

Real Estate & Built Environment

Green Quadrant: Connected Portfolio Intelligence Platforms (CPIP/IWMS) 2025

By Joy Trinquet
With Claire Stephens

January 2025



Green Quadrant: Connected Portfolio Intelligence Platforms (CPIP/IWMS) 2025

By Joy Trinquet
With Claire Stephens

January 2025

This report provides a detailed, fact-based comparison of the 12 most prominent connected portfolio intelligence platform (CPIP)/integrated workplace management system (IWMS) software providers in the market. Based on the proprietary Verdantix Green Quadrant methodology, our analysis comprised two-and-a-half-hour live product demonstrations with pre-set scenarios, desk research and vendor responses to a 184-point questionnaire covering eight technical, nine functional and eight market momentum categories. We also conducted interviews with 17 software users and reviewed the data from our global survey of 303 corporate real estate and facilities management executives. Verdantix analysis finds that vendors are transitioning from legacy IWMS solutions to CPIP offerings to meet customer demand for greater data integration and analytics. Among the firms analysed in this study, eight providers – Planon, IBM, Eptura, MRI Software, Tango, Johnson Controls, Spacewell-Nemetschek and Nuvolo – demonstrated leading CPIP/IWMS capabilities.

Table of contents

Summary for decision-makers	4
The state of the CPIP/IWMS software market	5
Buyers are turning to CPIP/IWMS offerings to gain integrated views into portfolio operations	
Acquisition and partnership activity continues to permeate the CPIP/IWMS market	
IWMS vendors are embarking on the transition to CPIP suppliers	
Buyers need to watch out for variations in CPIP vendor strategies and focus areas	
Buyers select CPIP offerings based on reporting capabilities, solution configurability and support services	
Green Quadrant for CPIP/IWMS 2025	16
Green Quadrant methodology	
Scope and methodology for the 2025 Green Quadrant CPIP/IWMS study	
Evaluated firms and selection criteria	
Evaluation criteria	
IBM overview	30
Analyst insight: IBM's configurable CPIP solution delivers robust capital project and lease functionality with rich data collection	



Table of figures

Figure 1. The five-part functionality of traditional IWMS offerings	6
Figure 2. The expansion of functionality of IWMS/CPIP over the years	6
Figure 3. Departmental influence on smart building technology investments	8
Figure 4. Plans for real estate and facilities software over the next five years, by industry	8
Figure 5. Key CPIP/IWMS transactions since January 2022	10
Figure 6. Comparing the functionality of CPIP components with IWMS and IoT platforms	12
Figure 7. Suppliers and solutions assessed	19
Figure 8. Technical capabilities criteria for CPIP/IWMS	21
Figure 9. Functional capabilities criteria for CPIP/IWMS	22
Figure 10. Momentum criteria for CPIP/IWMS	25
Figure 11. Vendor category scores: technical capabilities	26
Figure 12. Vendor category scores: functional capabilities	27
Figure 13. Vendor category scores: momentum	28
Figure 14. Green Quadrant for CPIP/IWMS 2025	29

Organizations mentioned

7-Eleven, Accenture, Addnode Group, AgilQuest, AIA, Airthings, Amazon, Angus Systems, Arrowhead Regional Medical Center, AtkinsRéalis, Australian Accounting Standards Board (AASB), Autodesk, Bank of Montreal, billie, Booking.com, Brown University, Calvary Mater Hospital, Circle K, Condeco, control IT, COOR, Deloitte, Dunkin' Brands, EBUSINESS STRATEGIES, EG, Emporia State University, ENERGY STAR, Envizi, Eptura, ESFM (Eighty Seventy Facilities Management), eSight Energy, EY (Netherlands), Facebook, FacilityForce, FAST2 Affärssystem AB (Fast2), Financial Accounting Standards Board (FASB), FM:Systems, Gilbane, GRESB, IBM, Instagram, International Accounting Standards Board (IASB), International Financial Reporting Standards (IFRS), iOffice + SpacelQ, JLL Technologies, Johnson Controls, Kettering General Hospital NHS Trust, LeaseEagle, Lego, Lendlease, Lendlease Placeform, Loblaw Companies, Locatee, Loci Solutions, McGill University Health Centre, Microsoft, MongoDB, MRI Software, National Australia Bank (NAB), National Health Service (NHS), Nebraska Medical Center, Nemetschek Group, Northrim Horizon, Nuvolo, Oregon Department of Transportation, OSCRE International, Panera Bread, Placeform, Planon, Pliant, Polar Security, Pressac Communications, PropertySuite, PropTech Group, Qlik, Regeneron Pharmaceuticals, Rendall & Rittner, ROSMIMAN, Royal Bank of Canada, Salesforce, SAP, Schneider Electric, Service Works Global (SWG), ServiceNow, Sidara, Spacewell, SPM Assets, Springboard, StreamSets, Tango, TCM IP Services, The Exchange TRX, Thoma Bravo, Trane Technologies, Trimble, TRIRIGA, Ubigreen, UK Driver and Vehicle Licensing Agency, UK Government Property Agency, University of California, University of Dundee, University of Worcester, US Department of Veterans Affairs New England Region, US Federal Risk and Authorization Management Program (FedRAMP), US National Fire Protection Association (NFPA), Verizon, VLogic Systems, Washington State Department of Ecology, WatchWire, Wendy's, Workday, XPERT In Control, Yum! Brands, zLink.

Disclaimer

As an independent analyst firm, Verdantix does not endorse any vendor, product or service covered in our research publications, webinars and other materials. Verdantix does not advise technology users to select only those vendors with the highest ratings. Verdantix research publications consist of the opinions of the Verdantix research team based on its analysis of the market, survey data and review of vendor solutions. Verdantix disclaims all warranties, expressed or implied, with respect to this research, including any warranties of fitness for a particular purpose.



Summary for decision-makers

- This report helps the individuals responsible for selecting, implementing and getting value from CPIP/IWMS solutions – such as heads of facilities, information technology (IT) operations and real estate – to validate existing strategies or complete vendor selection processes.
- The report also provides software vendors with competitive intelligence on the different players and product offerings dominating the market, highlighting the pace of innovation in the space.
- Based on the proprietary Verdantix Green Quadrant methodology, this report encompassed two-and-a-half-hour live product demonstrations with pre-set scenarios, desk research and vendor responses to a 184-point questionnaire covering eight technical, nine functional and eight market momentum categories.
- Our research finds that the IWMS market has undergone a massive transformation as vendors evolve their solutions into CPIP offerings. Providers have invested and are continuing to invest in data integration and management capabilities, business intelligence and reporting tools, and AI applications.
- Verdantix finds the CPIP/IWMS market to be mature: eight vendors feature in the Leaders' Quadrant – Planon, IBM, Eptura, MRI Software, Tango, Johnson Controls, Spacewell-Nemetschek and Nuvolo – due to the breadth and depth of their capabilities, and their strong market momentum. Lendlease Placeform has capabilities on par with the vendors in the Leaders' Quadrant, but falls short in market momentum.

Figure 14
Green Quadrant for CPIP/IWMS 2025



Source: Verdantix analysis



The state of the CPIP/IWMS software market

The integrated workplace management system (IWMS) software market has undergone a massive transformation since its inception in the 1980s. Initially, IWMS offerings included five key capability areas for real estate and facilities professionals (see **Figure 1**). Over time, IWMS vendors broadened and evolved their solutions in response to new customer demands and technological advances, such as the Internet of Things (IoT) and advanced analytics. In May 2022, Verdantix introduced a new categorization – connected portfolio intelligence platforms (CPiPs) – to represent the new capabilities of these solutions and future market developments (see [Verdantix Market Insight: The Transformation Of IWMS To Connected Portfolio Intelligence Platforms \(CPiP\)](#)). CPiPs refer to IoT-enabled software offerings that extend the capabilities of legacy IWMSs with live data, rich analytics, enhanced data aggregation and management, and mobile applications (see **Figure 2**).

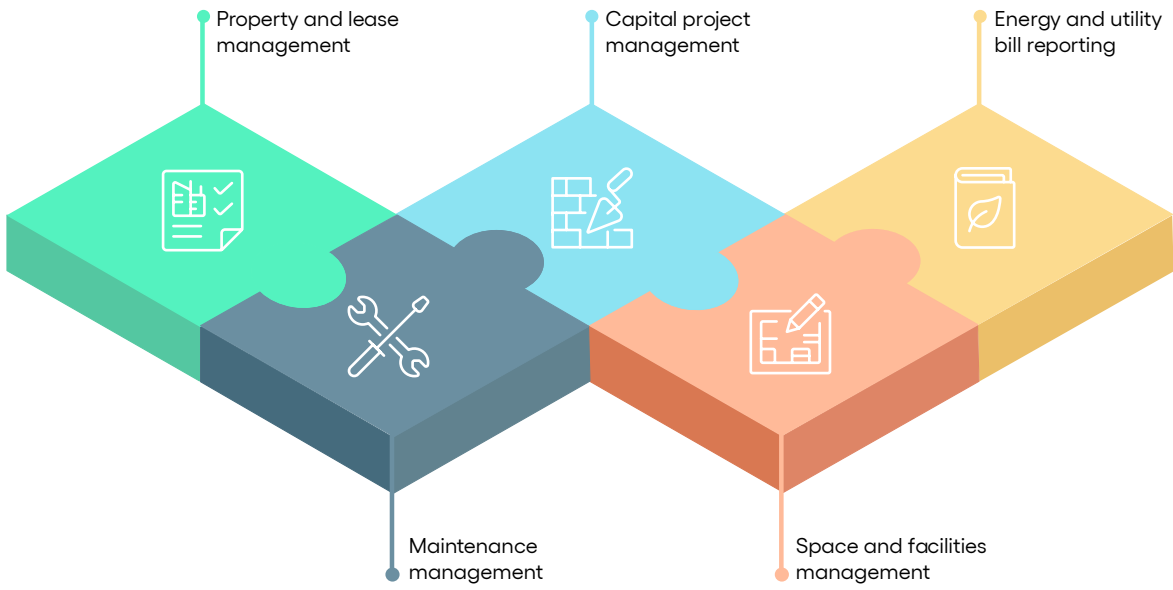
Given the complexity of CPiP/IWMS offerings and the pace of change in the market, this report provides the individuals responsible for selecting, implementing and getting value from CPiP/IWMS solutions with a detailed benchmark of the 12 most prominent solutions available on the market. Customer questions answered by this report include:

- What is the current state of the CPiP/IWMS market?
- What software applications are available in the market today to help achieve my firm's real estate and workplace-related goals?
- How are vendors transitioning from IWMS to CPiP, and which ones are doing it successfully?
- Which CPiP/IWMS vendors lead the market?
- Which CPiP/IWMS offering will best meet the requirements of my organization?

