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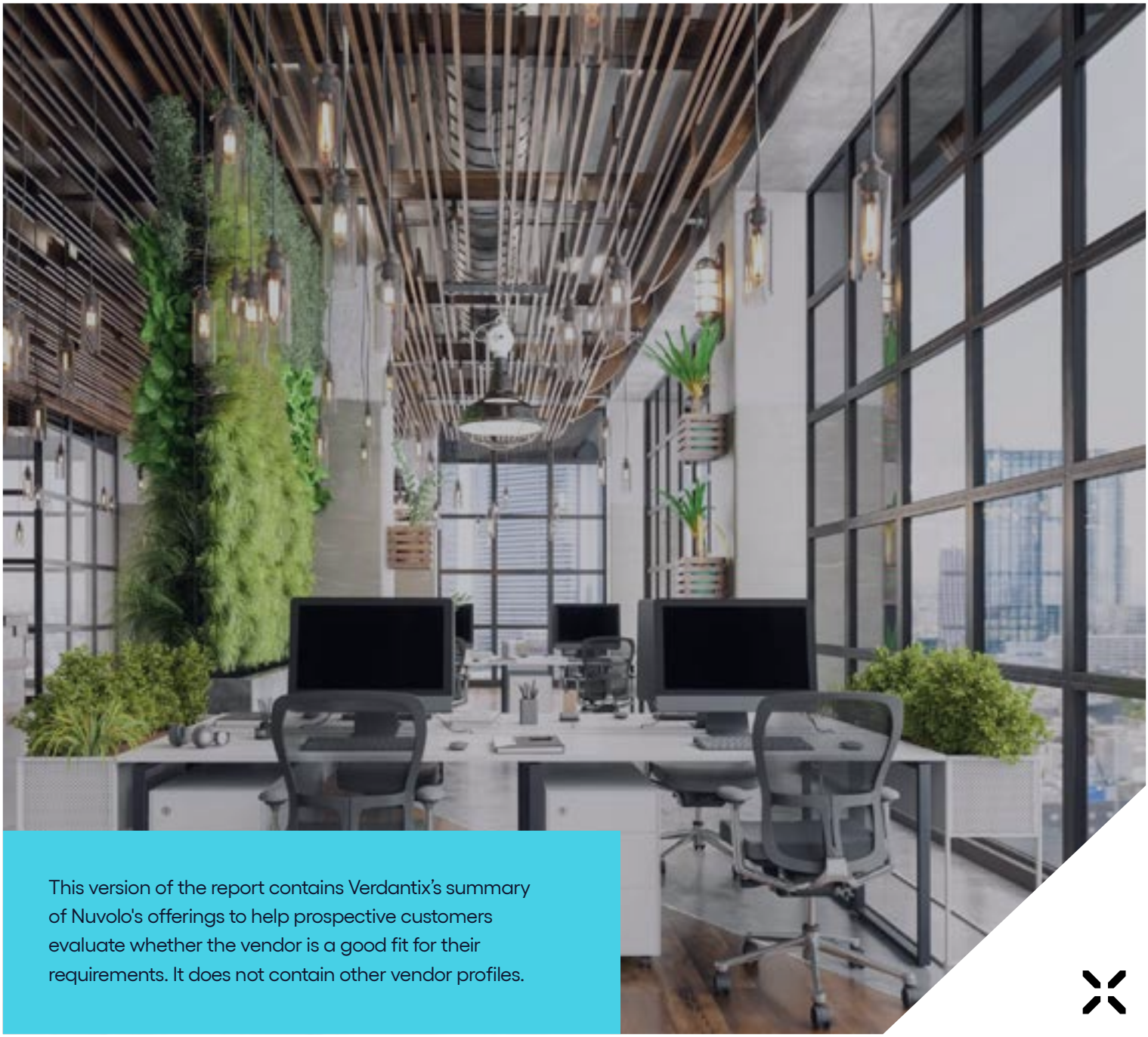
Real Estate, Facilities & Workplace Tech

Green Quadrant: Commercial Buildings Computerized Maintenance Management Systems (CMMS) 2025

By Sophia Shakur and Joy Trinquet
With Claire Stephens

September 2025



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

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This report provides a detailed fact-based comparison of the 16 most prominent commercial buildings computerized maintenance management system (CMMS) software providers in the market. Based on the proprietary Verdantix Green Quadrant methodology, our analysis comprised one-and-a-half-hour live product demonstrations with pre-set scenarios, customer interviews, desk research and vendor responses to a detailed 126-point questionnaire, covering 14 capability and nine momentum categories. Verdantix research finds that commercial CMMS solutions are shifting towards platforms that support predictive maintenance, technician productivity and vendor oversight at scale. Leading solutions are distinguished by their low-code configurability, spatial intelligence and seamless integration with Internet of Things (IoT) and enterprise systems, aligning with growing demands for compliance, cost control and mobile-first operations. Among the vendors analysed in this study, eight providers – Planon, MaintainX, IBM, Limble, Infraspeak, Nuvolo, ServiceNow and Facilio – were identified as Leaders in the Green Quadrant analysis.

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Organizations mentioned

Accenture, Accruent, ADP, Airbus, Airthings, Al Tayer Group, Amazon Web Services (AWS), AMC Theatres, Anoka County, Aramark, Aravo, ArcGIS, Asset Panda, Autodesk, Bain Capital Ventures, Bentley Systems, Bessemer Venture Partners, bGrid, BrainBox AI, Brightly Software, Brinker, British Land, Care New England, Carrefour, Caterpillar, Central California Alliance for Health, Cigna, Circle K, Columbia College Chicago, Diakonie, Dubai World Trade Centre, Eagle CMMS, EcoVadis, Endeit Capital, Enel Group, Eptura, EQ2 HEMS, Esri, Facilio, Fast2, First National Bank of Omaha, Fortive, Fracttal, GE Healthcare, Geotab, Heineken International, Honeywell, IBM,ICD Brookfield Place, Infraspeak, International Organization for Standardization (ISO), Investa, JAGGAER, JLL, Johnson Controls, KFC, King's College London, Limble, Logik.ai, MaintainX, Massachusetts Institute of Technology (MIT), Matterport, Maxpanda, Melbourne Cricket Ground, MEX, Microsoft, Mid Atlantic Retina, Moveworks, NetSuite, Nuvolo, Oracle, PGGM, Planon, Primark, Prime Technologies, Redimix Companies, Resurgens Technology Partners, Rite Aid, Rohloff Group, Royal Melbourne Hospital, Samsara, Samsic, SAP, Schneider Electric, ServiceNow, Service Works Global (SWG), Siemens, Silversmith Capital Partners, Sodexo, Sotécnica, SPIE, SPM Assets, Steris, Tasca, Thoma Bravo, TMA Systems, Trane Technologies, Tulane University, Ubigreen, UC Riverside, UK National Health Service (NHS), University Hospitals of Northamptonshire (NHS Group), University of Pennsylvania, University of Pittsburgh, University of Texas at Tyler, University of the Andes, USGS, Verizon, Vertex Pharmaceuticals, Villages Golf and Country Club, Virtual Facility, Wake Forest University, Washoe County, Xero, YouTube, Zendesk.

