Grid® Scoring Description

Products shown on the Grid® for Enterprise Asset Management (EAM) have received a minimum of 10 reviews/ratings in data gathered by May 23, 2023. 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](#), and [SAP S/4HANA Cloud](#)
- ▶ 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](#), [Fix](#), [MVP One](#), [Enterprise Asset Management](#), [Accruent Maintenance Connection](#), and [eMaint CMMS](#)
- ▶ 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. Contenders include: [IFS](#)
- ▶ 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 EAM](#), [HxGN EAM](#), [Brightly Asset Essentials](#), [Redlist](#), and [KloudGin Field Service and Asset Management](#)



Grid® Scores for Enterprise Asset Management (EAM) 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
IBM Maximo	388	92	99	95
SAP S/4HANA Cloud	13	50	58	54

High Performers

UpKeep	198	80	40	60
Fractal One	99	73	24	49
Fiix	28	63	26	45
MVP One	38	62	14	38
Enterprise Asset Management	10	51	24	38
Accruent Maintenance Connection	24	53	13	33
eMaint CMMS	28	56	10	33

Contenders

IFS	32	37	52	45
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Niche

SAP EAM	14	46	44	45
HxGN EAM	21	39	36	38
Brightly Asset Essentials	11	35	19	27
Redlist	19	42	6	24
KloudGin Field Service and Asset Management	10	1	10	5

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



Grid® Methodology

Grid® Rating Methodology

The Grid® represents the democratic voice of real software users, rather than the subjective opinion of one analyst. G2 rates products from the Enterprise Asset Management (EAM) 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® 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® provides benchmarks for product comparison and market trend analysis.

Grid® 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® Report for Enterprise Asset Management (EAM) | Summer 2023 is based on scores calculated using the G2 algorithm v3.0 from reviews collected through May 23, 2023. To view the Enterprise Asset Management (EAM) Grid® with the most recent data, please visit the [Enterprise Asset Management \(EAM\)](#) page. For more details on Grid® Scoring, please view the [G2 Scoring Methodology here](#).

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.

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 May 23, 2023. 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.

(Grid® 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)

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.

G2 may occasionally offer incentives for honest reviews to help us gather a full and accurate data set. These incentives are offered as thank-yous for approved reviews. Incentives are never conditioned upon the substance of the review, positive or negative. Each such incentivized review is disclosed with an "Incentivized Review" banner.

Grid® 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®. 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 [Enterprise Asset Management \(EAM\) category](#).

Product Profiles

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



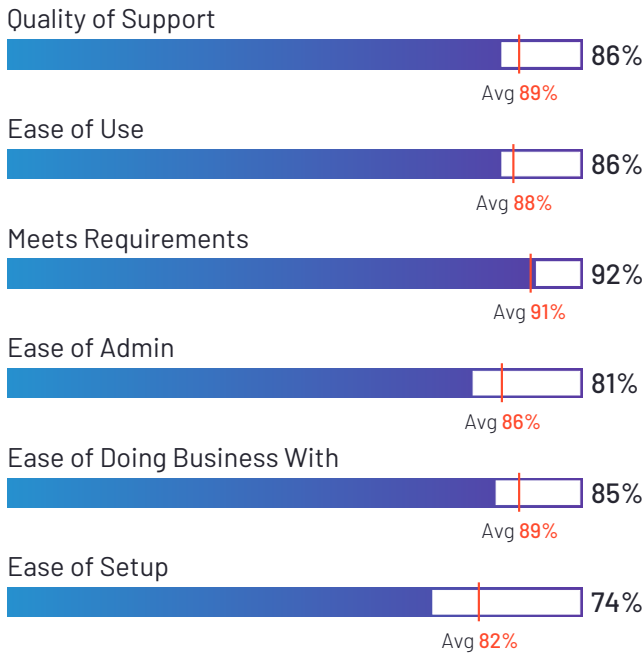
IBM Maximo

4.4 ★★★★★ (541)

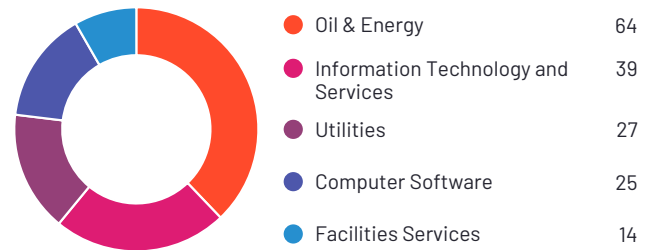


IBM Maximo has been named a Leader based on receiving a high customer Satisfaction score and having a large Market Presence. IBM Maximo has the largest Market Presence and received the highest Satisfaction score among products in Enterprise Asset Management (EAM). 95% of users rated it 4 or 5 stars, 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 88%. IBM Maximo is also in the Asset Performance Management and Infrastructure Asset Management categories.

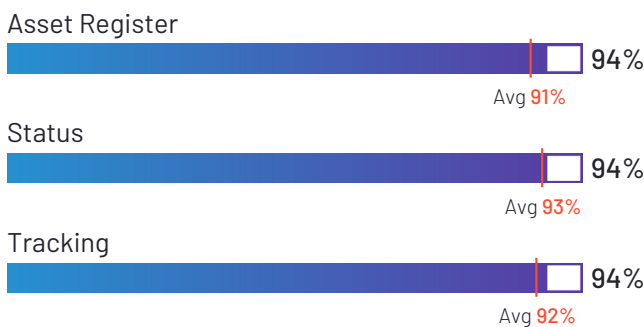
Satisfaction Ratings



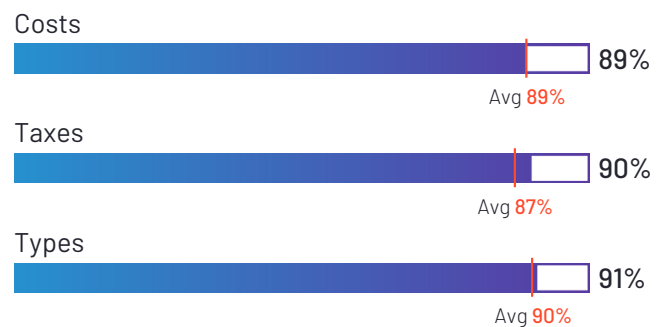
Top Industries Represented



Highest-Rated Features



Lowest-Rated Features



Ownership
IBM



HQ Location
Armonk, NY



Year Founded
1911



Employees (Listed On LinkedIn)
301,650



Company Website
www.ibm.com



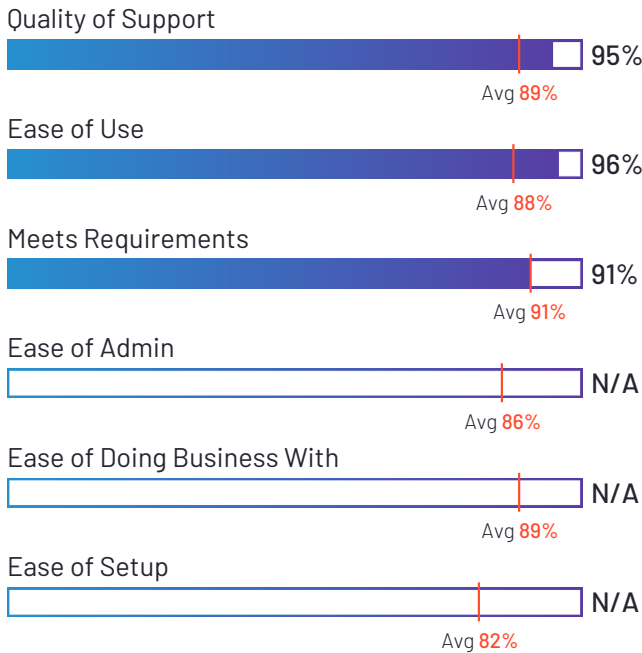
SAP S/4HANA Cloud

4.5 ★★★★★ (493)



SAP S/4HANA Cloud has been named a Leader based on receiving a high customer Satisfaction score and having a large Market Presence. 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 SAP S/4HANA Cloud at a rate of 90%. SAP S/4HANA Cloud is also in the Process ERP, Mixed Mode ERP, Distribution ERP, Discrete ERP, ERP Systems, Professional Services Automation, Quality Management (QMS), Financial Close, Invoice Management, and Purchasing categories.