To answer these questions, Verdantix analysed 12 software solutions using a 184-point questionnaire, two-and-a-half-hour live demonstrations and interviews with 17 CPiP/IWMS software customers. We also examined our global survey data, sourced from hundreds of real estate executives, to understand their requirements and gather feedback on the solutions in the market. The resulting analysis is based on the proprietary Verdantix Green Quadrant methodology, designed to provide an evidence-based, objective assessment of suppliers providing comparable products or services.

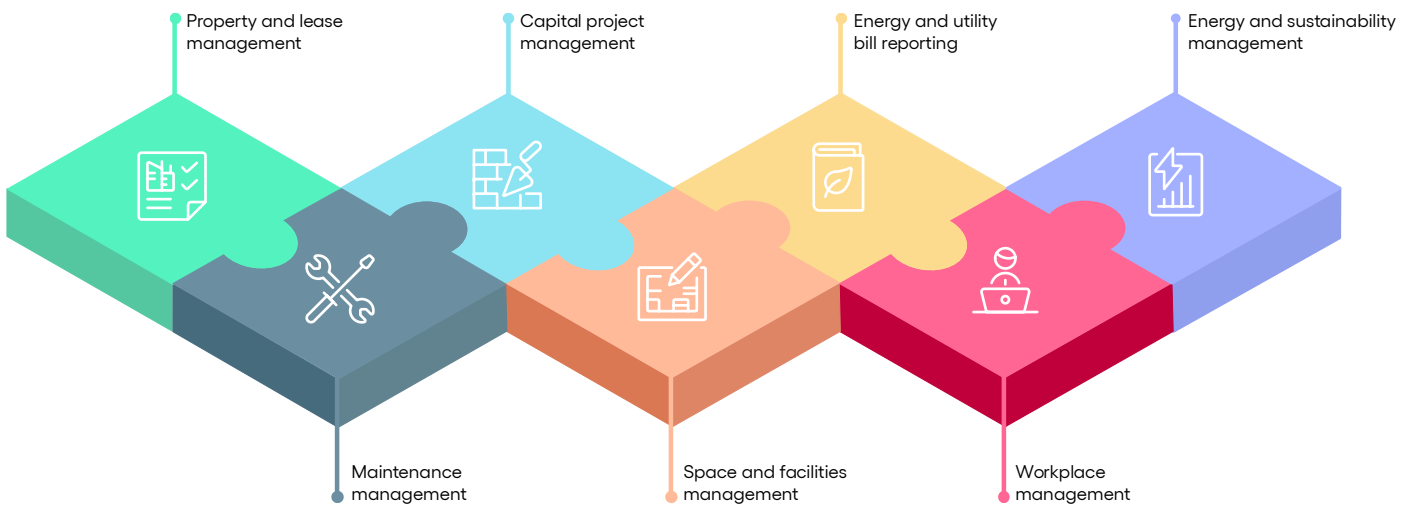


Figure 1
The five-part functionality of traditional IWMS offerings



Source: Verdantix analysis

Figure 2
The expansion of functionality of IWMS/CPIP over the years



Source: Verdantix analysis



Buyers are turning to CPIP/IWMS offerings to gain integrated views into portfolio operations

In the 2023 Verdantix global corporate survey, 51% of respondents said they were planning to increase spend on CPIP/IWMS offerings (see [Verdantix Global Corporate Survey 2023: Smart Building Technology Budgets, Priorities & Preferences](#)). Growth in the CPIP/IWMS market is being driven by:

- **Pressure to reduce operational and capital expenditure.**

According to the 2023 Verdantix corporate survey, optimizing building operations was the highest real estate objective over the next three years for 23% of respondents. Organizations are thus investing in CPIP/IWMS offerings with rich maintenance and capital project management capabilities. Although the CPIP/IWMS market is mature, there remain firms that do not have software solutions or use point solutions for such areas. Firms with existing CPIP/IWMS solutions may only have a subset of modules or only deploy them at a limited number of sites, and are therefore looking to expand deployments. Additionally, organizations may seek to replace existing CPIP/IWMS offerings with solutions that have greater functionality in maintenance management to meet cost-cutting pressures. Real estate and facilities managers, traditionally the core users of CPIPs/IWMSs, are typically the key budget-holders for real estate technology investments, helping drive investments in CPIP/IWMS (see **Figure 3**). Due to the breadth of CPIP/IWMS offerings, getting buy-in from the C-Suite is easier than getting buy-in for point solutions, as the solutions can impact various processes, such as finance.

- **Increasing focus on occupant experiences and wellbeing.**

When asked about market trends shaping real estate strategies, 47% of respondents highlighted the focus on worker wellbeing and productivity as having a 'significant impact', with a further 45% identifying it as having a 'moderate impact'. CPIP/IWMS vendors now commonly offer mobile applications that help improve employee experience, with functionality for planning in-office days and booking spaces, services and amenities. Amidst the wide uptake of hybrid and remote working programmes, firms are struggling more than ever to entice workers back into the office (see [Verdantix Future Of Office Space \(North America\)](#)). As a result, organizations are investing in CPIP/IWMS solutions to provide employees across all sites with the same application for managing in-office days. Using a single solution across a real estate portfolio helps ensure consistency and that employees who are travelling can access non-primary offices. Furthermore, firms are integrating indoor air quality (IAQ) sensors into CPIP/IWMS offerings to display IAQ KPIs for occupants. Higher education institutions – which are common users of CPIPs/IWMSs – looking to provide students with mobile applications to book libraries or study rooms are also investing in the market. Hospitals are investing in CPIP/IWMS offerings due to their ability to integrate with many core hospital systems, such as nurse-calling systems, that help improve patient wellbeing. In fact, healthcare system integration is frequently a prerequisite to CPIPs/IWMSs winning contracts in that market.

- **Real estate and workplace optimization strategies, amidst hybrid working programmes.**

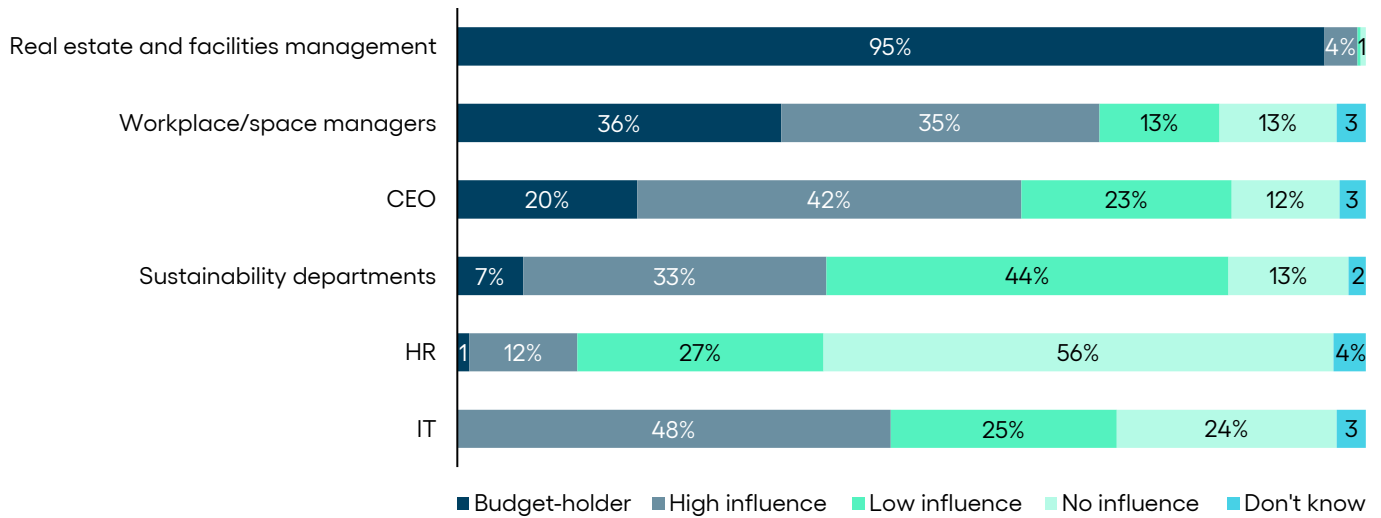
In the Verdantix corporate survey, 43% of executives said optimizing portfolio footprint was their highest (14%) or second-highest (29%) priority over the next three years. CPIPs/IWMSs have rich space management functionality that help firms collect and visualize utilization data, as well as make changes to floorplans based on utilization trends. CPIPs/IWMSs also offer property and lease management tools that help organizations track critical lease dates and cost. What makes CPIP/IWMS solutions so valuable for firms seeking to optimize footprints is the ability for users to combine space and property data sets to identify improvements. Additionally, some CPIP/IWMS providers, such as IBM and MRI Software, offer advanced tools to manage real estate transactions, from identifying potential sites to acquire or dispose of, to signing the contracts and leases.



Figure 3

Departmental influence on smart building technology investments

To what extent do the following departments contribute budget for smart building technology investments in your organization?