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Summary for decision-makers

- This report is designed for facilities directors, heads of maintenance and real estate leaders responsible for modernizing maintenance operations across commercial portfolios. These stakeholders are driven to reduce downtime, increase technician efficiency and improve vendor accountability. This benchmark provides them with clear, evidence-based guidance to align CMMS investments with operational goals and digital transformation roadmaps.
- Secondary stakeholders such as software vendors (including heads of strategy, product development and competitive intelligence) can use this report to benchmark their offerings, identify capability gaps and align product roadmaps with emerging customer demands for integration, AI-driven maintenance and mobile-first usability.
- This study uses the Verdantix Green Quadrant methodology, incorporating a 126-point questionnaire, one-and-a-half-hour live demo briefings, 25 detailed buyer interviews and desk research. The evaluation covers 16 CMMS vendors and assesses their performance across 14 capability and nine momentum categories.
- The study finds that the CMMS market is being reshaped by demand for platforms that support predictive and condition-based maintenance, streamline technician efficiency through spatial intelligence and enhance vendor performance oversight – making low-code configurability, IoT integration and mobile-first design key differentiators for scalable, high-performing solutions.

Figure 8

Green Quadrant for commercial buildings CMMS software 2025

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

How to use the Green Quadrant for commercial buildings CMMS

This Green Quadrant analysis applies to computerized maintenance management systems (CMMS) used in corporate and commercial real estate (CRE) settings, distinguishing it from the Verdantix Green Quadrant on industrial CMMS, which focuses on asset-intensive industries such as manufacturing, utilities and transportation (see Verdantix Green Quadrant: Industrial Computerized Maintenance Management Systems (CMMS) (2025)). Verdantix defines commercial CMMS as:

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

This Green Quadrant report assesses and benchmarks 16 leading vendors of commercial buildings CMMS software. The report will help heads of maintenance, real estate, facilities and operations leaders select a commercial CMMS software provider based on their needs. The report positions the vendors into four Quadrants: Leaders, Innovators, Specialists and Challengers – each with specific benefits and drawbacks. The report answers the following questions:

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

To answer these questions, Verdantix evaluated 16 vendors using a 126-point questionnaire and live product demonstrations lasting one-and-a-half-hour hours each. Verdantix additionally conducted 25 interviews with buyers of CMMS software. The analysis uses the proprietary Verdantix Green Quadrant methodology, which provides an evidence-based, objective assessment of vendors offering comparable products or services. Additional Verdantix insights into CMMS software can be found in our recent Strategic Focus reports (see Verdantix Strategic Focus: Is Proactive Maintenance The New Norm? and Verdantix Strategic Focus: The Latest Wave of CMMS Investment Is Upon Us).

Commercial buildings CMMS software addresses uptime, resource efficiency and portfolio-wide optimization

Firms in real estate and facilities management (FM) face growing pressure to optimize maintenance amid rising costs, performance-based expectations and tightening labour markets. As a result, CMMS buyers are shifting away from legacy tools, towards modern platforms that boost uptime, eliminate inefficiencies and enable data-driven decision-making across building portfolios. According to the 2025 Verdantix global corporate real estate survey, 83% of organizations planned to increase CMMS spending in 2024 (up from 63% in 2023), highlighting the growing urgency of maintenance modernization (see **Figure 1**). Next-generation CMMS solutions are central to this transition, helping organizations tackle key challenges such as:

- **Advancing maintenance strategies with predictive and proactive capabilities.**
  Modern CMMS platforms now integrate reactive, preventative, condition-based, predictive and proactive methodologies within a single environment. By continuously ingesting real-time telemetry from Internet of Things (IoT) sensors and control systems, these solutions apply AI-driven analytics to detect subtle anomalies that precede failures. When a potential fault is identified, the system automatically generates risk-ranked work orders and notifies field teams via configurable workflows. Over successive iterations, machine learning (ML)

models refine forecast accuracy by correlating historical repair records, usage patterns and environmental variables – mirroring the maintenance strategy pyramid outlined in the Verdantix analysis of proactive maintenance maturity (see Verdantix Strategic Focus: Is Proactive Maintenance The New Norm?).

- **Integrating technology ecosystems for strategic efficiency.**
  Next-generation CMMS solutions act as a central orchestration layer, seamlessly exchanging data with a wide range of building systems, such as building management/automation systems (BMS/BAS), enterprise resource planning (ERP) platforms, integrated workplace management systems/connected portfolio intelligence platforms (IWMS/CPIP) and energy management platforms. Using robust open application programming interfaces (APIs) and standardized data schemas, CMMS platforms synchronize asset records, operational metrics and financial KPIs across departments, breaking down traditional silos. Automated exchanges ensure that work orders, inventory movements and expense entries flow bi-directionally, eliminating manual hand-offs and data entry errors. As organizations increase their CMMS investments, deep integrations become essential: unified data pipelines underpin real-time transparency, continuous process optimization and the direct alignment of maintenance outcomes with broader digital transformation initiatives.