Satisfaction Ratings

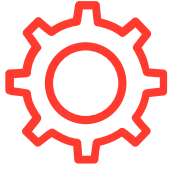


Top Industries Represented



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

<p>Ownership SAP</p>	<p>HQ Location Walldorf</p>	<p>Year Founded 1972</p>	<p>Employees (Listed On LinkedIn) 104,951</p>	<p>Company Website www.sap.com</p>
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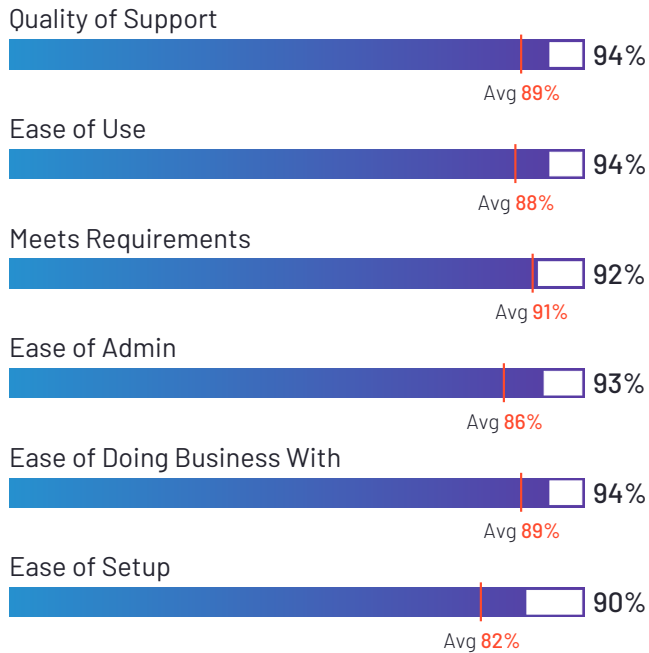
UpKeep

4.5 ★★★★★ (772)



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. 98% of users rated it 4 or 5 stars, 96% of users believe it is headed in the right direction, and users said they would be likely to recommend UpKeep at a rate of 92%. UpKeep is also in the Asset Tracking, CMMS, and Asset Performance Management categories.

Satisfaction Ratings



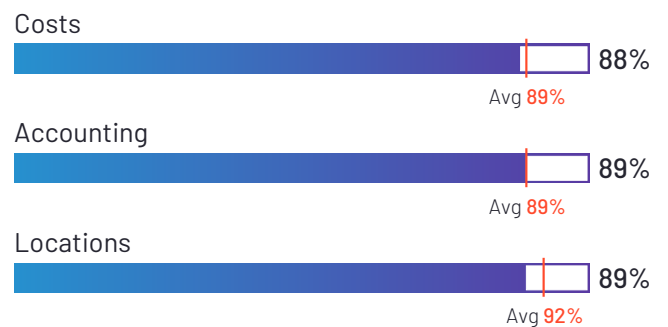
Top Industries Represented



Highest-Rated Features



Lowest-Rated Features



Ownership
UpKeep



HQ Location
Los Angeles, CA



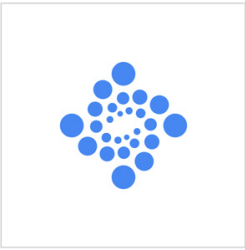
Year Founded
2014



Employees (Listed
On LinkedIn)
149



Company Website
onupkeep.com



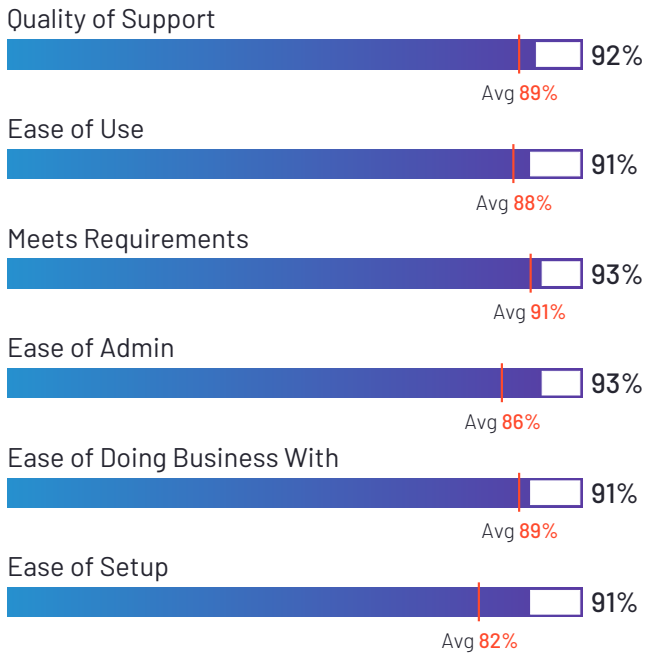
Fractal One

4.6 ★★★★★ (391)

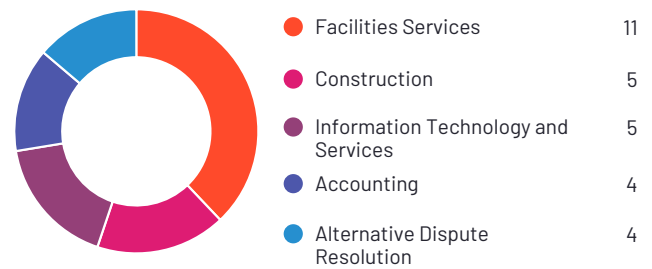


Fractal One has been named a High Performer product based on having high customer Satisfaction scores and a low Market Presence compared to the rest of the category. 100% of users rated it 4 or 5 stars, 89% of users believe it is headed in the right direction, and users said they would be likely to recommend Fractal One at a rate of 94%. Fractal One is also in the Asset Performance Management, Asset Tracking, CMMS, and Predictive Maintenance categories.

Satisfaction Ratings



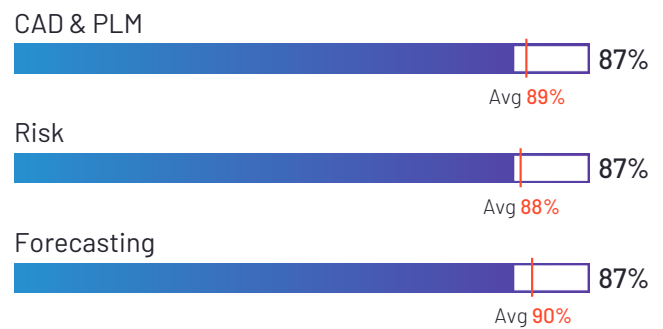
Top Industries Represented



Highest-Rated Features



Lowest-Rated Features



Ownership
Fractal



HQ Location
Madrid, Comunidad de Madrid



Year Founded
2015



Employees (Listed On LinkedIn)
150



Company Website
fractal.com



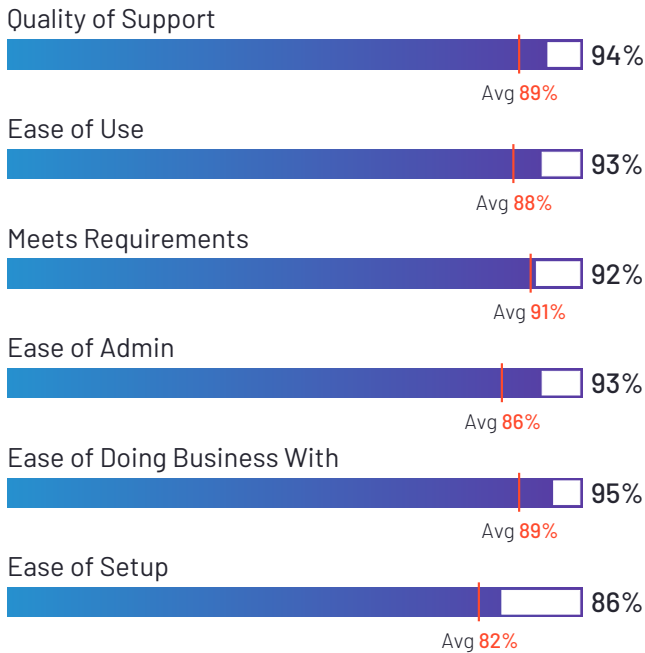
Fiix

4.7 ★★★★★ (195)