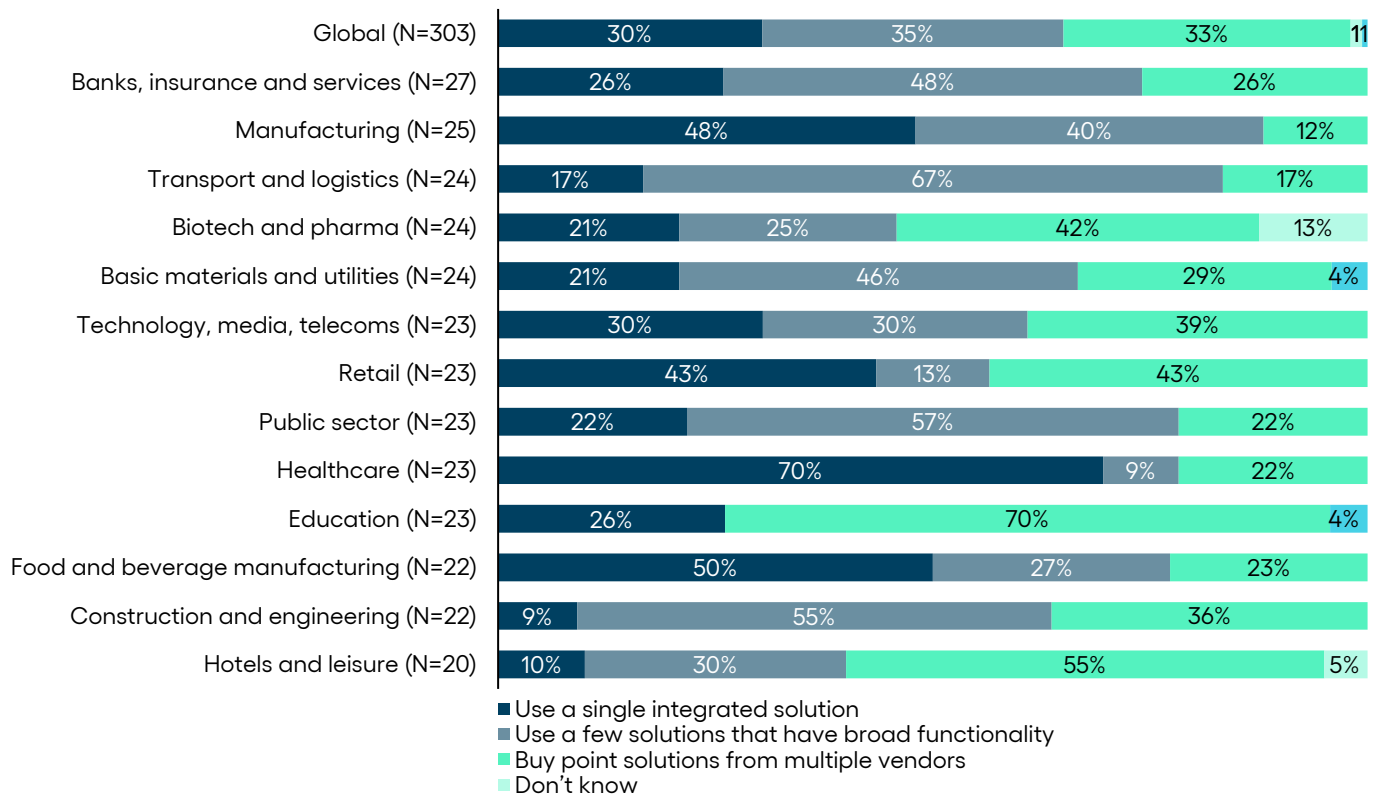
Note: Data labels are rounded to zero decimal places; percentages less than 4% are written as numbers.
 Source: Verdantix Global Corporate Smart Buildings Survey 2023; Verdantix analysis

N=303

Figure 4

Plans for real estate and facilities software over the next five years, by industry

Which of the following statements best describes your strategy for real estate and facilities software over the next five years?



Note: Data labels are rounded to zero decimal places; percentages less than 4% are written as numbers.
 Source: Verdantix Global Corporate Smart Buildings Survey 2023

N=303



- **Firms seeking holistic views of portfolio performance.**

Most organizations today are facing messy technology stacks, with different types of solutions from different vendors and varying levels of integration between them, if any. Although some executives plan to continue using point solutions in the long term, the majority today are seeking to use either a few solutions with broad functionality or a single integrated solution (see **Figure 4**). Firms are looking to consolidate technology stacks, not only for cyber security reasons, but also to integrate various data sets into a single-pane-of-glass view determined by role functionality for overall portfolio performance tracking. CPIP/IWMS offerings leverage a common database that stores data from the various modules, and provide robust reporting tools, making them well placed to provide holistic views.

Acquisition and partnership activity continues to permeate the CPIP/IWMS market

Spend on CPIP/IWMS solutions continues to increase as firms seek to cut costs, improve occupant experiences, optimize real estate portfolios and gain consolidated views of portfolio performance. Based on our analysis of key transactions in the CPIP/IWMS market over the last two years, Verdantix finds that:

- **Providers are acquiring point solutions to offer new capabilities, especially around energy.**

There continues to be a high volume of investments and acquisitions between suppliers in the CPIP/IWMS market (see **Figure 5**). CPIP/IWMS vendors are increasingly acquiring point or specialist solutions to help fill gaps in existing software suites. Many of the acquisitions since 2022 have centred on energy and sustainability – take IBM acquiring Envizi, Planon acquiring Ubigreen and Tango acquiring WatchWire – as vendors seek to meet customer priorities on decarbonization. Buyers should be aware of the extent to which suppliers' new acquisitions have been integrated with existing systems; acquired offerings can often remain siloed with limited data flow or integration between systems. For example, MRI Software is highly acquisitive, but many of the acquisitions are in the real estate management market and typically do not get fully integrated into its CPIP/IWMS solution.

- **Large building technology firms are acquiring CPIP/IWMS vendors to enter the market.**

Since Verdantix ran the 2022 IWMS Green Quadrant benchmark, the market has witnessed a flurry of building technology firms acquiring CPIP/IWMS providers. The trend started in 2020, when Schneider Electric acquired a minority shareholder position in Planon. Since then, many other building technology suppliers have acquired CPIP/IWMS solutions – witness Johnson Controls (JCI) acquiring FM:Systems in July 2023, Trane Technologies acquiring Nuvolo in November 2023 and Schneider Electric increasing its position in Planon to a controlling stake of 80% in July 2024 – to extend their customer base and the value of products. The long-term strategies of these acquisitions differ across the vendors. JCI and FM:Systems have been actively working together to bring FM:Systems functionality into JCI's OpenBlue digital platform. Meanwhile, the current strategy for Trane Technologies is to keep Nuvolo as a separate solution, but to invest in the product capabilities around asset and maintenance management.

- **Lines between CPIP/IWMS and digital building IoT platforms are starting to blur.**

As large building technology firms acquire CPIP/IWMS offerings and CPIP/IWMS vendors build out integration capabilities, the lines between CPIP/IWMS and digital building IoT platforms are beginning to blur. Digital building IoT platforms traditionally excelled at collecting granular live data from building systems and devices; while IWMS solutions excelled at static portfolio data and interconnected workflows. However, vendors from each market are building out the capabilities at which the other excelled, making it harder to differentiate the two. The ability to combine static portfolio data with live data from sensors and other devices is a key defining characteristic of the move towards CPIP (see **Figure 6**). The combined data sets provide users with new insights, efficiencies through smarter workflows and more powerful modules (see [Verdantix Strategic Focus: What The Evolution Of IWMS To CPIP Means For Real Estate And Facilities Management Executives](#)).



For example, asset condition sensor and building management system (BMS) data in maintenance modules can improve maintenance strategies via predictive analytics, as well as enable data-driven capital planning. In Spacewell's CPIP offering, IoT data can trigger tasks, such as creating a cleaning ticker when room usage exceeds a threshold by tracking door openings via a sensor. The 2024 Verdantix Green Quadrant on IoT digital platforms also featured JCI (the OpenBlue suite rather than the FM:Systems suite), showing how the line is starting to blur (see [Verdantix Green Quadrant: IoT Digital Platforms For Building Operations 2024](#)).

- **Suppliers are targeting new geographies through partnerships or acquisitions.**

While CPIPs/IWMSs have significant penetration in both the US and European markets, white space remains – especially in Europe, where deployments have typically been limited to major economies, such as the UK, Germany and France. The Asia-Pacific (APAC) market has relatively low penetration – of the 244 respondents in the Verdantix 2023 corporate survey who had CPIP/IWMS deployments, 43% were based in EMEA, 31% in North America and only 26% in APAC. To enter new geographies, vendors have acquired software or services firms or formed partnerships with resellers and consultants in such countries. For example, Netherlands-based Planon has partnered with EY Advisory Netherlands and US-based consultancy EBUSINESS STRATEGIES; and acquired Austrian implementor COOR, Oceania-based asset management services firm SPM Assets and Swiss consulting firm AIA. Meanwhile, US-based Tango acquired Locatee, a workplace analytics solutions provider in Switzerland.