- **Overcoming legacy barriers and driving adoption.**
  Firms migrating from on-premises, siloed maintenance tools to cloud-native CMMS often encounter technical complexity and user resistance. Contemporary platforms address these hurdles via zero footprint deployments that bypass lengthy installations and reduce capital outlays. Role-based, mobile-optimized interfaces simplify daily tasks for technicians, planners and occupants reporting issues, while modular feature sets allow phased rollouts of advanced capabilities – such as condition monitoring or automated parts replenishment – at the organization's own pace. Embedded change management functions (such as interactive training modules, in-app guidance and adoption analytics) equip sponsors to track user engagement and demonstrate incremental return on investment (ROI). However, while user adoption is a key enabler of modern CMMS success, it is not the only driver of investment. Sector-specific demands also influence replacement urgency. For example, in the public sector, 73% of respondents plan to increase CMMS budgets by at least 6% in 2025 – including 14% expecting an 11%-20% rise – underscoring their sense of urgency around replacing legacy systems with modern, user-centric platforms (see **Figure 2**).

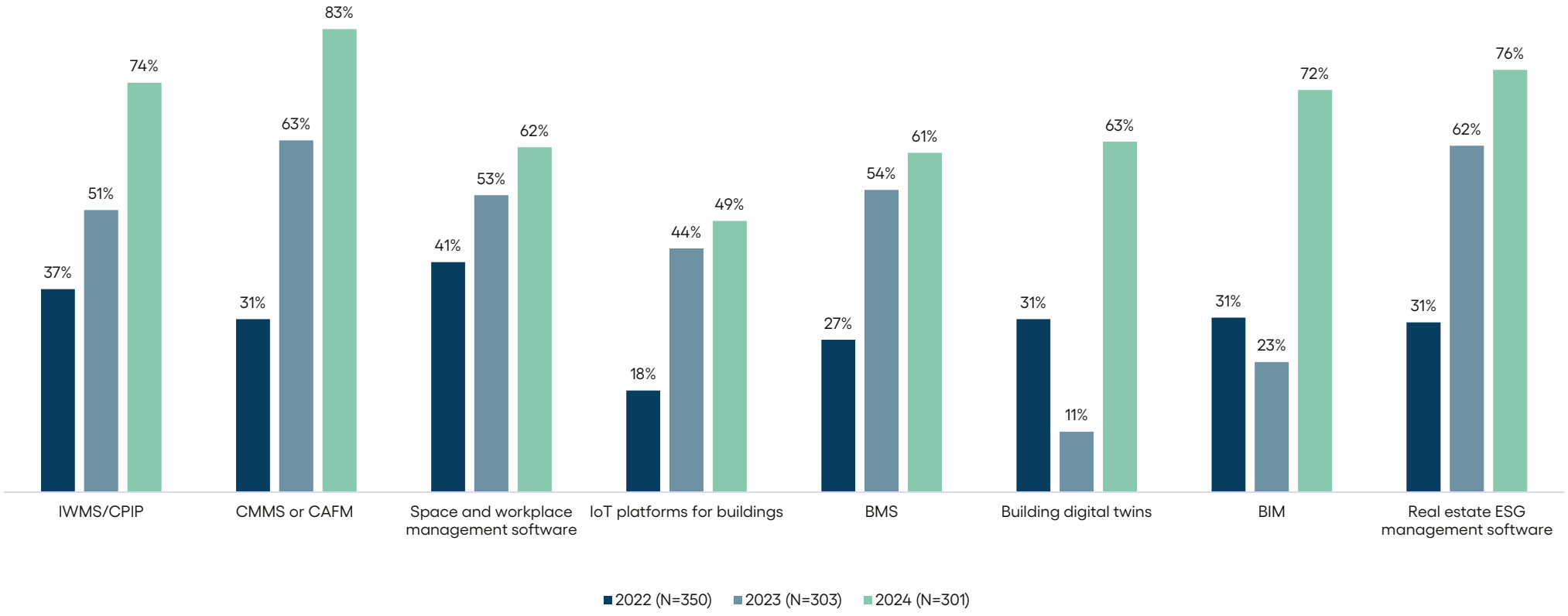
- **Improving workforce productivity and bridging skill gaps.**
  Amid widespread maintenance worker shortages and tighter labour markets, CMMS platforms capture institutional knowledge and boost field efficiency by digitizing workflows into standardized, step-by-step checklists and providing offline access to complete asset histories, thereby ensuring consistent task execution across teams with a variety of skill sets, including less experienced staff. Automated scheduling engines then assign work based on skills, certifications and proximity, smoothing peaks in demand and normalizing workloads. By making maintenance roles more predictable and reducing the burden on existing teams, modern CMMS solutions help organizations recruit, retain and upskill technicians in an increasingly competitive marketplace (see Verdantix Strategic Focus: The Latest Wave of CMMS Investment Is Upon Us).

- **Enabling data-driven decisions to support strategic planning.**
  With sensor volumes and maintenance records growing exponentially, modern CMMS platforms have evolved into comprehensive decision support engines. Built-in analytics dashboards aggregate KPIs – asset uptime, work order backlogs and parts turnover – into interactive visualizations which stakeholders can filter by site or asset class. Scheduled reporting automates the distribution of critical insights, while AI-augmented assistants recommend optimal maintenance plans and capital investment scenarios based on risk profiles and budget constraints. This unified visibility empowers facilities leaders to align maintenance programmes with sustainability targets, justify spend and forecast lifecycle costs within broader corporate objectives. The trend towards data-driven maintenance plays out differently across sectors: in hotels and leisure, 46% of respondents are planning CMMS budget increases of more than 11%, while healthcare (36%), transport and logistics (35%), retail (33%) and education (32%) also lean into data-driven maintenance strategies (see **Figure 2**).