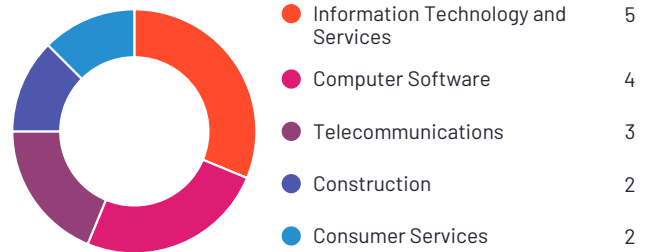


Fiix has been named a High Performer product based on having high customer Satisfaction scores and a low Market Presence compared to the rest of the category. 100% of users rated it 4 or 5 stars, 100% of users believe it is headed in the right direction, and users said they would be likely to recommend Fiix at a rate of 93%. Fiix is also in the CMMS, Asset Performance Management, and Predictive Maintenance categories.

Satisfaction Ratings



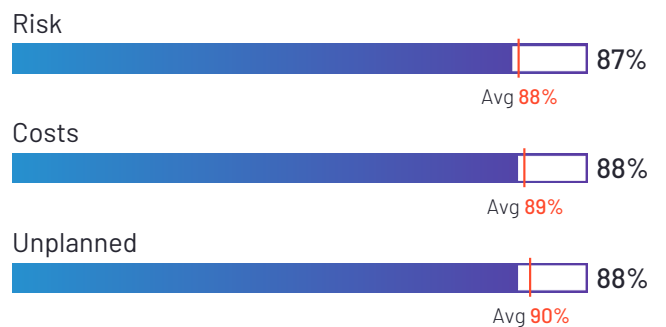
Top Industries Represented



Highest-Rated Features



Lowest-Rated Features



Ownership
Fiix



HQ Location
Toronto, Ontario



Year Founded
2008



Employees (Listed
On LinkedIn)
267



Company Website
fiixsoftware.com



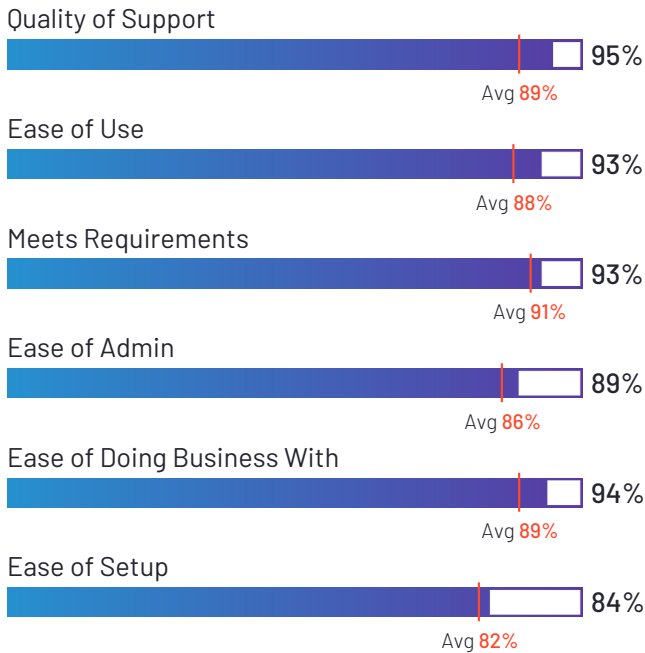
MVP One

4.7 ★★★★★ (98)

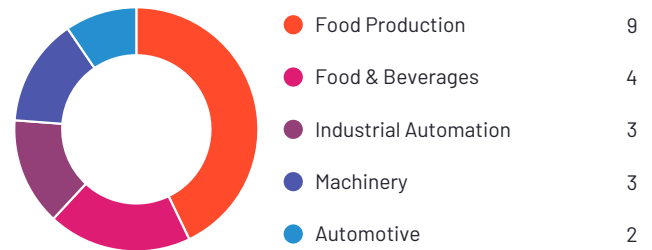


MVP One has been named a High Performer product based on having high customer Satisfaction scores and a low Market Presence compared to the rest of the category. 97% of users rated it 4 or 5 stars, 97% of users believe it is headed in the right direction, and users said they would be likely to recommend MVP One at a rate of 93%. MVP One is also in the CMMS category.

Satisfaction Ratings



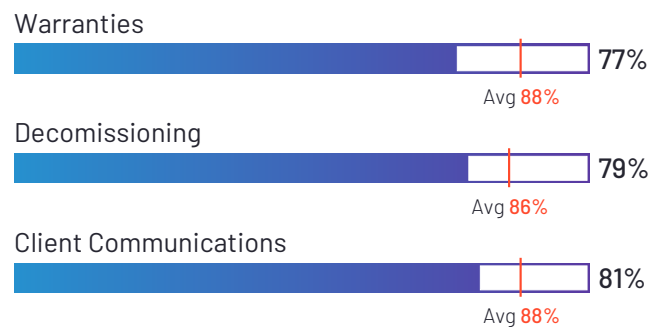
Top Industries Represented



Highest-Rated Features



Lowest-Rated Features



Ownership
MVP One



HQ Location
Chicago, IL



Year Founded
2000



Employees (Listed
On LinkedIn)
59



Company Website
www.mvppone.com



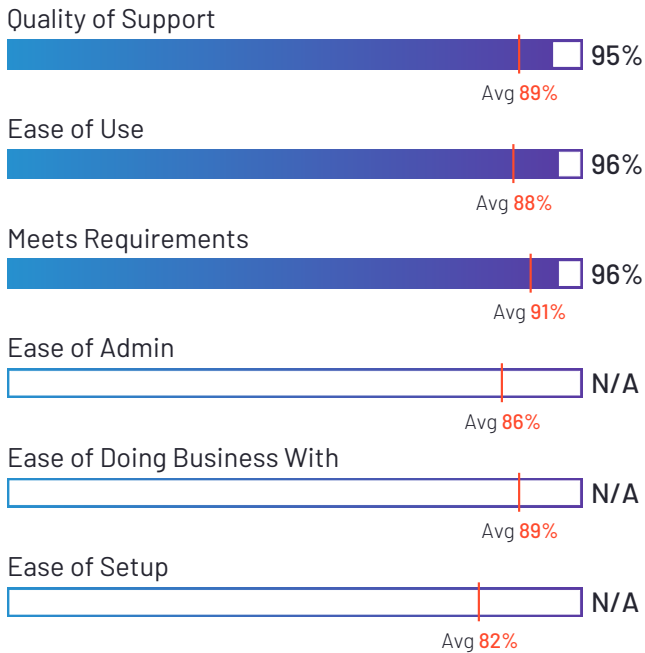
Enterprise Asset Management

4.6 ★★★★★ (10)



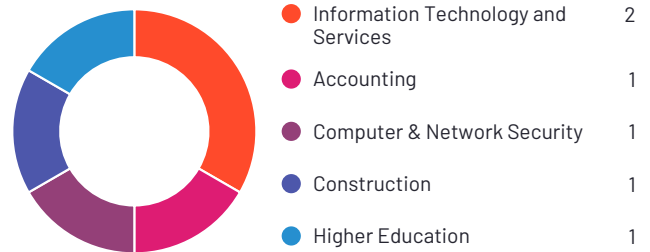
Enterprise Asset Management has been named a High Performer product based on having high customer Satisfaction scores and a low Market Presence compared to the rest of the category. 100% of users rated it 4 or 5 stars, 100% of users believe it is headed in the right direction, and users said they would be likely to recommend Enterprise Asset Management at a rate of 92%.