Figure 5
Key CPIP/IWMS transactions since January 2022

Year	Month	Transaction	Description
2022	January	ACQUISITION	IBM acquires ESG data management and reporting solution provider Envizi
2022	January	ACQUISITION	Planon acquires Austrian software development and implementation firm COOR
2022	January	ACQUISITION	MRI Software acquires Australian property and lease management solutions firm LeaseEagle
2022	January	ACQUISITION	Tango acquires workplace management and employee experience solution provider AgilQuest
2022	January	ACQUISITION	MRI Software acquires work order and operations management solutions firm Angus Systems
2022	February	PARTNERSHIP	Planon partners with safety management solutions firm XPERT In Control to help firms manage legionella risks
2022	April	ACQUISITION	Planon acquires a majority stake in SPM Assets, an asset management services provider in Oceania
2022	June	ACQUISITION	Tango acquires employee engagement application billie
2022	June	ACQUISITION	MRI Software acquires real estate management software firm PropertySuite
2022	July	ACQUISITION	Planon acquires Swiss real estate and facility management consulting firm AIA
2022	July	PARTNERSHIP	Planon partners with EY Advisory Netherlands
2022	July	PARTNERSHIP	Planon partners with real estate and workplace management software consultancy EBUSINESS STRATEGIES
2022	October	MERGER	Thoma Bravo merges Condecoco with iOffice + SpacelQ, launching a new brand, Eptura
2022	October	ACQUISITION	MRI Software acquires predictive analytics for retail provider Springboard
2022	October	PARTNERSHIP	Nuvolo partners with JLL Technologies to address the needs of firms in the life sciences and public institutions markets
2023	January	ACQUISITION	Planon acquires a majority share in energy management solutions firm Ubigreen

Figure 5 (continued) ↓



Figure 5 (continued)

2023	January	PARTNERSHIP	Planon partners with Microsoft, adding Microsoft Azure to Planon's cloud platform
2023	January	ACQUISITION	Addnode Group acquires business systems supplier for real estate firms FAST2 Affärssystem AB and makes it a part of Service Works Global
2023	February	ACQUISITION	MRI Software acquires operator and investor in real estate software firms PropTech Group
2023	February	PARTNERSHIP	Planon partners with integrated construction and facilities management services firm Gilbane
2023	March	ACQUISITION	Planon acquires real estate and portfolio management software provider control IT
2023	May	ACQUISITION	IBM acquires data security management platform provider Polar Security
2023	May	PARTNERSHIP	Planon partners with SAP to offer an integrated solution for real estate and facilities management
2023	June	PARTNERSHIP	FM:Systems (now Johnson Controls) partners with indoor air quality solutions firm Airthings
2023	July	ACQUISITION	Johnson Controls acquires CPIP/IWMS provider FM:Systems
2023	July	ACQUISITION	MRI Software acquires Australian property technology consulting and outsourced managed services firm Loci Solutions
2023	July	PARTNERSHIP	Spacewell partners with London-based software consulting and services firm TCM IP Services
2023	August	ACQUISITION	Tango acquires energy and sustainability management solutions firm WatchWire
2023	September	PARTNERSHIP	Planon partners with indoor air quality solutions firm Airthings
2023	October	PARTNERSHIP	Spacewell partners with IoT technology provider Pressac Communications
2023	November	ACQUISITION	Trane Technologies acquires CPIP/IWMS firm Nuvolo
2023	December	ACQUISITION	IBM acquires data operations platform StreamSets
2024	March	ACQUISITION	Tango acquires workplace analytics solution provider Locatee
2024	March	ACQUISITION	IBM acquires orchestration and automation platform Pliant
2024	July	ACQUISITION	Schneider Electric acquires majority stake in IWMS/CPIP provider Planon
2024	July	INVESTMENT	VLogic Systems receives private equity investment from Northrim Horizon
2024	August	PARTNERSHIP	Tango partners with Workday to launch the Workday + Tango Lease Management Packaged Solution

Source: Verdantix analysis



Figure 6

Comparing the functionality of CPIP components with IWMS and IoT platforms

	IWMS	IoT platforms	CP/IP
Data management and analysis			
Portfolio data (leases, floorplans, etc.)	●	◐	●
Occupancy IoT data	◐	●	●
Indoor environment data (IAQ sensors)	◐	●	●
Granular energy IoT data	○	●	●
Advanced analytics (AI, ML, FDD)	◐	●	●
Workflow management			
Connected workflows between modules	●	◐	●
Wizard for custom workflows	●	◐	●
Modules			
Real estate investment management	●	○	●
Property management	●	◐	●
Capital project management	●	◐	●
Maintenance management	●	◐	●
Space and workplace management	●	◐	●
Energy management	◐	●	●

Commonly included	●
Infrequently included	◐
Not included	○

Note: CPIP refers to CPIP and associated data lake that connects to existing solutions and data sources.
 Source: Verdantix Market Insight: Revisiting Connected Portfolio Intelligence Platforms Six Months After Launch



IWMS vendors are embarking on the transition to CPIP suppliers

CPIP/IWMS providers are filling capability gaps and expanding into new geographies via acquisitions and partnerships. Meanwhile, large building technology providers are entering the market by acquiring CPIP/IWMS vendors. The market is being shaped in part by these investments and acquisitions, as well as by new product developments. Based on our analysis of vendor strategies and product launches, Verdantix finds that CPIP/IWMS providers are:

- **Enhancing data integration and management capabilities.**

To help meet customer demand for holistic portfolio views, vendors are heavily investing in functionality to collect data from smart devices, building systems, equipment and third-party solutions (see [Verdantix Market Insight: Revisiting Connected Portfolio Intelligence Platforms Six Months After Launch](#)). From 2017 to 2019, the focus was on bringing occupancy data from sensors into CPIP/IWMS offerings. Since then, suppliers have shifted focus to bringing in live data from operational technology (OT) systems and smart meters to improve maintenance, capital project and energy management processes. Beyond collecting the data, CPIP/IWMS providers are investing in data management functionality, such as data-tagging and enhancement tools, to help users organize and standardize data sets for analysis.

- **Investigating high-value AI applications to enrich platforms and customer processes.**

With the growing popularity of AI, as well as the increasing accessibility of such models, vendors are exploring the use of AI within CPIP/IWMS offerings. Many providers in this benchmark, such as MRI Software, Planon, Service Works Global (SWG) and Tango, are offering or piloting chatbots, based on natural language models (NLMs) that help employees, technicians and managers run processes, find information or identify trends. Going forward, suppliers are seeking to develop AI applications that will have a high impact on customer processes. For example, Tango's space optimization tool leverages AI and ML (machine learning) analytics to run multiple permutations of floorplans based on user-defined inputs, and displays the top suggestions based on the parameters set. Tango is planning to update the solution to take occupancy trends into account and better forecast the number of additional seats a department will need. Key areas of research for AI applications are processes across asset and maintenance management, energy improvements, space planning, employee experiences and real estate portfolio optimization.

- **Extending the capabilities and scope of modules offered.**

Suppliers are augmenting the capabilities and scope of modules provided within CPIP/IWMS offerings via acquisition, partnerships or in-house development. In addition to a focus on energy and sustainability management, vendors have been investing in real estate management capabilities. For example, in 2022, Nuvolo extended its lease management solution to include capabilities for complying with the Financial Accounting Standards Board (FASB) ASC 842 and the International Accounting Standards Board (IASB) IFRS 16. Similarly, Planon's partnership with SAP introduced a real estate management solution that combines Planon's strengths with SAP's strengths in enterprise resourcing planning (ERP).

- **Investing in mobile applications for employees and technicians.**

Mobile applications continue to be important, as people – especially building occupants and employees – increasingly expect mobile-first experiences. In response to these demands, CPIP/IWMS vendors are launching new mobile capabilities for employees and technicians. Suppliers are focusing on enriching existing capabilities with integrations and AI, such as integrating room booking with Microsoft Outlook and enriching booking processes with AI that helps find the ideal space based on user needs. Vendors are also introducing chatbots that simplify day-to-day processes for end-users; for example, a chatbot that employees can use to book spaces or submit service requests. For technicians, chatbots can help them find asset-level information, such as warranty documents or what types of parts they will need for maintenance.



Buyers need to watch out for variations in CPIP vendor strategies and focus areas

CPIP providers are advancing data integration, AI applications, module capabilities and mobile functionality to improve portfolio decision-making, maintenance and employee experiences. Although the CPIP market has reached maturity, there are still major differences across the players' products and strategies. Buyers should be aware that CPIP suppliers have:

- **Different approaches to providing an integrated solution.**

Due to the acquisitive nature of providers and the broadening scope of modules offered, CPIP suppliers have changed their approaches to offering CPIPs. Some vendors, such as Nuvolo, VLogic Systems and zLink, continue to offer a single platform for all functionalities. However, an increasing array of providers offer a core IWMS proposition that is enriched by add-on products or third-party integrations to create a CPIP. For example, IBM offers a CPIP via its Asset Lifecycle Management (ALM) portfolio, which is composed of four interconnected solutions: TRIRIGA for core IWMS, Maximo Application Suite (MAS) for asset management, Envizi for ESG reporting and Environmental Intelligence for weather modelling. IBM has a high level of integration between the separate solutions and the MAS Monitor enables users to bring together data sets from the different applications. The level of integration, however, varies across providers, and customers should be aware that they may need to move between various solutions to get different data sets if the solutions are not well integrated. Customers should ask potential vendors direct questions on which solution(s) will need to be deployed to meet their needs.

- **Divergent levels of industry-specific functionality.**

Although all vendors offer the core CPIP capabilities for office occupiers, the industry-specific functionality provided will vary. Tango offers specialist solutions for the retail industry, helping retailers identify profitable sites and potential locations for new sites. SWG offers healthcare-specific processes and solutions, such as its healthcare cleaning module that was built specifically for use within the UK's National Health Service (NHS). Spacewell has a pre-configured template that provides a foundation for implementing its solution in municipalities. Planon offers the Facility Services Business Solution for facilities management (FM) service providers and the Campus Management Solution for higher education. Customers seeking functionality to support industry-specific processes should investigate to what extent a potential vendor has solutions for their industry.

- **Specific solution strengths and focus areas.**

CPIP solutions have broad reaches, but many suppliers excel in specific areas. Some vendors, such as Placeform, provide excellent technical, platform-level capabilities for data integration and management, but lack application capabilities. Other providers focus on offering a robust set of applications, yet fall short on technical capabilities. Furthermore, within the modules offered, some vendors have heavily invested in specific areas, based on target customer bases or product strategies. For instance, SWG has elected not to offer advanced lease accounting functionality, but instead to focus its investments on asset and maintenance management tools. Customers should have a clear understanding of what matters most to them when selecting an CPIP provider – a deeply interconnected platform or a suite of modules for various processes. Moreover, buyers should refer to the scores and vendor profiles in this report to understand the strengths and future investment areas of each provider. Potential buyers should also be aware that over-customizing CPIP deployments can lead to issues across the core product and any integrations when performing platform updates.