Figure 1

The investment recovery in key smart building technologies continues into 2025

How do you expect your spending to change across the following categories of software over the next year? (% indicates expected spending increase)



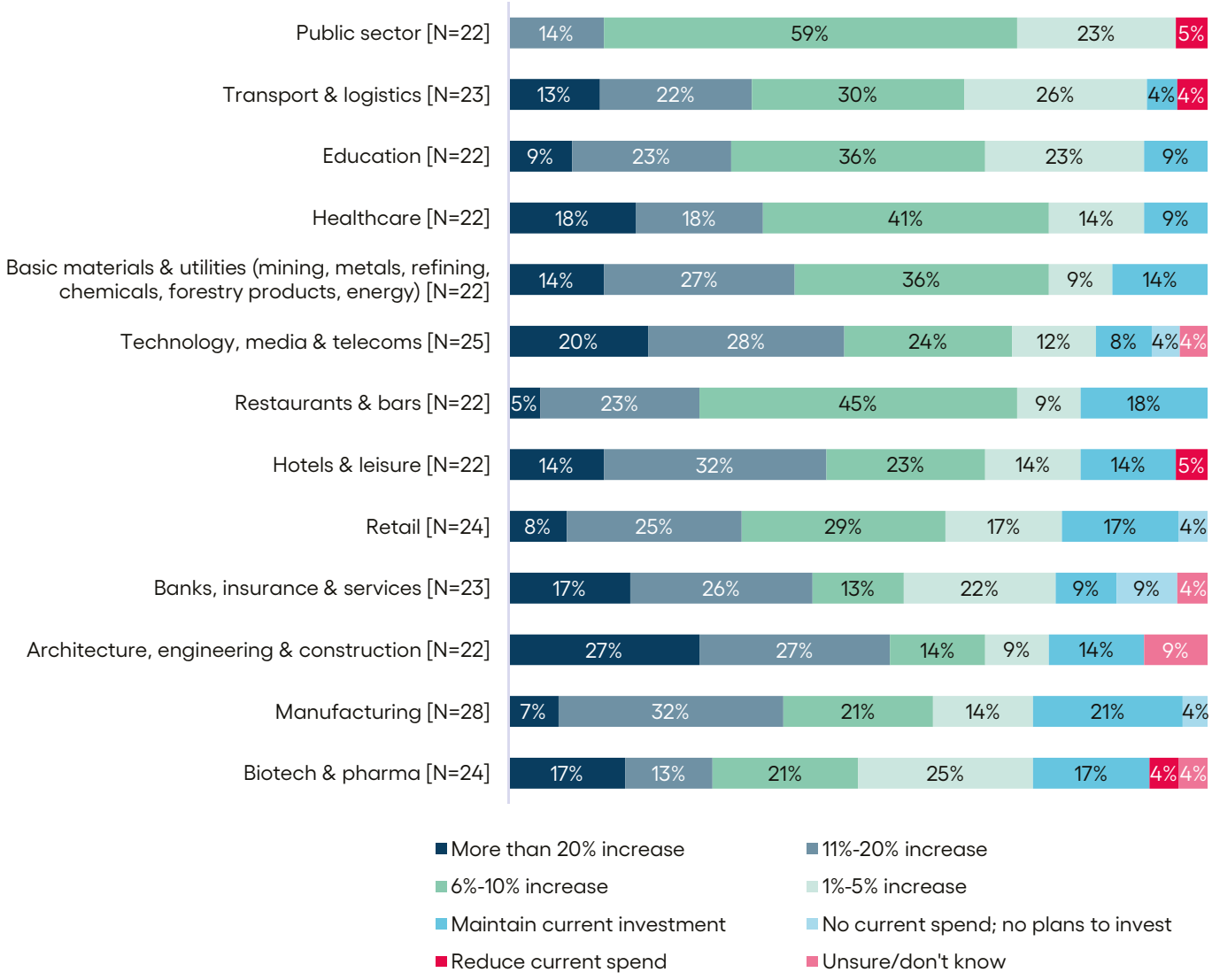
Note: Data labels are subject to rounding.

Source: Verdantix Global Corporate Real Estate Surveys 2022, 2023 and 2024

Figure 2

Overview of projected CMMS and CAFM spending changes across industries in 2025

How do you expect your spending to change across CMMS or CAFM over the next year?



Note: Data labels are subject to rounding.

Source: Verdantix Global Corporate Real Estate Survey 2024

N=301

Green Quadrant for commercial buildings CMMS 2025

Buyers of CMMS software in real estate and FM prioritize vendors with strong domain expertise, a track record of success in managing complex building portfolios, and the ability to support both on-site maintenance teams and corporate FM leadership. Selection decisions often reflect an organization's maturity in maintenance practices, as well as specific needs around core functionality, ease of integration with existing systems and scalability across multiple properties.

Green Quadrant methodology

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

- **Transparent inclusion criteria.**
  Verdantix aims to evaluate all relevant providers for inclusion in our research. In cases where vendors decline participation or do not respond, we make every effort to include them using publicly available information – provided that the data are complete and reliable enough to support a credible assessment of the vendor's market positioning.

- **Analysis from the market perspective.**
  This report draws on our previous CMMS Green Quadrant, in which we benchmarked 19 leading vendors serving asset-intensive sectors such as manufacturing, utilities and transportation. It incorporates insights from our global corporate survey data and broader CMMS market analysis to inform the definitions of software categories, sub-categories and weightings used in this evaluation – ensuring the results reflect real-world adoption trends and evolving buyer priorities. These findings are supported by our recent research (see Verdantix Green Quadrant: Industrial Computerized Maintenance Management Systems (CMMS) (2025), Verdantix Green Quadrant: IoT Digital Platforms For Building Operations 2024 and Verdantix Green Quadrant: Connected Portfolio Intelligence Platforms (CPIP/IWMS) (2025)).

- **Reliance on professional integrity.**
  Given the impracticality of independently verifying all vendor-provided data, we place a strong emphasis on professional integrity. Claims submitted by software providers are published in this Verdantix report and are open to scrutiny by both competitors and existing customers. To support consistency and accuracy, Verdantix retains past versions of each vendor's Green Quadrant responses and applies comparative reviews and scoring adjustments where appropriate.

- **Scores based on evidence, briefings and customer interviews.**
  To evaluate software vendors' expertise, resources, performance and strategic direction, we combine evidence from public sources with interviews conducted across multiple vendor representatives and industry experts. When vendors assert that they are 'best in class', we actively request substantiating evidence to validate those claims.