Satisfaction Ratings

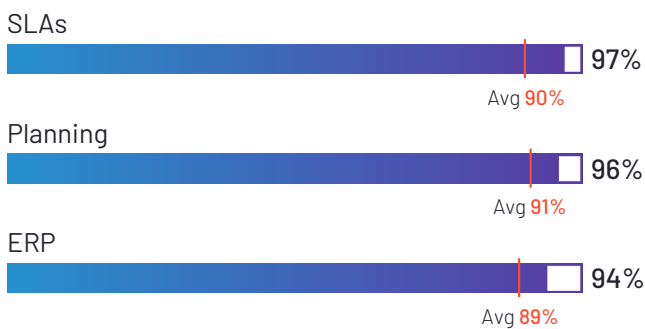


*N/A is displayed when fewer than five responses were received for the question.

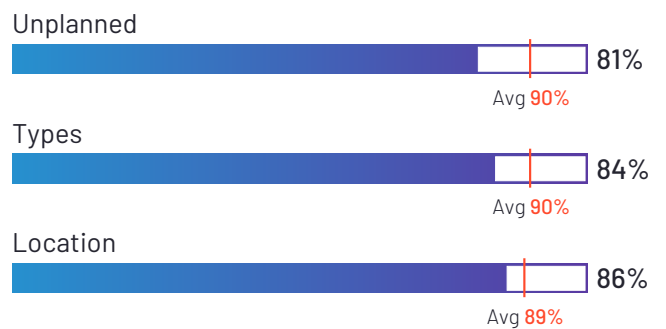
Top Industries Represented



Highest-Rated Features



Lowest-Rated Features



Ownership
AssetWORKS



HQ Location
Wayne, PA



Year Founded
1991



Employees (Listed
On LinkedIn)
332



Company Website
assetworks.com



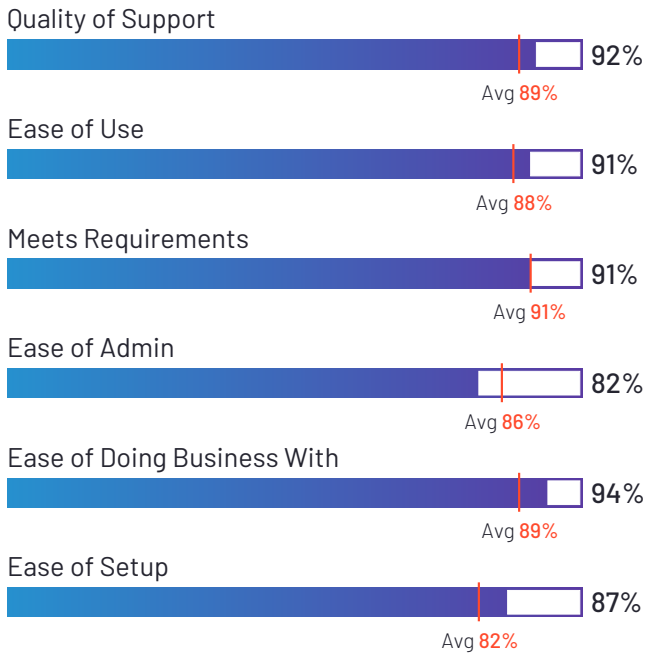
Accruent Maintenance Connection

4.4 ★★★★★ (46)

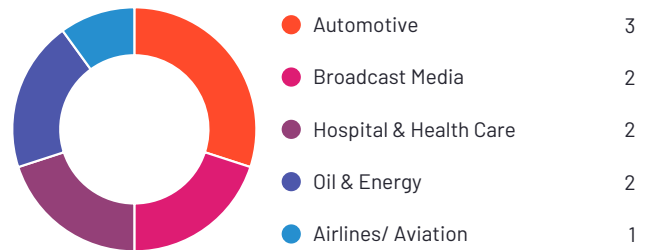


Accruent Maintenance Connection has been named a High Performer product based on having high customer Satisfaction scores and a low Market Presence compared to the rest of the category. 96% of users rated it 4 or 5 stars, 89% of users believe it is headed in the right direction, and users said they would be likely to recommend Accruent Maintenance Connection at a rate of 88%. Accruent Maintenance Connection is also in the CMMS category.

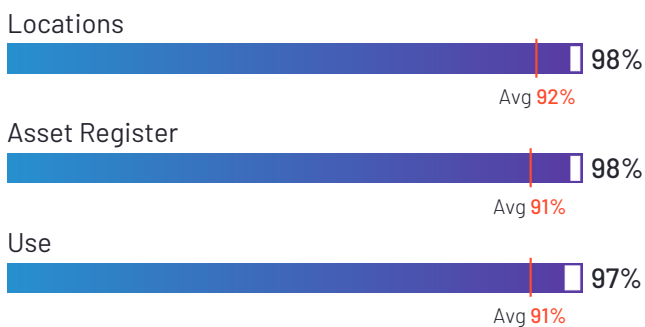
Satisfaction Ratings



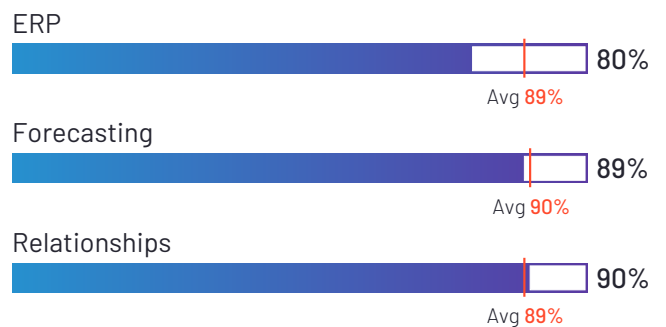
Top Industries Represented



Highest-Rated Features



Lowest-Rated Features



Ownership
Accruent



HQ Location
Austin, TX



Year Founded
1995



Employees (Listed On LinkedIn)
1,134



Company Website
accruent.com



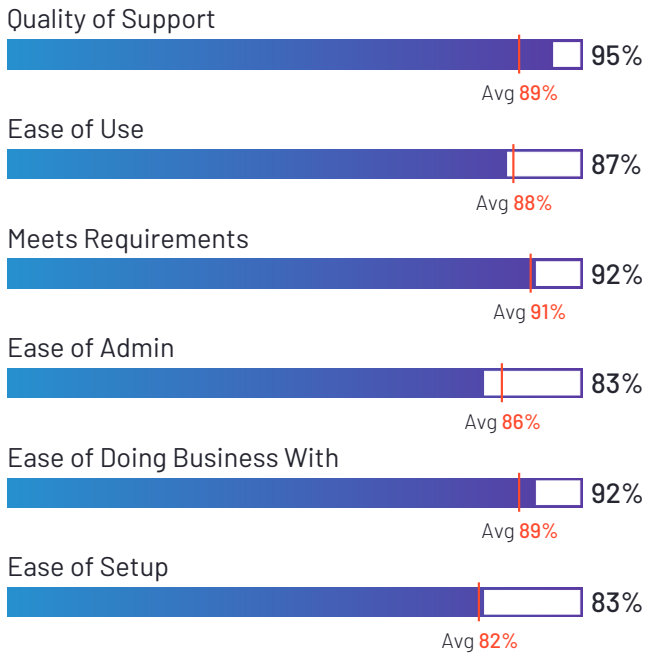
eMaint CMMS

4.4 ★★★★★ (116)

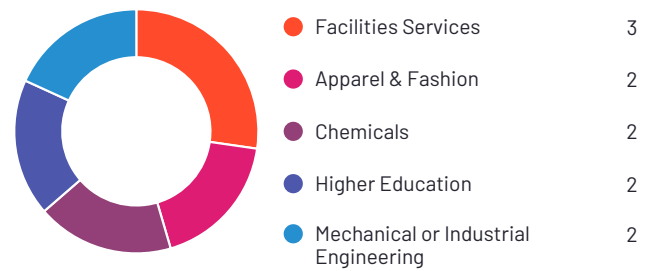


eMaint CMMS has been named a High Performer product based on having high customer Satisfaction scores and a low Market Presence compared to the rest of the category. 93% of users rated it 4 or 5 stars, 95% of users believe it is headed in the right direction, and users said they would be likely to recommend eMaint CMMS at a rate of 90%. eMaint CMMS is also in the CMMS, Asset Tracking, Asset Performance Management, and Predictive Maintenance categories.