- **Varying approaches to solution implementations.**

Due to the breadth and complexity of CPIP offerings, the implementation periods are often long and require engagement from various stakeholders. All suppliers continue to invest to reduce implementation timelines via pre-configured data templates, out-of-the-box workflows and tools to gather client data. However, variations



can still be found across the vendors. Some suppliers prefer to handle all implementations themselves, such as SWG, VLogic Systems and zLink, while other vendors work with a multitude of workplace systems integrators (see [Verdantix Green Quadrant: Workplace Systems Integrators 2023](#)). Customers should be aware of the benefits and limitations of different approaches. For example, vendors that run all the implementations in-house can more easily implement customer-specific customizations, but the scope of the implementation may be limited due to lack of access to labour in certain geographies. On the other hand, vendors that have multiple implementation partners will be able to more easily support large, global deployments.

Buyers select CPIP offerings based on reporting capabilities, solution configurability and support services

When reviewing potential CPIP suppliers, customers should be aware that they have different approaches to offering CPIP solutions, deploying offerings, levels of industry-specific functionality and solution strengths. When reviewing potential providers, which factors impact the selection process? Interviews reveal that buyers are looking for:

- **A software supplier with rich implementation and post-sale services.**

The services provided by vendors and their implementation partners is always important, as clients seek to develop long-term relationships with vendors, rather than one-off engagements. In the interviews, many customers noted that the ability to talk to their CPIP supplier or services partner on a semi-regular basis to discuss upcoming releases or required customizations was a differentiating factor. They find value in vendors that establish clear and consistent lines of communications and help them understand the pros and cons of certain customizations or deployment configurations.

“One of the biggest assets for our provider is the business partners that help manage and configure the system during implementation and on an ongoing basis.” (Customer reference)

- **Highly configurable software that can meet business-specific requirements.**

Another attribute customers prioritize when selecting software vendors is the solutions' configurability options. As CPIP solutions are leveraged by many stakeholders for various processes, clients want to make sure that they can configure the solutions to meet organization-specific rules and requirements. This is especially important for clients with industry-specific needs, such as firms in healthcare, higher education or facilities services, and for organizations with elaborate and specific processes, such as unique complexity of leases.

“A benefit of the solutions is the amount of customizability and enhancement we can do from the application development area, using a drag-and-drop interface and graphical workflow editors – this has allowed us to build a lot of custom things on top of the solution.” (Customer reference)

- **Easy-to-use reporting tools, to bring various sources of information together.**

Customers consistently mentioned reporting tools as key evaluation factors. CPIP offerings collect and store massive volumes of data from various sources. Clients thus seek solutions that provide intuitive reporting tools and aid in bringing various data sets together. Furthermore, customers want solutions that limit the viewing of select reports by certain stakeholders, so as to not overwhelm them. Organizations commonly use CPIP solutions to send regular reports on office performance across various metrics, such as occupancy and financial KPIs; therefore, they value offerings that simplify reporting processes.

“We were looking for a solution that could consolidate different data sets and allowed us to bring those data sets together in reports or dashboards to enhance decision making.” (Customer reference)



- **Intuitive user interfaces across web and mobile applications.**

Quality of user interfaces (UIs) continues to be a significant factor influencing software vendor selection. As many different stakeholders interact with CPIP deployments, customers prioritize solutions with intuitive UIs that adapt to stakeholder-specific needs. For instance, a head of lease management would only view modules and data sets that matter to them, such as upcoming lease expiries and lease costs. Mobile UIs are also increasingly important, as organizations deploy CPIP solutions with employee engagement applications. The goal of such employee apps is to reduce friction points in the workplace. Firms also value solutions with modern mobile UIs that help employee uptake and facilitate key processes, such as booking spaces. The mobile UI of technician apps is especially important, as many technicians push back on the use of mobile apps, being used to performing tasks using pen and paper. Technicians are thus more likely to accept and use mobile applications that are very intuitive and require minimal to no training.

“One of the key differentiators that made us select our provider was that the solution had a nice UI and was easier to interact with than other solutions we assessed.” (Customer reference)

Green Quadrant for CPIP/IWMS 2025

The IWMS market has undergone a massive transformation in the past 10 years and continues to evolve. Buyers of such offerings seek flexible CPIP products with intuitive UIs and advanced reporting tools provided by vendors with high-quality services or large networks of services partners. Due to the evolution of IWMS to CPIP, this Green Quadrant benchmarks vendors to the capabilities of CPIP – rather than traditional IWMS – functionality. For the purpose of this report, Verdantix defines CPIP software as:

“A unified application suite covering real estate portfolio management, lease management, space and workplace management, facilities maintenance and service management, energy intelligence and building asset lifecycle management. These platforms are cloud- and workflow-based systems, able to ingest and integrate data from multiple business and operational sources, encompassing spatial, time series, building systems and IoT data, to provide advanced analytics for enhanced planning, operating, reporting and decision-making activities.”

This definition does not feature software services related to implementation, integration, training and consulting, or software and applications with a focus on a single or select few impact areas. The assessment encompasses both applications deployed on-premises and those that are single- or multi-tenant cloud-hosted.

We note that there is also a broad range of software vendors that offer a subset of CPIP/IWMS capabilities, such as software for space optimization or lease management. These solutions fall outside the scope of this study and will be covered in separate Verdantix research. In addition, there are some software vendors, such as SWG, offering broad CPIP/IWMS solutions that continue to describe their products as computer-aided facility management (CAFM), particularly in Europe.

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 investment decisions by identifying potential vendors, structuring relevant purchase criteria through discussions with buyers and providing an evidence-based assessment of products or services in the market. To ensure objectivity in the study results, the research process is guided by:



- **Transparent inclusion.**

We work to analyse all providers that would qualify for inclusion in the research. For those providers that fail to submit the information requested, we work to include them based on publicly available information and previous Verdantix research that provides an impression of their market positioning, where such information is deemed sufficiently complete and accurate to form a basis for benchmarking.

- **Analysis from the buyer's perspective.**

For this Green Quadrant, we interviewed 17 individuals who have bought or are planning to buy the product analysed in this report. The purpose of these interviews is to define relevant buying criteria and inform the weightings of the evaluation criteria in the model that drives the Green Quadrant graphic. Additionally, we utilized insights from Verdantix research, such as corporate surveys of real estate and FM decision-makers to assess the evolving needs of customers.

- **Reliance on professional integrity.**

As it would be unfeasible to check all data and claims that providers make, we emphasize the need for professional integrity. Correspondingly, assertions made by software providers are put in the public domain via the Verdantix report and can be checked by competitors and existing customers.

- **Scores based on available evidence.**

To assess the expertise, resources, business results and strategies of individual providers, we collect evidence from public sources and conduct interviews with multiple representatives of the actively participating software firms, as well as industry experts. Where providers claim to be 'best in class', we challenge them to present related evidence.

- **Comparison based on relative capabilities.**

We construct measurement scales ranging from below peer-group average to optimal performance at a certain point in time for each assessment category. A provider's position in the market can change over time, depending on how its offering and success evolve relative to its competitors. Hence, a vendor's Quadrant positioning may not necessarily improve – even if it adds new capabilities, makes a strategic acquisition or receives investment – as the assessment is relative to what other vendors are offering. The Green Quadrant analysis is typically repeated every one-and-a-half to two years.

Scope and methodology for the 2025 Green Quadrant CPIP/IWMS study

Verdantix studies reflect the current state of customer requirements and product capabilities. As such, Verdantix updates the assessment criteria to ensure that they are in line with the current state of the market. In this iteration of the 2024 Green Quadrant CPIP/IWMS study, where we are comparing vendor advancement in CPIP, Verdantix:

- **Adjusted the weighting to reflect market trends and customer priorities.**

The Verdantix Green Quadrant considers the evolution of the market and customer requirements to ensure the weighting of all high-level criteria mirrors the current importance of all software components to users globally. Given the evolution of legacy IWMS to CPIP, we applied adjusted weightings for each high-level capability criterion to mimic the development of CPIP. For example, in the 2024 CPIP/IWMS Green Quadrant, business intelligence and analytics capabilities are worth an 11% weighting of the total capabilities score, versus a 2% weighting in the 2022 study. This reflects growing customer interest in software platforms that provide rich reporting and analytical tools, as well as software vendors investing in such capabilities.



- **Consolidated the high-level capabilities areas from 26 to 17.**

In the 2024 Green Quadrant, we have consolidated the high-level capability criteria compared with the previous study published in 2022. We combined various criteria areas into broader criteria – for instance the 2022 Green Quadrant had separate criteria for asset monitoring, and asset and maintenance management, which have been consolidated to asset and maintenance management in this report. This 2024 Green Quadrant offers a more stringent assessment of a vendor’s ability to innovate to meet the emerging needs of buyers.

- **Included coverage of customer success and adoption.**

A key, and often overlooked, criterion into which customers require insight relates to the customer success strategies that vendors implement in the market. To account for these, Verdantix included questions around total customer count, retention rates and strategy. Furthermore, we undertook 17 customer interviews with users of vendor solutions highlighted in this Green Quadrant.

Evaluated firms and selection criteria

Verdantix defines vendor inclusion criteria to ensure that the Green Quadrant analysis only compares firms providing similar offerings. The 12 providers included in this study were selected because they have:

- **Functionality for at least four of the CPIP functional capabilities assessed.**

We scanned the market to identify those vendors that offer more comprehensive CPIP solutions and can manage the broad spectrum of processes being assessed, alongside additional functionality in areas adjacent to core CPIP applications. Participating vendors were selected based on their ability to offer robust functionality in at least four of the following eight capability areas: (1) real estate management; (2) property and lease management; (3) capital project management; (4) space management; (5) workplace management and services; (6) asset and maintenance management; (7) energy management; and (8) ESG management.

- **Evidence of being able to deliver the capabilities in an integrated solution.**

To eliminate point solutions and siloed application suites, this study only compared vendors that could deliver the broad section of processes via an integrated solution. For those vendors submitting more than one solution, we required them to demonstrate the ability to combine data from the different solutions into one dashboard or report.

- **CPIP software revenues of at least \$2 million.**

This study only compares vendors that generate revenues from CPIP in excess of \$2 million annually.