- **Comparison based on relative capabilities.**
  We develop measurement scales that reflect performance across each assessment category, ranging from 'worst in class' to 'best in class' at a specific point in time. A vendor's position in the market is dynamic and can shift as its capabilities and success evolve relative to competitors. As a result, even with new features, acquisitions or funding, a provider's Green Quadrant placement may remain unchanged, if competitors have also advanced. Verdantix typically revisits each Green Quadrant analysis annually or biannually to capture these market shifts over time.

Evaluated firms and inclusion criteria

Verdantix defines vendor inclusion criteria to ensure that the Green Quadrant analysis only compares firms with the potential to support implementations of comparable scale and complexity. The 16 commercial buildings CMMS software providers included in this study were selected because they have:

- **Robust functionality across six core CMMS functional areas.**
  Vendors were required to demonstrate comprehensive functionality in at least six essential areas: (1) work order management; (2) preventative maintenance scheduling; (3) asset tracking/registering; (4) parts and inventory management; (5) service request portal or helpdesk functionality for occupants; and (6) reporting and analytics. These aspects of functionality reflect the core needs of facilities teams managing diverse and distributed building portfolios.
- **At least 50 employees and annual CMMS software revenues over $3 million.**
  Only vendors with at least 50 employees and annual CMMS revenues exceeding $3 million from CRE customers were eligible for inclusion. We required these revenues to be tied to software supporting maintenance operations across a broad spectrum of asset types, encompassing office buildings, multi-family residential, retail and malls, educational and healthcare facilities, transformation hubs, event spaces and venues, public infrastructure, government sites and hospitality.
- **Focused expertise in real estate and facilities management.**
  The study prioritizes vendors serving real estate and facilities customers, including facilities service providers with proven experience of supporting maintenance across multi-site, mixed-use portfolios. We required solutions to demonstrate applicability across a wide range of use cases, from tenant service requests to critical asset monitoring.
- **Native mobile functionality for maintenance use cases.**
  Vendors selected for this study offer cloud-native CMMS platforms with dedicated mobile applications, enabling field teams to access and update data in real time, perform maintenance tasks remotely and operate efficiently across distributed sites. While most platforms are managed across both desktop and mobile interfaces, native mobile support is critical for on-the-go operations, work order execution and asset tracking in the field.

Based on the inclusion criteria outlined above, this report provides an in-depth evaluation of CMMS software offerings from 16 vendors: Accruent, Asset Panda, Brightly Software, Eptura, Facilio, Fracttal, IBM, Infraspeak, JLL (Corrigo), Limble, MaintainX, Nuvolo, Planon, ServiceNow, Service Works Global (SWG) and TMA Systems (see **Figure 3**). With the exception of Asset Panda and MaintainX, all vendors completed a detailed 126-point questionnaire, allowed customer interviews and participated in a one-and-a-half-hour product demonstration. Asset Panda and MaintainX were invited to participate, but either did not respond or chose not to actively engage in the process.

Verdantix benchmarked vendors based on a questionnaire submitted in April 2025; this report therefore does not consider capabilities from acquisitions or new product launches, or momentum from investments made after that date.

Figure 3

Suppliers and solutions assessed

Vendor	CMMS solution(s)
Accruent	FAMIS 360
Asset Panda	Asset Panda Platform
Brightly Software	Asset Essentials
Eptura	Eptura Asset
Facilio	Facilio Connected CMMS
Fracttal	Fracttal One; Fracttal Sense
IBM	Maximo Real Estate and Facilities
Infraspeak	Infraspeak Platform; Infraspeak Hub; Infraspeak Gear; Infraspeak Network
JLL	Corrigo
Limble	Limble CMMS
MaintainX	MaintainX CMMS
Nuvolo	Connected Workplace
Planon	Planon Platform
ServiceNow	Now Platform
Service Works Global (SWG)	QFM; QFM BIMi; Senslinc
TMA Systems	WebTMA

Source: Verdantix analysis

Evaluation criteria for commercial buildings CMMS software vendors

Verdantix defined the evaluation criteria for this Green Quadrant study through a combination of interviews with end-users of commercial buildings CMMS software, desk research and internal expertise. In full, this Green Quadrant analysis compares offerings from 16 software providers, using a 126-point questionnaire covering 14 capability and nine momentum categories. Individual metrics are classified as follows:

- **Capabilities metrics.**
  The capabilities dimension, plotted on the vertical (Y) axis of the Green Quadrant graphic, is a measure of the breadth and depth of each software provider's functionality. To assess this, we evaluated data for 14 technical capabilities: platform integrations; mobile applications; platform configurability; user interfaces; internationality; work order management; resource management; maintenance management; asset management; asset monitoring; parts and inventory management; reporting and analytics; outsourced maintenance service firm operations; and occupant interface (see **Figure 4**).
- **Momentum metrics.**
  The momentum dimension, plotted on the horizontal (X) axis of the Green Quadrant graphic, measures each software vendor on a range of strategic success factors. The criteria that make up the momentum score are grouped into nine high-level categories: market vision and business strategy; product strategy; innovation process; organizational resources and growth; financial resources; ESG&S performance; customers; brand preference; and customer success (see **Figure 5**).

We assessed the evidence provided by the software vendors using a quantitative model that started with the sub-criteria scores. Each sub-criterion was individually weighted to generate the overall score for each capability area. For example, outsourced maintenance service firm operations is one of the high-level criteria evaluated in the capabilities section, but is composed of five sub-criteria covering strategy, customer management, sales invoicing and contract management for facilities services firms, as well as data management and reporting. These sub-criteria were individually weighted to determine the overall data modelling score.

We scored all sub-criteria between the values of zero ('no capability') and three ('best in class'). Subsequently, each sub-criterion was allocated a percentage weighting that dictated its contribution to the overall capability or momentum score. The combination of high-level criteria scores in the capabilities and momentum sections generated the Green Quadrant rankings (see **Figure 6** and **Figure 7**) and graphic (see **Figure 8**).