Satisfaction Ratings



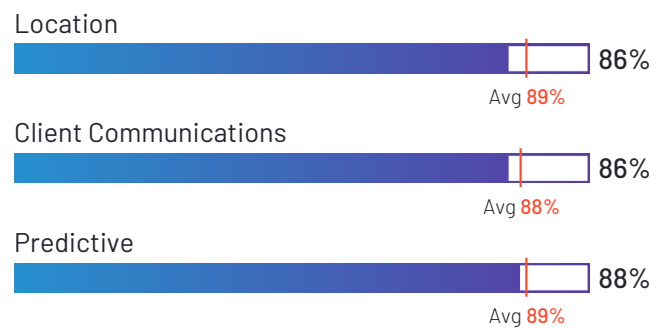
Top Industries Represented



Highest-Rated Features



Lowest-Rated Features



Ownership
eMaint Enterprises



HQ Location
Bonita Springs, Florida



Employees (Listed On LinkedIn)
54



Company Website
emaint.com

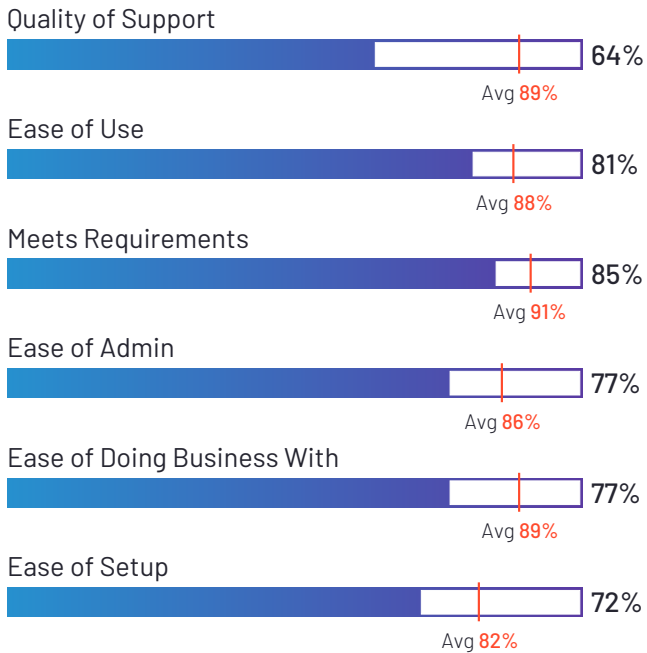


IFS

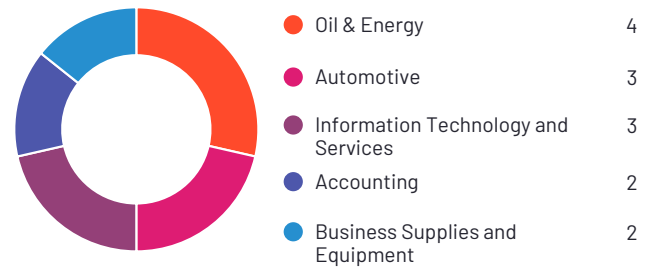
4.0 ★★★★★ (215)

IFS has been named a Contender product based on having a relatively low customer Satisfaction score and large 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. 78% of users rated it 4 or 5 stars, 76% of users believe it is headed in the right direction, and users said they would be likely to recommend IFS at a rate of 79%. IFS is also in the Process ERP, Mixed Mode ERP, Discrete ERP, ETO ERP, Quality Management (QMS), ERP Systems, Aviation MRO, Field Service Management, and Construction ERP categories.

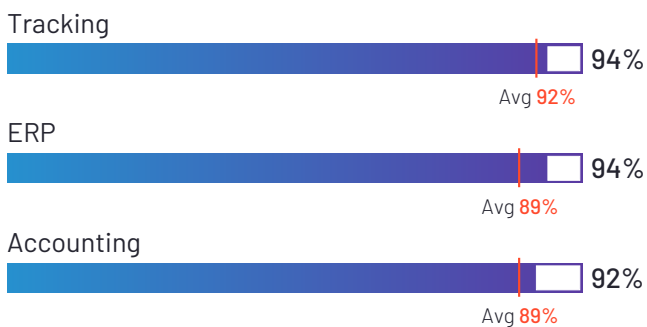
Satisfaction Ratings



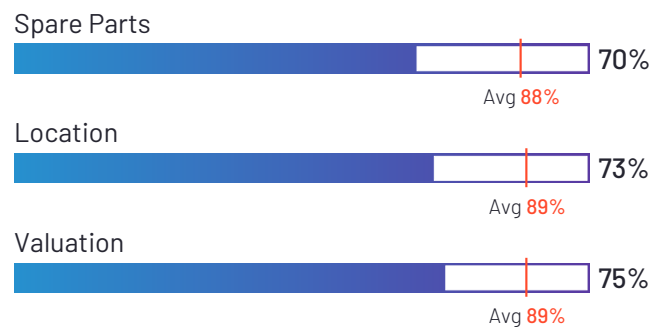
Top Industries Represented



Highest-Rated Features



Lowest-Rated Features



Ownership
IFS



HQ Location
Linköping, Sweden



Year Founded
1983



Employees (Listed On LinkedIn)
6,827



Company Website
www.ifs.com

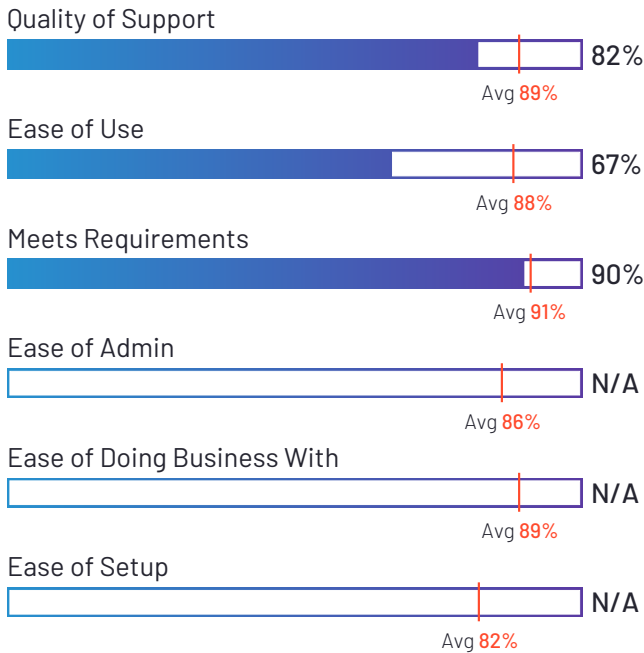


SAP EAM

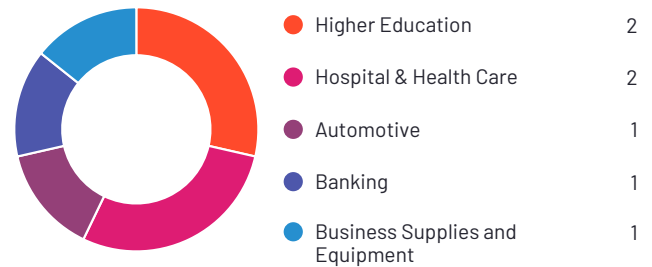
3.2 ★★★★★ (16)

SAP EAM 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. 64% of users rated it 4 or 5 stars, 67% of users believe it is headed in the right direction, and users said they would be likely to recommend SAP EAM at a rate of 62%. SAP EAM is also in the Asset Performance Management and Infrastructure Asset Management categories.