Based on the inclusion criteria above, this report looks in depth at the CPIP/IWMS offerings available from 12 vendors: Eptura, IBM, Johnson Controls, Lendlease Placeform, MRI Software, Nuvolo, Planon, Service Works Global, Spacewell, Tango, VLogic Systems and zLink (see **Figure 7**). Rapal, which was highlighted in the 2022 iteration of this Green Quadrant, is not featured in this year’s analysis, as it has been acquired by EG and repurposed to focus on space and workplace management specifically. Verdantix also invited FacilityForce, ROSMIMAN and ServiceNow; however, these firms either failed to respond or declined due to constraints. Eleven software suppliers included in this study actively participated through responses to a 184-point questionnaire and providing a software demonstration of at least two hours. VLogic Systems declined to participate actively and was scored based on previously submitted information, as well as publicly available information. Verdantix benchmarked vendors based on a questionnaire submitted in August 2024, so it does not consider the capabilities from acquisitions or new product launches and the momentum from investments made after August 2024.



Figure 7
Suppliers and solutions assessed

Vendor	CPIP/IWMS solution(s)
Eptura	Eptura Workplace; Eptura Employee Experience; Eptura Visitor; Eptura Asset; Serraview; Condeco; Archibus
IBM	TRIRIGA Application Suite (TAS); Maximo Application Suite (MAS); Envizi; Environmental Intelligence
Johnson Controls	FM:Systems (FMS:Workplace, FMS:Insights, FMS:Employee)
MRI Software	MRI Manhattan; MRI Agora Insights
Nuvolo	Connected Workplace
Planon	Planon Platform
Lendlease Placeform	Placeform
Service Works Global	QFM; QFM Space; QFM BIMi; Senslinc
Spacewell-Nemetschek	Spacewell Workplace; Spacewell Energy
Tango	Tango Real Estate; Tango Projects & Maintenance; Tango Workplace; Tango Energy & Sustainability
VLogic	VLogicFM
zLink	zLinkFM

Source: Verdantix analysis



Evaluation criteria

Verdantix defined the evaluation criteria using a combination of interviews with practice managers, discussions with customers and existing expertise. This Green Quadrant analysis compares offerings from 12 software firms, using a 184-point questionnaire covering eight categories of technical capabilities, nine categories of functional capabilities and eight categories of market momentum. Individual metrics are classified as follows:

- **Demonstrated capabilities metrics.**

The capabilities dimension, plotted on the vertical axis of the Green Quadrant graphic, measures each software vendor on the breadth and depth of its service approach, differentiators against other software providers and proven experience in each area. To assess this, we evaluated data for eight technical capabilities and nine functional capabilities. The technical capabilities were: (1) application and data centre security; (2) data management and database; (3) live data and systems integration; (4) platform – configurability and customizability; (5) mobile applications; (6) platform – business intelligence and analytics; (7) user interface; and (8) internationalization. The functional capabilities were: (1) real estate management; (2) property and lease management; (3) capital project management; (4) space management; (5) workplace management and services; (6) occupant health and safety; (7) asset and maintenance management; (8) energy management; and (9) ESG management.

- **Momentum metrics.**

The momentum dimension of the analysis, plotted on the horizontal axis of the Green Quadrant graphic, measures each firm based on its vision and strategy; implementation methodology; relationships and partnerships; customer focus; installed customer base; deal sizes; organizational resources; and financial resources.

All sub-criteria were scored between the values of zero ('no capability') and three ('best in class'). Each sub-criterion has a percentage weighting that dictates its contribution to the capability or momentum score. The combination of high-level criteria scores in the capabilities and momentum sections generated the Green Quadrant graphic and rankings. **Figure 8, Figure 9** and **Figure 10** provide details of the study criteria, along with the weighting of each primary criterion, shown inside the parentheses. **Figure 11, Figure 12** and **Figure 13** indicate the scoring for all participants against the criteria. **Figure 14** consists of the Green Quadrant graphic, summarizing the positioning of all firms in this benchmark study.



Figure 8
 Technical capabilities criteria for CPIP/IWMS

Capabilities	Questions
Application and data centre security (1%)	What is your security framework for the enterprise application? What vulnerability assessments do you perform, and when? What is the application uptime and compliance with customer service level agreements (SLAs)? What is the SLA for data recovery? Recovery point objective (RPO), recovery time objective (RTO)?
Data management and database (12%)	How does the platform enable users to aggregate data in a data warehouse/lake? What other approaches do you use to deal with large volumes of data? Please provide details on functionality and examples of use. How do you organize and group data from different products and modules into a single set? How does the system provide unification of data across products and modules to create workflow and intelligence efficiencies using various sets of data? What functionality is available to enhance data quality? E.g. normalizing the data sets, data tagging and relating them to one another. Detail how your solution provides extensible, flexible and interoperable data access to customers. What can be used by third-party tools to access (report/analyse/extract) data and in real time? Please detail open system architecture integrations, API strategy and support for integration into multi-application enterprise IT environments (e.g. data lakes/warehouse integration).
Live data and systems integration (11%)	What functionality is provided to bring in live data, such as from occupancy sensors, IAQ sensors, asset condition sensors and smart energy meters? Please provide examples of the different types of sources and communication protocols supported. What functionality is provided to integrate with operational technology systems, such as BMS/BAS, HVAC and lighting? What functionality is provided to bring in external data, such as weather, traffic or social media data? Please provide examples of how the data are used within the platform and how they can automate processes. What integrations tools and technologies does the platform offer? Includes pre-built integrations, Open API standards, etc. Provide details on the integration capabilities of your platform with third-party software solutions. Please provide examples of the different types of integrations (bi-directional) and software solutions (ERP, ESG reporting, BIM & CAD, etc.) Describe interoperability between different third-party software and hardware offerings. To what extent can your platform agnostically integrate with third-party solutions?
Platform – configurability and customizability (10%)	How can forms be (re)configured? Details on forms in the system and how they can be changed/added to. How can terminology be (re)defined? Details on terminology definitions in the app and how they can be changed/added to. How can measurement metrics be (re)configured? Details on metrics in the app and how they can support distinguishing leading/lagging indicators, be changed with formulas or support unit conversions. How can role-based user rights be (re)configured? Details on role definitions in the app and how they can be changed/added to. How can the workflow be (re)configured? Details on workflow in the system and how they can be changed/added to. How does the system support users creating their own workflows using data from different modules and live data? What development tools can clients use to develop new apps/modules? Do you provide low-code capabilities for non-developers to customize solution/add new modules?
Mobile applications (2%)	Which operating systems is your mobile app compatible with? How many usage-scenario-specific mobile apps do you offer? Do you offer a mobile app for employees? Do you offer a mobile app for technicians?

Figure 8 (continued) ↓



Figure 8 (continued)

<p>Platform – business intelligence and analytics (11%)</p>	<p>Does the app have its own BI tool or is it sold with a third-party BI tool? What data discovery tools are available? Please provide details on functionality and examples of use. What reporting and dashboard tools are available? How is the interoperability of data from different modules featured within reporting? Can firms create their own custom reports and save them as templates? Please provide details on functionality and examples of use. What analytics and predictive/trending tools are available? What forecasting tools are available? Please provide details on functionality and examples of use.</p>
<p>User interface (2%)</p>	<p>What is the usability/user friendliness of the enterprise app interface? Demonstrate during the live demo. What is the usability/user friendliness of the mobile and tablet app interface? Demonstrate during the live demo. What functionality is provided for end-users to configure the UI of mobile apps or dashboards?</p>
<p>Internationalization (1%)</p>	<p>What is the extent of the multi-currency functionality? How does the software manage currency conversions? How many user interface languages are provided out of the box for immediate deployment? What is the cost/time to add a new/additional language? Provide details.</p>

Source: Verdantix analysis

Figure 9
Functional capabilities criteria for CPIP/IWMS

Capabilities	Questions
<p>Real estate management (4%)</p>	<p>What functionality is provided for real estate transaction management? This includes tracking data on the entire life cycle of deals and providing analysis to help users determine optimum real estate transactions. What functionality is provided to support intelligent site selection for a new office or retail site? This includes providing an analysis to retailers on the high-potential areas based on customer footfall and analysis on climate risks and other ESG factors. What functionality is provided to analyse the performance of an asset versus market comparable? Include any functionality provided to enable users to model the impact of market shifts and tenancy changes.</p>
<p>Property and lease management (8%)</p>	<p>What functionality is provided for the tracking of portfolio property information across owned and leased spaces, covering all the key metrics such as property size, location, lease length, tenancy status, occupancy, rental cost and details on major contractors? What tools are provided to create budgets and track progress? Focus on operating expenses in your response – capital projects are covered in the next section. What functionality is provided for tenant management, leasing and billing? What are the capabilities to create lease ledger entries compliant with lease accounting standards? What is the range of lease types that the software solution can process? What are the capabilities offered for the creation and management of green leases? What is the range of regional lease accounting standards that the solution can manage? Please outline whether these capabilities are delivered via the IWMS solution or partner vendors. What is the range of international accounting and reporting guidelines that the software can manage? Does your solution support FASB, IFRS and AASB? What functionality is provided for firms to benchmark the performance of their own properties/leases? How does the property management module augment other modules within the platform? How is the information then used within other modules? What workflows can be accomplished? Does the platform leverage AI or ML tools/capabilities for property management?</p>

Figure 9 (continued) ↓



Figure 9 (continued)