Figure 4

Capabilities criteria for commercial buildings CMMS software

Capabilities	Questions
Platform integrations (8%)	Provide details of how your platform brings in live data from asset condition sensors and smart energy meters, including examples of supported source types and communication protocols (e.g. BACnet, SNMP, MQTT). Describe the protocol integrations available, as well as any open APIs offered for integrating with enterprise systems: include information on API rate limits, supported data formats (e.g. JSON, XML, CSV) and any bi-directional integration capabilities with third-party software platforms such as ERP, MES, LMS and WMS. Additionally, describe any integration capabilities with wearable devices (e.g. smart glasses, garments or headsets) and autonomous systems such as drones or robots, as well as how you integrate with operational technology systems (BMS/BAS, HVAC, lighting) and digital twin or BIM products, including the level of integration, supported product types and whether bi-directional data transfer is supported..
Mobile applications (5%)	Provide details of your mobile application, including whether it is available on iOS and Android, and whether it is delivered as a native, web-based or hybrid solution. Describe the frequency of updates for new features or bug fixes. Does the mobile app support offline functionality for accessing and managing work orders, asset history and inventory? Outline the capabilities for users to customize their mobile dashboard or views, as well as the alert or push notification features for urgent tasks, work order updates or system alerts. Additionally, describe how the app integrates with the device's native features such as the camera, GPS and voice-to-text.
Platform configurability (5%)	Describe how forms, business rules, workflows and role-based user rights can be configured within your platform. Include information on whether configuration is performed through a no-code or low-code interface, the level of flexibility offered for customizing approval flows or conditional logic, and how role-based access is managed across different user types or sites.
User interfaces (10%)	Provide an overview of the user interfaces available across your platform, including both the enterprise and mobile applications, as well as any additional interface types, such as 3D models or interactive visualizations. Describe the overall usability and user-friendliness of these interfaces, and explain how your organization engages with customers to gather user feedback and improve the user experience. Include any methodologies or processes used to incorporate user experience considerations into software design and development.
Internationality (3%)	Provide details on accessibility features available within your platform, such as support for screen readers, keyboard navigation or other inclusive design functionality. How many languages are supported out of the box, and can users easily switch between different language or measurement metric preferences? Additionally, describe the extent of your multi-currency functionality, including how the software manages currency conversions and supports region-specific formats.
Work order management (10%)	Provide details of your platform's functionality for managing the creation, customization and approval of work orders, including how users can configure work order templates and required fields and set conditional triggers (e.g. escalation based on time thresholds), and whether the system maintains a complete history of completed work orders for compliance and audit purposes (including technician notes, comments and labour hours). Additionally, explain the features available to support field technicians – such as mobile access to maintenance requests and work order details, plus the ability to log travel and work time – and note any partnerships that enable or enhance this field service capability. Describe your vendor performance management capabilities: how you track service contracts in place and multiple suppliers, and how you enable performance monitoring of third-party contractors via quantitative metrics and qualitative ratings. Finally, outline your SLA management functionality, including how tasks are intelligently scheduled and prioritized to meet service-level agreements (internal or contract-defined) and how technicians receive real-time updates on time remaining until estimated completion.
Resource management (8%)	Provide details of your platform's functionality for technician scheduling and task assignment. Can tasks be automatically assigned based on factors such as skill sets, availability and location? Describe how the system supports shift planning, workload balancing and visual planning tools such as calendar views or Gantt charts. Additionally, outline the capabilities for storing and tracking technician certifications, training records and qualifications, including whether the system can restrict or assign work based on certification requirements. Please also describe how technician hours, work order completion times and overall efficiency are tracked within the platform.

Figure 4 (continued) ↓

Figure 4 (continued)

Maintenance management (12%)	Describe your platform's capabilities to support planned preventative maintenance (PPM) strategies, including tools that help organizations improve efficiency in scheduling and executing planned maintenance activities. Describe how your solution enables condition-based maintenance by integrating asset condition data (whether through manual audits or real-time inputs from sensors and meters) into maintenance workflows. Outline your capabilities for managing predictive maintenance programmes, including the collection and analysis of asset performance data and the development of predictive maintenance plans. In addition, explain how your solution supports facilities managers in implementing and certifying compliance with recognized asset management and maintenance standards, such as the ISO 55000 series and future ISO 5501X standards.
Asset management (3%)	Provide details of the functionality available to create and manage an asset database, including the ability to build and modify asset hierarchies and organize asset groups. Describe how your platform supports the ongoing management of asset information to ensure consistency and accuracy across the organization. This includes capabilities for managing asset procedures and practices, MRO material statuses, and operations and maintenance plans or histories. Explain the tools available for integrating and managing spatial information for assets, such as location data and connections to other assets. Additionally, outline how your platform supports the tracking of the total lifecycle cost of ownership and the analytics available to guide repair versus replace decisions.
Asset monitoring (5%)	Describe the methods your platform offers for obtaining relevant asset condition data, including manual inspections, real-time inputs from sensors, systems and meters, and data from video surveillance. Describe your capabilities for the automated identification and diagnosis of equipment faults, including how data from multiple sources are coordinated and analysed to detect potential issues. Please specify the types of assets for which these fault detection and diagnostic capabilities are typically used. Additionally, outline any functionality available to locate and track assets in real time, to improve utilization and prevent theft or loss.
Parts and inventory management (3%)	Provide details of your platform's functionality for spare parts and inventory management, including real-time visibility into inventory levels, stock movement history and parts usage history at the asset level. Describe the capabilities for managing purchase orders, including requisition generation, quote requests and support for automated reorder points and low stock alerts. Additionally, outline the functionality available for managing procurement documents such as contracts and invoices, as well as tools for planning and budgeting procurement activities.
Reporting and analytics (8%)	Provide details of the pre-built reports available within your CMMS, such as on asset downtime, work order efficiency and labour utilization. Can reports be scheduled and automatically distributed to stakeholders? Describe the capabilities for users to create custom reports and dashboards, including whether the system supports drill-down functionality for deeper analysis. Which key maintenance KPIs are tracked, such as MTBF, MTTR, asset uptime or maintenance backlog, and can performance benchmarks be set and monitored over time? Additionally, outline the analytics, forecasting and predictive tools available within the platform, including any AI functionality used to analyse data. Please provide details and examples of how these capabilities are applied in practice.
Outsourced maintenance service firm operations (10%)	Provide details of your approach for supporting facilities services firms, including your overall strategy; the functionality you provide to manage customer interactions and support customer management workflows; your sales invoicing capabilities for scheduled tasks (fixed and variable), reactive tasks and project-based work; the tools to manage customer contracts, associated SLAs, budgets and subcontractors; and how customer data are managed and segregated to enable the administration of multiple customers and service providers from a single system.
Occupant interface (10%)	Provide details of your platform's functionality for occupants to submit service tickets – whether via a mobile app or browser-based portal – including the ability to attach photos to requests; track the status of their service requests through a comprehensive log of all submissions and outcomes; submit feedback or sentiment data regarding space maintenance; receive automated notifications for events such as out-of-order assets or site closures; and communicate directly with technical staff via the portal.
Figures in brackets represent the weighting given to each criterion in the flexible multi-criteria model that generates the Green Quadrant graphical analysis.	