Satisfaction Ratings



Top Industries Represented



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

<p>Ownership SAP</p>	<p>HQ Location Walldorf</p>	<p>Year Founded 1972</p>	<p>Employees (Listed On LinkedIn) 104,951</p>	<p>Company Website www.sap.com</p>
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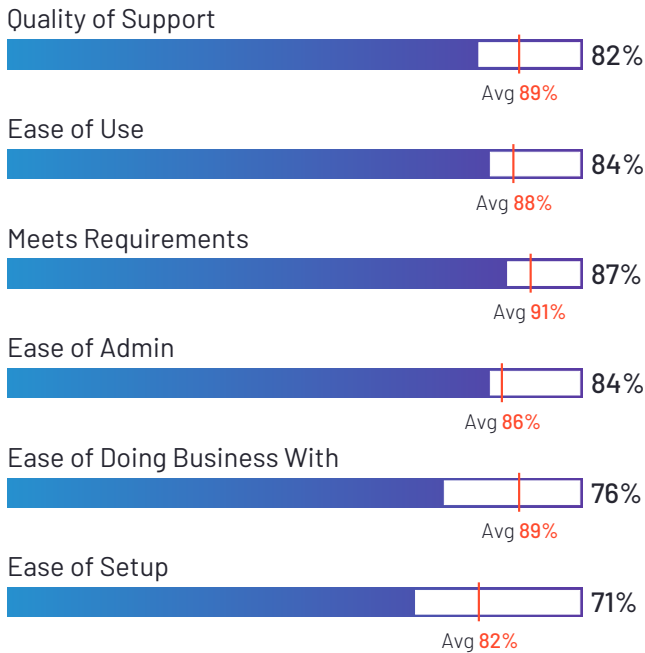


HxGN EAM

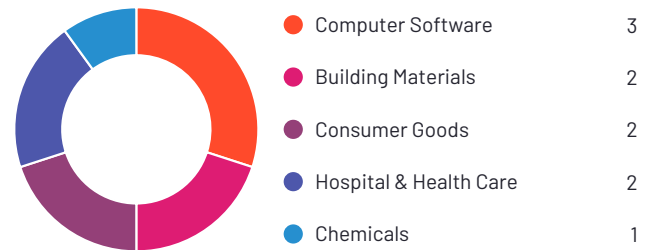
4.2 ★★★★★ (27)

HxGN EAM 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. 95% of users rated it 4 or 5 stars, 76% of users believe it is headed in the right direction, and users said they would be likely to recommend HxGN EAM at a rate of 84%. HxGN EAM is also in the Asset Performance Management, Environmental Health and Safety, and Infrastructure Asset Management categories.

Satisfaction Ratings



Top Industries Represented



Ownership
Hexagon



HQ Location
Heerbrugg, St. Gallen



Employees (Listed On LinkedIn)
2,872



Company Website
hexagon.com

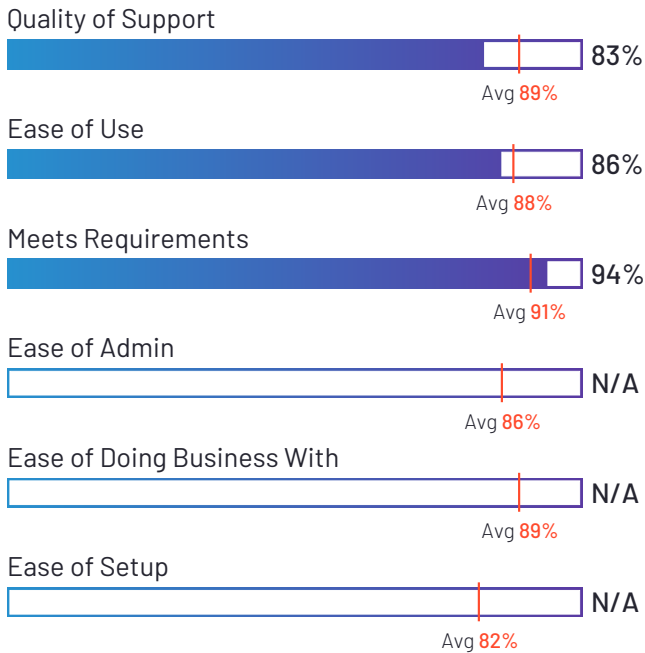


Brightly Asset Essentials

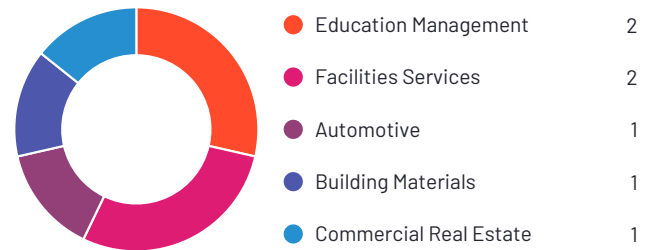
4.2 ★★★★★ (182)

Brightly Asset Essentials 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 Brightly Asset Essentials at a rate of 94%. Brightly Asset Essentials is also in the CMMS, Facility Management, Asset Tracking, Predictive Maintenance, and Infrastructure Asset Management categories.

Satisfaction Ratings



Top Industries Represented



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

<p>Ownership Brightly, a Siemens company</p>	<p>HQ Location Cary, NC</p>	<p>Year Founded 2007</p>	<p>Employees (Listed On LinkedIn) 814</p>	<p>Company Website brightlysoftware.com</p>
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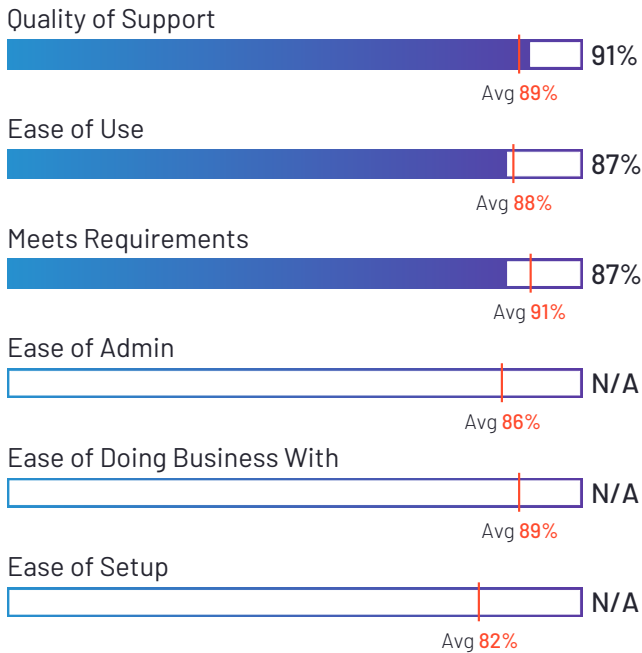


Redlist

4.5 ★★★★★ (36)

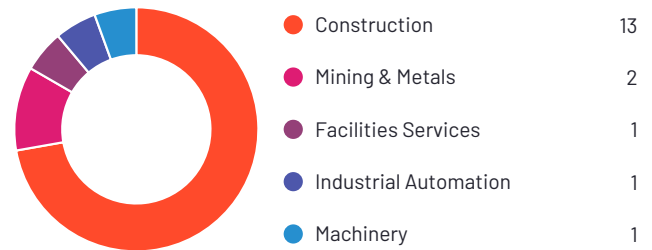
Redlist has been named a Niche product based on having a relatively low Satisfaction score and low Market Presence compared to the rest of the category. While they may have positive reviews, they do not have enough reviews to validate those ratings. 89% of users rated it 4 or 5 stars, 91% of users believe it is headed in the right direction, and users said they would be likely to recommend Redlist at a rate of 87%. Redlist is also in the CMMS category.