<p>Capital project management (8%)</p>	<p>What functionality is provided to support with capital project planning and analysis? Please distinguish between tools for strategic capital planning across the portfolio and tools that support single project capital planning. Does the platform integrate with any third-party solutions for capital project management? Including design and construction tools, specialist project management solutions. How do you integrate data around asset health and business intelligence to help firms with capital planning? Please provide details on any real-time capabilities. What are the capabilities to help organizations support ongoing, day-to-day management of various capital projects so that they remain on schedule and within budget? What are the capabilities to support the commissioning of projects to minimize any start-up issues? What are the capabilities to manage the financial elements of capital projects? How do you support approval processes? This includes integrating capital budgets with procurement and work order functionality. Does the platform leverage AI or ML tools/capabilities for capital project management? This includes AI-powered scheduling for projects based on timelines and budget, identifying potential issues to budgets/timelines ahead of time, etc. How does the capital project management module augment other modules within the platform? How is the information then used within other modules? What workflows can be accomplished?</p>
<p>Space management (8%)</p>	<p>Describe the tools to import and update facility drawings that show a visualization of a workspace. Please call out any specific integrations to CAD/BIM solutions. What is the functionality to support the drawing out of room boundaries, seats, cubicles, etc.? Please describe any innovation in this area. What is the functionality provided to support the allocation of workers or departments to desks or offices areas in ways that support collaboration? This includes space planning, neighbourhoods/department zones and dynamic space allocation. What is the functionality to manage space chargebacks? What is the functionality to add information about a space? What is the functionality for employees to search by those characteristics? What functionality is provided for collecting data on space allocations and space utilization? What granularity of space utilization data can users analyse? What functionality is provided for analysing data utilization to support strategic decisions about space? How can lease data be analysed alongside space usage data to support future real estate decisions? What is the functionality to create different scenarios for how staff and departments can be arranged within floorplans? What are the range of scenarios that can be reviewed? What are the capabilities to support move management within organizations? How does the software support with employee communications? Please outline how the software supports different complexities of moves, such as single-person moves to whole department or building moves. Does the platform leverage AI or ML tools/capabilities for space planning? This includes AI-recommended floorplan, savings simulations, AI-powered move management coordination, etc. How does the space management module augment other modules within the platform? How is the information then used within other modules? What workflows can be accomplished?</p>
<p>Workplace management and services (6%)</p>	<p>What functionality is provided for users to reserve desks or rooms? Includes functionality that enables users to find the most productive workspace to meet their needs and to book services for the reservation. Please also describe any integrations with calendars. What functionality is provided for real-time wayfinding to locate desks, co-workers and amenities? How is it provided? How is the wayfinding path created? What functionality is provided to support visitor management? This includes the printing of visitor passes, notifications to staff that guests have arrived and tracking of visitors in a building. It also includes functionality to manage catering and services for client meetings. What functionality is provided for occupants to more efficiently collaborate in hybrid working? Includes capability for employees to share days in the office and desk location with co-workers, AI to help identify the ideal time and space to meet, users to select favourite/key co-workers and get notified when they plan to be in office, message co-workers in-app. What is the functionality to enable building managers to send out notifications to occupants based on their location? This includes GIS-related functionality such as alerting occupants of emergency situations, maintenance issues or offering updates on meetings or events. What is the functionality to provide employees with ability to book onsite and local services? This includes functionality so that occupants can book food deliveries or gym classes locally. What is the functionality to provide virtual personal assistants to support workers with a range of tasks? Use of natural language processing for employees to identify best desks/floors to sit on based on the task, best day to meet given the stakeholders, etc. Does the platform leverage AI or ML tools/capabilities for employee experience? This includes the use of AI to recommend ideal rooms/desks based on needs/historical preferences. How does the workplace management module augment other modules within the platform? How is the information then used within other modules? What workflows can be accomplished?</p>

Figure 9 (continued) ↓



Figure 9 (continued)

<p>Occupant health and safety (1%)</p>	<p>What functionality is there to allow building occupants to provide feedback on their workspace on factors such as temperature and lighting preference? What functionality is there to enable workers to report maintenance, and health and safety issues? What are the capabilities to help organizations to actively improve wellbeing levels within buildings? E.g. allowing occupants to see the indoor air quality/temperature/etc. of a space, alerting occupants when the IAQ of an occupied meeting room is no longer optimal. What capabilities do you offer to support smart service delivery? What capabilities do you offer to support the touchless office? Includes mobile access control badges, QR check-ins, in-app check-ins, etc. What functionality is there to support workplace health and safety?</p>
<p>Asset and maintenance management (8%)</p>	<p>What functionality is provided for managing data on facility assets, stock of spare parts and warranties? Within your answer, please describe the range of data your system stores and describe your methods of obtaining such data, including linking into other existing systems. What functionality is provided to track the lifecycle total cost of ownership of assets? What analytics do you provide to help users make repair versus replace decisions? What is the functionality to support PPM strategies? What functionality do you offer to help firms drive efficiencies in planned maintenance? What are the capabilities to support with condition-based maintenance and predictive maintenance? Within your answer, please describe your methods of obtaining relevant data on asset conditions and integrating these data into maintenance workflows. What are the capabilities to enable the automated identification and diagnosis of equipment faults? Please list the sources used to collect asset condition data and related sensors. Within your answer, please describe your methods of obtaining relevant data on asset conditions, such as coordinating data from different sensors and running an analysis to identify the potential faults. Please list the type of assets that fault detection and diagnosis are used on. Please describe the protocol integrations available. What are the capabilities to support the management of maintenance work orders for scheduled, planned and reactive maintenance? Please describe functionality to support the greater automation of intelligent work planning and work assignment, such as allocating work to technicians based on location. What is the functionality to provide field technicians with details on work orders and maintenance requests while out in the field? What functionality is available for field technicians to register their travel and worktime? Please describe any partnerships that support this functionality. What are the capabilities to track service contracts in place and different suppliers? What functionality is provided to enable the performance of third-party contractors via quantitative metrics and qualitative ratings? What is the functionality to support the management of facilities services to meet SLAs? This includes functionality so that tasks are intelligently scheduled based on priority in the SLA, and functionality to provide technicians updates on time left until estimated completion time. Does the platform leverage AI or ML tools/capabilities for asset and maintenance management? This includes AI-powered smart workorder assignment, AI for data analytics and predictive maintenance. How does the asset and maintenance management module augment other modules within the platform? How is the information then used within other modules? What workflows can be accomplished?</p>
<p>Energy management (4%)</p>	<p>What functionality is provided to support the collection and management of energy data? Can the solution consume live energy data from meters and other connected devices? What functionality is provided to support analysis and reporting of historical trends and patterns in energy data and forecast energy consumption across business units, facilities or the entire organization? What functionality is provided to identify areas of energy waste or energy efficiency opportunities? What functionality is provided for the identification and analysis of cost savings? What functionality does the software have to help firms measure and verify cost savings? Please explain how the software verifies savings. What functionality is provided to automatically optimize the performance of energy-consuming assets? Please provide examples of usage scenarios and assets that the software can optimize. Does the software feed in benchmarking data from external benchmarking services such as ENERGY STAR or GRESB? Please provide examples of external benchmark databases. Does the platform leverage AI or ML tools/capabilities for energy management? This includes forecasting energy use, identifying optimization opportunities, etc. How does the energy management module augment other modules within the platform? How is the information then used within other modules? What workflows can be accomplished?</p>
<p>ESG management (3%)</p>	<p>What functionality is provided to support the collection and management of ESG data? Can the solution split the data across environmental, social and governance? What functionality exists to create reports for internal ESG reporting? Can these functions be automated and reported directly to the appropriate responsible party? What functionality exists to create reports for external reporting or benchmarking schemes? Can these functions be automated and reported directly to the appropriate responsible party? How does the ESG management module augment other modules within the platform? How are data from other modules used for reporting purposes?</p>

Source: Verdantix analysis



Figure 10

Momentum criteria for CPIP/IWMS

Momentum	Questions
Vision and strategy (15%)	What is your firm's vision for the evolution of customer requirements over the next three years? What is your firm's strategy to meet the needs of customers and develop your product over the next two years?
Implementation methodology (5%)	Describe your approach to platform implementation. Provide examples if relevant. Please describe the average implementation time for the full CPIP/IWMS offering. Please briefly describe the typical process and support that is offered across it. What support is provided by you versus implementation partners or resellers?
Relationships and partnerships (5%)	Do you have any special relationships with other software providers that support or enhance your solution? Who are your implementation partners? How does this vary by region? Who are your value-added resellers? How does this vary by region?
Customer focus (8%)	To what extent have you developed industry-specific functionality or out-of-the-box workflows? Including functionality for higher education, pharmaceuticals, service providers or investors. What percentage of your clients use the workplace/employee mobile app in addition to the platform? What percentage of your clients use the technician mobile app in addition to the platform?
Installed customer base (15%)	What is the total number of firms using your CPIP/IWMS software? Please also describe the number of sites using your IWMS software.
Deal sizes (15%)	How many CPIP/IWMS software deals did you sign in the past 12 months (or past reporting period) (new, renewal, upsell)? What was the total value of these deals? What was your average deal size in 2023, including software (licenses, subscriptions) and implementation?
Organizational resources (17%)	Please name the countries in which your firm has an office. How many in-house employees are dedicated to your IWMS software business? What is the split between product and services?
Financial resources (20%)	What were your firm's revenues from CPIP/IWMS software in the past 12 months (or last reporting period)? What percentage of IWMS revenue roughly was spend on CPIP/IWMS R&D in 2023? By how much did your firm's total CPIP/IWMS revenues grow in 2023 compared with 2022 (or last reporting period)? What is your customer retention rate?