Source: Verdantix analysis

Figure 5

Momentum criteria for commercial buildings CMMS software

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

Figures in brackets represent the weighting given to each criterion in the flexible multi-criteria model that generates the Green Quadrant graphical analysis.

Source: Verdantix analysis

Figure 6

Vendor category scores: capabilities

	Accruent	Asset Panda	Brightly Software	Eptura	Facilio	Fracttal	IBM	Infraspeak	JLL (Corrigo)	Limble	MaintainX	Nuvolo	Planon	ServiceNow	SWG	TMA
Platform integrations	1.4	0.6	1.2	1.9	1.2	1.5	1.9	1.8	1.1	1.5	1.3	1.7	1.9	2.2	1.0	1.6
Mobile applications	1.4	1.0	1.9	1.4	1.4	1.0	1.4	1.1	1.0	2.7	2.8	1.6	2.4	1.4	1.0	1.0
Platform configurability	1.3	2.0	1.8	1.0	2.3	1.0	3.0	2.3	1.0	2.0	2.8	2.0	2.8	1.8	1.8	1.0
User interfaces	1.4	1.3	1.9	1.9	1.9	1.3	1.7	1.5	1.0	2.5	2.1	1.8	2.0	1.7	1.6	1.2
Internationality	1.4	0.6	1.6	1.0	2.2	1.6	2.0	1.0	0.4	1.4	1.0	1.6	1.6	2.0	1.0	1.4
Work order management	1.0	1.1	1.7	1.4	1.3	1.8	2.0	1.9	2.3	2.2	1.9	1.8	2.0	1.5	1.6	1.6
Resource management	1.0	1.0	1.9	1.9	2.0	1.6	1.0	2.4	1.5	1.4	2.7	1.6	2.0	2.5	1.5	1.0
Maintenance management	1.2	1.1	1.7	1.1	1.4	2.3	2.5	1.4	1.8	1.3	2.4	1.4	2.5	1.2	1.4	1.2
Asset management	1.0	1.6	1.8	2.0	1.8	1.0	3.0	1.0	1.4	1.4	1.8	1.6	2.4	1.8	1.6	1.0
Asset monitoring	1.6	0.8	1.5	1.4	0.9	1.6	2.9	1.5	1.9	2.0	1.3	1.6	2.6	1.2	1.9	0.9
Parts and inventory management	1.3	1.0	1.3	1.8	1.8	1.0	2.3	1.5	1.0	1.3	1.8	1.8	2.0	2.0	1.0	1.8
Reporting and analytics	1.3	1.0	1.5	1.3	1.5	1.6	2.3	2.2	1.8	1.8	1.9	1.3	2.3	1.7	1.8	1.3
Outsourced maintenance service firm operations	2.0	1.3	0.9	1.2	1.8	1.0	2.0	2.1	1.2	1.8	2.1	2.1	2.6	1.3	1.6	1.3
Occupant interface	1.4	1.5	0.8	1.5	1.5	1.0	1.0	2.2	1.3	1.9	2.2	2.0	2.3	1.7	1.4	1.3

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

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

Source: Verdantix analysis

Figure 7

Vendor category scores: momentum

	Accruent	Asset Panda	Brightly Software	Eptura	Facilio	Fracttal	IBM	Infraspeak	JLL (Corrigo)	Limble	MaintainX	Nuvolo	Planon	ServiceNow	SWG	TMA
Market vision and business strategy	2.0	2.0	2.0	2.0	2.0	1.0	2.0	2.0	1.4	3.0	2.4	2.4	2.0	1.4	1.6	2.0
Product strategy	1.7	1.7	1.0	1.7	2.0	1.0	2.7	2.0	1.7	2.0	2.0	2.0	2.0	2.0	1.7	2.0
Innovation process	1.8	0.5	1.3	1.0	2.5	1.5	2.3	2.7	1.3	2.5	2.2	1.8	1.8	1.8	1.5	1.0
Organizational resources and growth	1.5	1.3	2.0	1.8	1.7	2.5	2.0	2.3	2.2	1.3	1.8	2.0	2.5	2.0	0.7	1.4
Financial resources	1.3	0.6	1.2	1.7	1.8	1.8	1.3	1.4	2.0	2.1	2.4	1.6	2.2	2.0	0.6	1.8
ESG&S performance	2.0	0.0	2.0	2.0	0.0	1.0	2.3	0.3	2.0	0.3	0.0	3.0	2.3	2.0	1.3	0.0
Customers	1.0	0.6	1.6	1.6	1.4	1.4	1.0	1.4	1.4	1.8	2.4	1.2	1.0	0.6	0.6	1.4
Brand preference	2.0	2.0	3.0	3.0	2.0	2.0	3.0	2.0	1.0	2.0	2.0	2.0	2.0	3.0	1.0	1.0
Customer success	1.2	0.6	1.2	2.0	2.0	1.4	2.2	1.4	1.6	2.0	2.0	1.6	1.6	0.6	1.2	1.4

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 8

Green Quadrant for commercial buildings CMMS software 2025

Capabilities

This dimension measures each provider on the breadth and depth of its CMMS solutions across 14 capability areas, as outlined in **Figure 4**.

Momentum

This dimension measures each provider on nine strategic success factors, as outlined in **Figure 5**.