Satisfaction Ratings



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

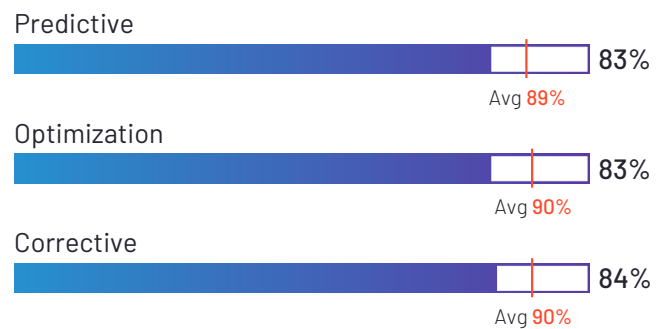
Top Industries Represented



Highest-Rated Features



Lowest-Rated Features



Ownership
Redlist



HQ Location
Pleasant Grove, UT



Year Founded
2016



Employees (Listed
On LinkedIn)
35



Company Website
yourredlist.com

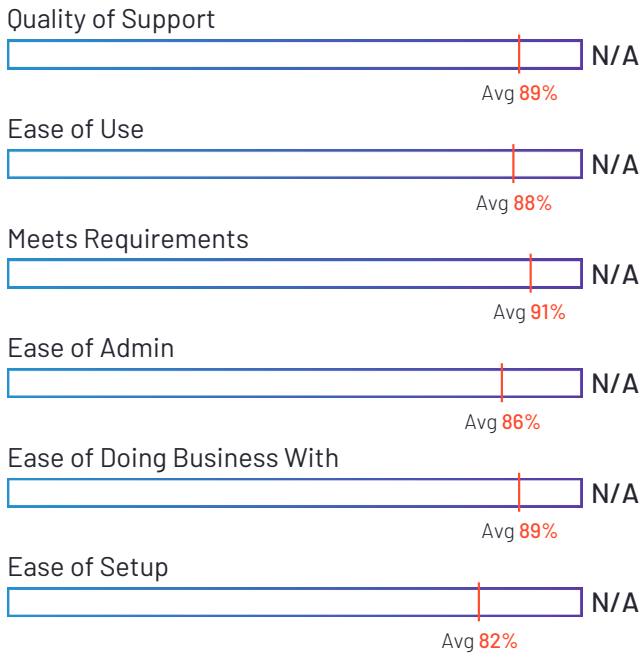


KloudGin Field Service and Asset Management

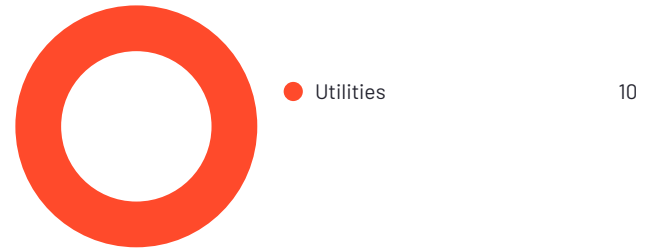
4.5 ★★★★★ (39)

KloudGin Field Service and Asset 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. 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 KloudGin Field Service and Asset Management at a rate of 92%. KloudGin Field Service and Asset Management is also in the AWS Marketplace, Predictive Maintenance, Jobsite Management, Smart Cities, Fleet Maintenance, Contractor Management, Calibration, Connected Worker Platform, Digital Twin, Asset Performance Management, Asset Tracking, Asset Leasing, Inventory Control, Oil and Gas Asset Management, Oil and Gas Back Office, CMMS, Warehouse Management, Facility Management, and Field Service Management categories.

Satisfaction Ratings



Top Industries Represented



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

<p>Ownership KloudGin</p>	<p>HQ Location Sunnyvale, CA</p>	<p>Year Founded 2014</p>	<p>Employees (Listed On LinkedIn) 156</p>	<p>Company Website kloudgin.com</p>
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Satisfaction Ratings for Enterprise Asset Management (EAM)

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)
IBM Maximo	88%	93%	92%	81%	85%	86%	74%	86%	60
SAP S/4HANA Cloud	90%	100%	91%	N/A	N/A	95%	N/A	96%	84
UpKeep	92%	96%	92%	93%	94%	94%	90%	94%	73
Fracttal One	94%	89%	93%	93%	91%	92%	91%	91%	82
Fiix	93%	100%	92%	93%	95%	94%	86%	93%	85
MVP One	93%	97%	93%	89%	94%	95%	84%	93%	78
Enterprise Asset Management	92%	100%	96%	N/A	N/A	95%	N/A	96%	90
Accruent Maintenance Connection	88%	89%	91%	82%	94%	92%	87%	91%	54
eMaint CMMS	90%	95%	92%	83%	92%	95%	83%	87%	67
IFS	79%	76%	85%	77%	77%	64%	72%	81%	15
SAP EAM	62%	67%	90%	N/A	N/A	82%	N/A	67%	-7
HxGN EAM	84%	76%	87%	84%	76%	82%	71%	84%	47
Brightly Asset Essentials	94%	N/A	94%	N/A	N/A	83%	N/A	86%	81
Redlist	87%	91%	87%	N/A	N/A	91%	N/A	87%	47
KloudGin Field Service and Asset Management	92%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	80
Average	88%	90%	91%	86%	89%	89%	82%	88%	62

*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 Enterprise Asset Management (EAM)

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.

Asset Definition

	Asset Register	Relationships	Costs	Types
IBM Maximo	94%	92%	89%	91%
SAP S/4HANA Cloud	N/A	N/A	N/A	N/A
UpKeep	91%	90%	88%	90%
Fracttal One	90%	90%	87%	88%
Fiix	91%	92%	88%	89%
MVP One	86%	83%	87%	89%
Enterprise Asset Management	94%	88%	92%	84%
Accruent Maintenance Connection	98%	90%	95%	93%
eMaint CMMS	93%	92%	90%	94%
IFS	88%	84%	88%	88%
SAP EAM	N/A	N/A	N/A	N/A
HxGN EAM	N/A	N/A	N/A	N/A
Brightly Asset Essentials	N/A	N/A	N/A	N/A
Redlist	89%	N/A	N/A	N/A
KloudGin Field Service and Asset Management	N/A	N/A	N/A	N/A
Average	91%	89%	89%	90%

(Feature Comparison for Enterprise Asset Management (EAM) 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 Enterprise Asset Management (EAM) (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.

Asset Tracking

	Location	Status	History
IBM Maximo	93%	94%	93%
SAP S/4HANA Cloud	N/A	N/A	N/A
UpKeep	92%	92%	91%
Fracttal One	89%	91%	90%
Fiix	93%	95%	94%
MVP One	89%	87%	90%
Enterprise Asset Management	86%	88%	94%
Accruent Maintenance Connection	N/A	95%	90%
eMaint CMMS	86%	95%	95%
IFS	73%	90%	87%
SAP EAM	N/A	N/A	N/A
HxGN EAM	N/A	N/A	N/A
Brightly Asset Essentials	N/A	N/A	N/A
Redlist	100%	100%	100%
KloudGin Field Service and Asset Management	N/A	N/A	N/A
Average	89%	93%	92%

(Feature Comparison for Enterprise Asset Management (EAM) continues on next page)

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Feature Comparison for Enterprise Asset Management (EAM) (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.

Inventory

	Locations	Spare Parts	Valuation
IBM Maximo	94%	93%	92%
SAP S/4HANA Cloud	N/A	N/A	N/A
UpKeep	89%	89%	91%
Fracttal One	89%	88%	90%
Fiix	92%	89%	92%
MVP One	88%	88%	86%
Enterprise Asset Management	93%	90%	90%
Accruent Maintenance Connection	98%	N/A	N/A
eMaint CMMS	93%	95%	94%
IFS	86%	70%	75%
SAP EAM	N/A	N/A	N/A
HxGN EAM	N/A	N/A	N/A
Brightly Asset Essentials	N/A	N/A	N/A
Redlist	100%	N/A	N/A
KloudGin Field Service and Asset Management	N/A	N/A	N/A
Average	92%	88%	89%

(Feature Comparison for Enterprise Asset Management (EAM) continues on next page)

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Feature Comparison for Enterprise Asset Management (EAM) (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.