Source: Verdantix analysis



Figure 11

Vendor category scores: technical capabilities

	Eptura	IBM	Johnson Controls	Lendlease Placemform	MRI Software	Nuvolo	Planon	Service Works Global	Spacewell-Nemetschek	Tango	Vlogic Systems	zLink
Application and data centre security	2.5	2.5	2.0	2.0	2.1	2.9	2.5	2.6	1.6	2.1	2.6	2.1
Data management and database	2.6	1.8	1.8	2.5	2.9	1.5	2.1	1.4	2.4	2.2	1.0	1.0
Live data and systems integration	1.9	2.7	1.9	2.3	2.2	2.0	2.6	1.9	2.6	1.8	1.1	1.2
Platform – configurability and customizability	1.7	2.3	1.7	1.0	1.2	1.8	2.5	1.2	1.7	1.4	1.3	1.3
Mobile applications	2.0	2.0	2.5	1.0	2.0	2.0	2.5	1.5	2.5	2.0	2.0	1.5
Platform – business intelligence and analytics	2.0	2.3	2.0	2.8	2.1	1.5	2.2	1.8	1.7	2.5	0.7	1.0
User interface	2.8	2.1	2.0	2.8	1.4	2.8	2.8	1.1	2.4	1.1	1.0	1.4
Internationalization	1.6	3.0	2.6	1.6	2.6	1.0	2.6	1.6	2.0	2.6	1.0	1.0

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
<i>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.</i>	

Source: Verdantix analysis



Figure 12

Vendor category scores: functional capabilities

	Eptura	IBM	Johnson Controls	Lendlease Platform	MRI Software	Nuvolo	Planon	Service Works Global	Spacewell-Nemetschek	Tango	VLogic Systems	ZLink
Real estate management	1.3	1.4	0.4	1.9	2.4	0.8	1.4	0.0	0.4	2.0	0.4	0.7
Property and lease management	1.8	2.2	1.8	1.6	2.8	1.2	2.4	0.4	1.5	2.4	0.5	1.2
Capital project management	2.0	2.5	1.6	0.0	1.5	2.5	1.8	1.1	1.4	2.4	0.0	1.1
Space management	2.2	2.0	2.6	1.3	1.9	1.6	2.3	1.3	1.9	2.2	1.4	1.2
Workplace management and services	2.5	1.4	1.6	0.0	1.1	1.1	2.2	1.1	1.8	1.6	0.7	0.9
Occupant health and safety	1.6	1.6	1.6	0.6	1.0	1.4	2.6	2.0	1.8	1.2	0.4	1.0
Asset and maintenance management	2.2	2.1	1.7	0.6	1.5	2.4	2.2	2.6	1.7	1.1	1.4	1.4
Energy management	1.2	2.0	1.3	1.6	1.9	0.2	1.9	1.0	2.3	2.0	0.5	1.2
ESG management	1.4	2.0	2.2	2.0	2.4	0.0	2.2	0.8	1.2	1.2	0.4	1.2

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 13

Vendor category scores: momentum

	Eptura	IBM	Johnson Controls	Lendlease Placereform	MRI Software	Nuvolo	Planon	Service Works Global	Spacewell-Nemetschek	Tango	VLogic Systems	zLink
Vision and strategy	2.5	2.5	2.5	2.5	2.0	2.5	2.5	2.5	2.5	2.0	2.0	1.0
Implementation methodology	2.0	2.0	2.0	1.0	2.0	2.0	2.0	2.0	2.0	1.0	1.0	1.0
Relationships and partnerships	2.0	2.5	2.5	1.5	3.0	2.0	2.0	1.5	1.0	1.0	1.0	1.0
Customer focus	1.7	2.4	1.3	0.3	1.7	1.7	1.3	2.0	2.4	1.7	0.7	0.7
Installed customer base	3.0	2.0	2.0	1.0	3.0	1.0	3.0	1.0	2.0	1.0	1.0	1.0
Deal sizes	1.1	1.7	0.9	1.0	2.7	1.7	1.7	1.1	1.8	1.8	0.5	1.3
Organizational resources	2.0	2.6	2.6	1.0	1.6	2.4	3.0	1.6	2.4	1.8	1.0	1.0
Financial resources	1.8	2.1	2.1	1.2	2.0	2.1	2.7	2.2	2.3	2.4	1.3	1.7

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
<i>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.</i>	

Source: Verdantix analysis



Figure 14
Green Quadrant for CPIP/IWMS 2025



Capabilities

This dimension measures the breadth and depth of each provider's CPIP/IWMS offering across 17 primary technical and functional categories, as outlined in **Figures 8 and 9**.

Momentum

This dimension measures each provider on eight primary market momentum categories, as outlined in **Figure 10**.

Note: A white plot indicates a non-participating vendor. A grey plot indicates the solution is not currently available for sale to the general population.
Source: Verdantix analysis



IBM overview

Information

Founded in 1911, IBM is a global technology firm that focuses on software, technology infrastructure and digital transformation services. In 2011, IBM acquired TRIRIGA, a real estate management software solutions firm, forming its core IWMS real estate offering. IBM's Asset Lifecycle Management (IBM-ALM) portfolio comprises TRIRIGA Application Suite (TAS) for IWMS, Maximo Application Suite (MAS) for asset management, EnviZi for ESG reporting and Environmental Intelligence for advanced weather modelling.

Vendor info

Firm name	IBM
Headquarters	Armonk, NY, US
Employees	310,000
Revenues	\$50bn+
No. of offices	170
Example customers	Regeneron Pharmaceuticals, University of California, Verizon

Customer regional presence

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

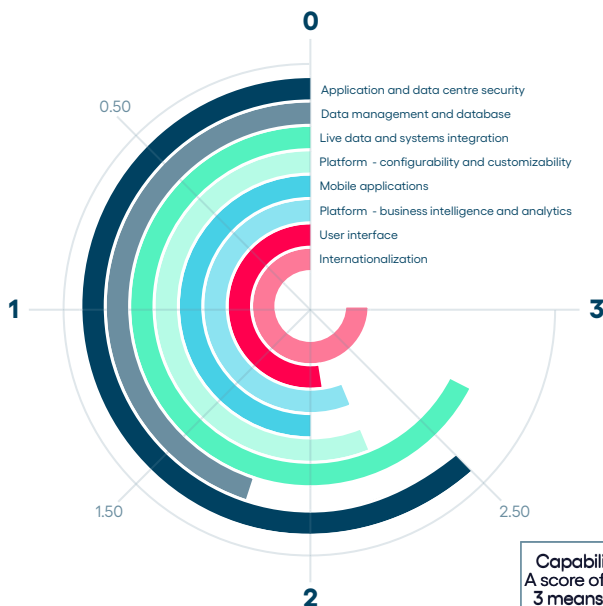
% Customer base



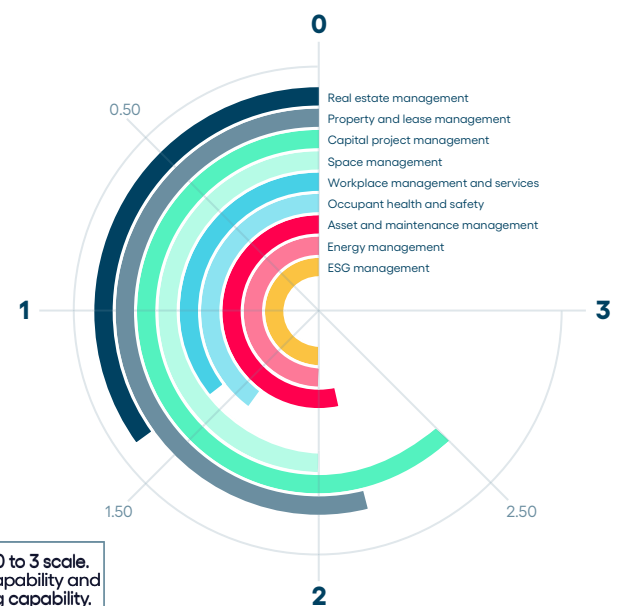
IBM's top three building asset type penetration



Technical capability scores



Functional capability scores



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



Analyst insight: IBM's configurable CPIP solution delivers robust capital project and lease functionality with rich data collection

Based on the Green Quadrant analysis, Verdantix finds that IBM offers:

- **Advanced live data integration capabilities for devices and operational technology systems.**

IBM received the highest score for live data and systems integration, with 2.7/3.0, against an average of 2.0/3.0. The MAS Monitor enables users to integrate live data from IoT (Internet of Things) devices, for example, occupancy, indoor air quality (IAQ) and asset condition sensors, and smart energy meters. Users can also bring external data – such as weather data or social media event information – into TRIRIGA to trigger workflows, such as triggering a work order to adjust HVAC controls in the event of a heatwave. MAS Monitor enables users to customize dashboards, bringing together the live or historical device and external data they want. IBM also provides the Edge Data Collector (EDC) with Monitor to integrate with various building management system (BMS) providers. The EDC supports many data exchange protocols, including Modbus, BACnet and Ethernet/IP, and has six pre-configured device categories, such as one for variable frequency drivers and variable air volume (VAV) systems.
- **Best-in-class capital project management functionality.**

IBM's capital project management functionality achieved a leading score of 2.5/3.0, well above the average of 1.5/3.0, due to its enterprise-grade functionality. For each capital project, users can log current facility condition index (FCI) levels and the calculated replacement costs. To help with planning, users can input target FCIs, target reduction period (in years), construction cost inflation rates, funding percentage increases and backlog deterioration rates. Based on the inputted values, TRIRIGA will generate multi-option investment plans for the portfolio to meet different goals, such as minimal funding, maintaining the existing FCI or reducing it, alongside the funding costs and expected changes in FCI for each year. Users can also use TRIRIGA to develop bidding documents, send them to vendors and perform bid analysis. Additionally, the IBM App Connect provides pre-built connectors between TRIRIGA and Maximo, allowing asset health data to be brought in and drive capital planning decisions.
- **A roadmap centred on cross-component interactions and analytics.**

Over the next two years, IBM will continue working on strengthening the interactions between the various solutions that make up its ALM portfolio, eventually creating a unified solution. The vendor also plans to increase AI applications across various capability areas, initially focusing on property, space, asset and energy management processes. For instance, IBM is planning to introduce an AI-driven real estate optimization tool, which brings together several sources of data, such as occupancy data from sensors and Wi-Fi networks, climate risk data and energy data, and leverages AI to recommend improvement opportunities across the portfolio.



Independent insight and analysis

Our research is a trusted source for some of the largest and most innovative businesses in the world. With over a decade of reports, data and analysis, our subscribers have access to depths of insight that cannot be found elsewhere.

Whether you are implementing a leading-edge technology strategy, or developing the products and value propositions of the future, our analysis will help you futureproof your thinking.

Our expertise

EHS & Quality

ESG & Sustainability

Industrial Transformation

Net Zero & Energy Transition

Real Estate & Built Environment

Risk Management

Contact

Verdantix Ltd,
Woolyard, 52-56 Bermondsey Street,
London SE1 3UD, United Kingdom

contact@verdantix.com
[@Verdantix](#)

Opportunities at Verdantix

Since 2008, Verdantix has been delivering high-quality research and advice to its clients. If you're interested in joining a world-class team with an unwavering focus on success, apply to join us today. We are delighted to be hiring across all teams and have a variety of opportunities in both London and Boston