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

Nuvolo overview

Information

Founded in 2013 and headquartered in Davidson, North Carolina, Nuvolo delivers a CMMS/IWMS solution built on the ServiceNow platform, targeting both complex, regulated environments in healthcare, life sciences and the public sector, and large enterprise facilities across financial services, manufacturing and retail. Now a part of Trane Technologies, Nuvolo benefits from strategic alignment with building controls innovators such as BrainBox AI. Its Connected Workplace suite supports predictive maintenance, space and asset management and capital planning via native mobile tools, automation workflows and deep integrations with enterprise systems. With strong CMMS revenue, steady growth and a broad customer base, Nuvolo continues to expand globally, while advancing AI- and IoT-enabled capabilities.

Vendor info

Firm name	Nuvolo
Headquarters	North Carolina, US
Employees	450
Revenues	Not disclosed
No. of offices	3
Example customers	Circle K, University of Texas at Tyler, Vertex Pharmaceuticals

Customer regional presence

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

% Customer base

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

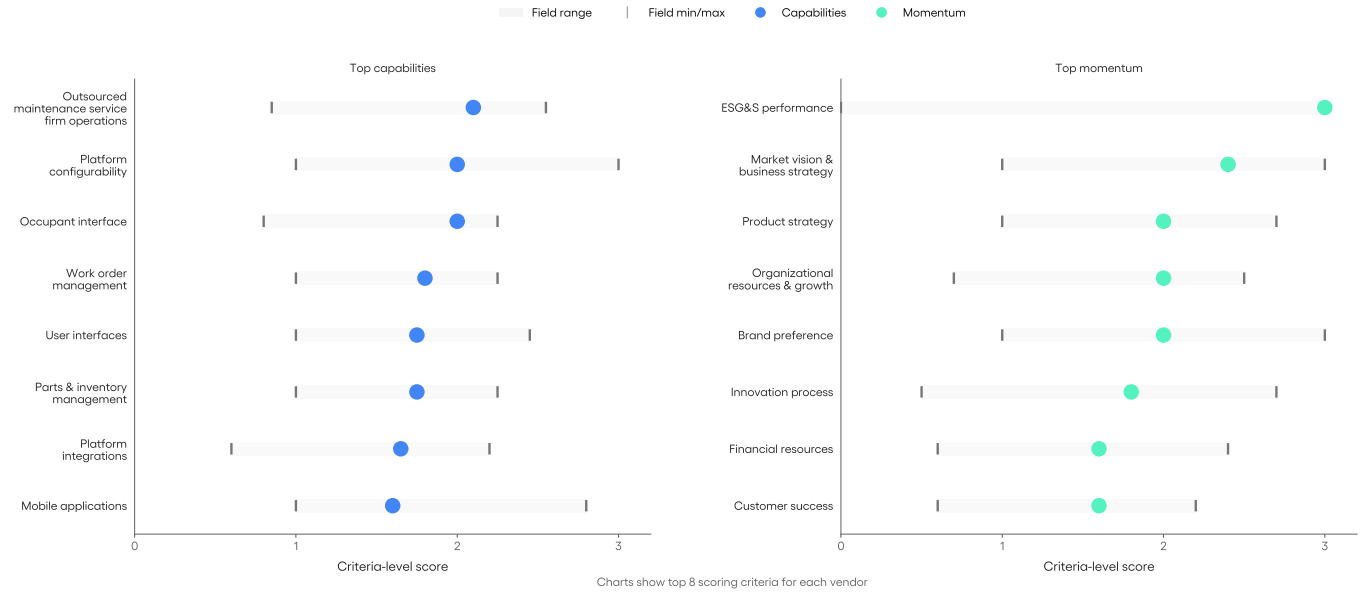
Top building type penetrations

Hospitals and healthcare facilities

Laboratories

Retail and restaurant facilities

Performance vs Field (2025)



Charts show top 8 scoring criteria for each vendor

Note: See the main scoring figure for an explanation of the scoring framework.

Nuvolo excels in SLA management through real-time monitoring and automated maintenance compliance

The Green Quadrant analysis finds that Nuvolo offers:

- **Advanced SLA automation that drives operational reliability.**
  Nuvolo's platform allows organizations to define detailed service-level agreement (SLA) conditions, including the ability to pause, resume or breach SLA countdowns. This enables teams to effectively manage timelines and compliance requirements, while surfacing real-time countdown timers and alerts that keep them ahead of potential compliance risks. Work orders are intelligently scheduled and re-prioritized based on SLA urgency, ensuring the right resource is assigned at the right time. For corporate users managing critical environments or large contractor networks, this reduces the risk of SLA breaches and supports proactive service governance. Managers benefit from dynamic dashboards that highlight SLA status across sites, assets or vendors, empowering quick intervention. This type of functionality not only creates audit-ready transparency, but also measurably improves response times and service reliability across enterprise-scale maintenance operations.

- **Early-stage AI and IoT capabilities – which show promise, but are still evolving.**
  Nuvolo is actively investing in AI-enabled predictive maintenance through both ServiceNow and BrainBox AI (a Trane Technologies business). While Nuvolo offers AI-driven maintenance features, such as intelligent routing and generative AI (GenAI) insights, these capabilities often rely on third-party integrations or custom configurations. Nuvolo supports ServiceNow Platform Analytics and is actively piloting ServiceNow's AI Search and Virtual Assistant with current customers. Advanced analytics often depend on connections to external business intelligence (BI) platforms – and real-time sensor integrations are feasible, but rely on external gateways, introducing a level of complexity for firms prioritizing native, plug-and-play innovation. To address these limitations, Nuvolo's product roadmap emphasizes the building of native AI capabilities and strengthening of partner integrations, to streamline these workflows in future releases.

- **Support for large real estate portfolios and service-oriented operations.**
  Nuvolo is particularly well-suited to organizations managing distributed assets, as well as service providers with multi-client operations, and enterprises seeking global standardization. Its strong support for multi-tenant data structures, mobile applications and SLA-driven workflows enables rapid adaptation across sites and clients. Being natively built on ServiceNow integration enhances connectivity with enterprise systems such as IT and human resources (HR), while the ESG performance tools and flexible reporting systems support sustainability and governance goals. While Nuvolo serves several high-profile clients in targeted industries, its overall customer footprint remains emerging relative to larger incumbents. Additionally, while analytics capabilities are available in the platform, they may require customization to fully meet the needs of data-driven teams.

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