Maintenance

	Inspections	Planning	Predictive	Corrective	Unplanned	Optimization
IBM Maximo	93%	93%	93%	93%	92%	91%
SAP S/4HANA Cloud	N/A	N/A	N/A	N/A	N/A	N/A
UpKeep	92%	93%	92%	93%	94%	92%
Fracttal One	90%	91%	90%	89%	90%	90%
Fiix	94%	93%	91%	90%	88%	93%
MVP One	90%	92%	88%	90%	90%	88%
Enterprise Asset Management	90%	96%	94%	92%	81%	88%
Accruent Maintenance Connection	93%	93%	N/A	90%	93%	93%
eMaint CMMS	98%	96%	88%	96%	94%	94%
IFS	84%	80%	81%	84%	86%	86%
SAP EAM	N/A	N/A	N/A	N/A	N/A	N/A
HxGN EAM	N/A	N/A	N/A	N/A	N/A	N/A
Brightly Asset Essentials	N/A	N/A	N/A	N/A	N/A	N/A
Redlist	87%	86%	83%	84%	N/A	83%
KloudGin Field Service and Asset Management	N/A	N/A	N/A	N/A	N/A	N/A
Average	91%	91%	89%	90%	90%	90%

(Feature Comparison for Enterprise Asset Management (EAM) 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 Enterprise Asset Management (EAM) (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.

Field Service

	Planning	Tracking
IBM Maximo	93%	94%
SAP S/4HANA Cloud	N/A	N/A
UpKeep	93%	94%
Fracttal One	90%	91%
Fiix	94%	95%
MVP One	90%	86%
Enterprise Asset Management	90%	88%
Accruent Maintenance Connection	97%	97%
eMaint CMMS	98%	98%
IFS	88%	94%
SAP EAM	N/A	N/A
HxGN EAM	N/A	N/A
Brightly Asset Essentials	N/A	N/A
Redlist	93%	86%
KloudGin Field Service and Asset Management	N/A	N/A
Average	92%	92%

(Feature Comparison for Enterprise Asset Management (EAM) continues on next page)

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

Feature Comparison for Enterprise Asset Management (EAM) (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.

Monitoring

	Use	Reliability
IBM Maximo	92%	94%
SAP S/4HANA Cloud	N/A	N/A
UpKeep	93%	91%
Fracttal One	89%	90%
Fiix	92%	91%
MVP One	86%	90%
Enterprise Asset Management	90%	94%
Accruent Maintenance Connection	97%	94%
eMaint CMMS	97%	100%
IFS	77%	88%
SAP EAM	N/A	N/A
HxGN EAM	N/A	N/A
Brightly Asset Essentials	N/A	N/A
Redlist	93%	94%
KloudGin Field Service and Asset Management	N/A	N/A
Average	91%	92%

(Feature Comparison for Enterprise Asset Management (EAM) 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 Enterprise Asset Management (EAM) (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	92%	92%	93%
SAP S/4HANA Cloud	N/A	N/A	N/A
UpKeep	91%	91%	90%
Fracttal One	88%	89%	87%
Fiix	96%	96%	95%
MVP One	90%	92%	89%
Enterprise Asset Management	93%	90%	94%
Accruent Maintenance Connection	N/A	91%	89%
eMaint CMMS	96%	98%	91%
IFS	89%	86%	86%
SAP EAM	N/A	N/A	N/A
HxGN EAM	N/A	N/A	N/A
Brightly Asset Essentials	N/A	N/A	N/A
Redlist	93%	93%	N/A
KloudGin Field Service and Asset Management	N/A	N/A	N/A
Average	92%	92%	90%

(Feature Comparison for Enterprise Asset Management (EAM) 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 Enterprise Asset Management (EAM) (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.

Integration

	ERP
IBM Maximo	93%
SAP S/4HANA Cloud	N/A
UpKeep	89%
Fracttal One	88%
Fiix	91%
MVP One	86%
Enterprise Asset Management	94%
Accruent Maintenance Connection	80%
eMaint CMMS	N/A
IFS	94%
SAP EAM	N/A
HxGN EAM	N/A
Brightly Asset Essentials	N/A
Redlist	N/A
KloudGin Field Service and Asset Management	N/A
Average	89%

*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 Enterprise Asset Management (EAM)

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	26%	24%	50%
SAP S/4HANA Cloud	0%	92%	8%
UpKeep	38%	55%	7%
Fracttal One	44%	41%	14%
Fiix	21%	46%	32%
MVP One	21%	55%	24%
Enterprise Asset Management	10%	50%	40%
Accruent Maintenance Connection	8%	46%	46%
eMaint CMMS	25%	54%	21%
IFS	9%	63%	28%
SAP EAM	0%	7%	93%
HxGN EAM	5%	52%	43%
Brightly Asset Essentials	27%	55%	18%
Redlist	11%	89%	0%
KloudGin Field Service and Asset Management	40%	60%	0%
Average	19%	53%	28%

(Additional Data for Enterprise Asset Management (EAM) continues on next page)

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

Additional Data for Enterprise Asset Management (EAM) (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)
IBM Maximo	30%	70%	8.0	44%	25%	21%	10%	275	13
SAP S/4HANA Cloud	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
UpKeep	43%	57%	2.0	84%	6%	1%	8%	17	11
Fracttal One	36%	64%	5.0	63%	20%	0%	18%	17	8
Fiix	50%	50%	4.3	43%	29%	0%	29%	17	14
MVP One	57%	43%	2.4	50%	40%	0%	10%	17	14
Enterprise Asset Management	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Accruent Maintenance Connection	31%	69%	4.4	56%	19%	6%	19%	17	17
eMaint CMMS	71%	29%	1.8	74%	21%	0%	5%	7	9
IFS	38%	62%	8	33%	58%	8%	0%	75	12
SAP EAM	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
HxGN EAM	30%	70%	5	0%	44%	33%	22%	75	31
Brightly Asset Essentials	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Redlist	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
KloudGin Field Service and Asset Management	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A

(Additional Data for Enterprise Asset Management (EAM) continues on next page)

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

Additional Data for Enterprise Asset Management (EAM) (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	71%	29
SAP S/4HANA Cloud	N/A	N/A
UpKeep	74%	17
Fracttal One	52%	17
Fiix	49%	22
MVP One	65%	22
Enterprise Asset Management	N/A	N/A
Accruent Maintenance Connection	79%	19
eMaint CMMS	77%	14
IFS	76%	34
SAP EAM	N/A	N/A
HxGN EAM	82%	N/A
Brightly Asset Essentials	N/A	N/A
Redlist	N/A	N/A
KloudGin Field Service and Asset Management	N/A	N/A
Average	69%	22

(Additional Data for Enterprise Asset Management (EAM) continues on next page)

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

Additional Data for Enterprise Asset Management (EAM) (continued)

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

Market Presence

	Seller Name	Year Founded	Employees on LinkedIn (Seller)	LinkedIn Followers	Twitter Followers (Seller)	Glassdoor Rating
IBM Maximo	IBM	1911	301,650	15,377,210	715,022	4.2
SAP S/4HANA Cloud	SAP	1972	104,951	3,244,584	302,898	4.4
UpKeep	UpKeep	2014	149	13,005	4,974	4.1
Fracttal One	Fracttal	2015	150	12,425	0	4.3
Fiix	Fiix	2008	267	15,374	2	4.4
MVP One	MVP One	2000	59	4,074	1,911	4.7
Enterprise Asset Management	AssetWorks	1991	332	32,040	656	3.6
Accruent Maintenance Connection	Accruent	1995	1,134	22,336	1,354	3.9
eMaint CMMS	eMaint Enterprises		54	10,101	1,272	3
IFS	IFS	1983	6,827	242,105	9,831	4.2
SAP EAM	SAP	1972	104,951	3,244,584	302,898	4.4
HxGN EAM	Hexagon		2,872	167,848	0	N/A
Brightly Asset Essentials	Brightly, a Siemens company	2007	814	28,609	1,201	3.7
Redlist	Redlist	2016	35	4,482	0	N/A
KloudGin Field Service and Asset Management	KloudGin	2014	156	6,241	780	4.6

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