Lessons Learned in 2025

Insights from the Year's Most Successful Facilities Teams
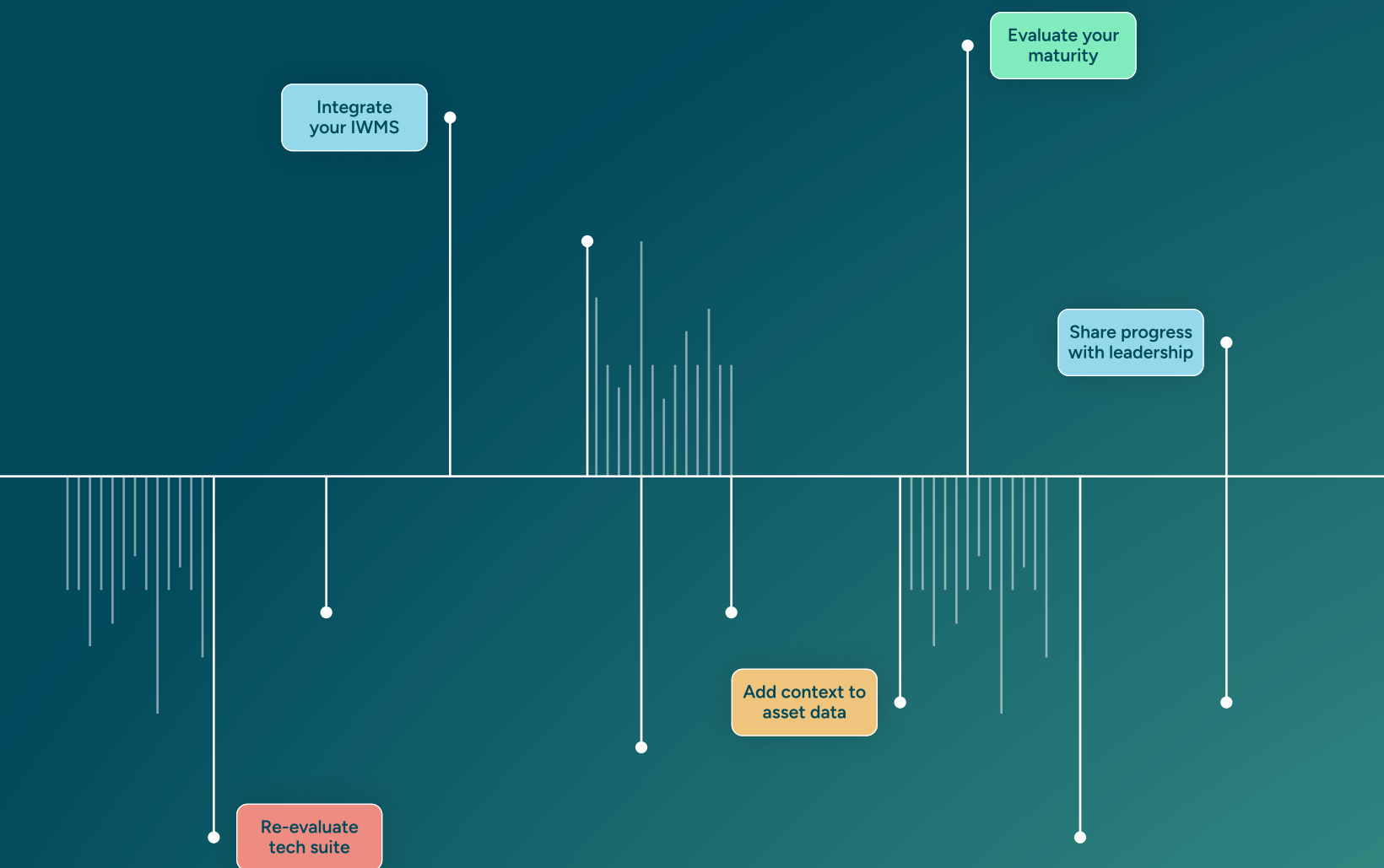
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Introduction
A Look Back at 2025

In 2025, many facilities and asset management teams reached a turning point. While years of investment in systems and data created immense potential, many teams came to us seeking help with ongoing challenges. The standout performers weren't necessarily the ones working the hardest; they were the ones who paused to identify the invisible barriers and missing foundations. Teams that strengthened system connectivity, standardized asset structures, and aligned leadership priorities with their facilities and asset management strategy made measurable progress, and their approach offers a clear model for others.

This guide captures the lessons those teams learned in 2025. By sharing how these customers drove results, we hope to help you carry that momentum into the future.

Evaluate your maturity

Integrate your IWMS

Share progress with leadership

Add context to asset data

Re-evaluate tech suite

An Integrated IWMS Is Not the Same as a Connected One

What an IWMS Is Meant to Do

An **Integrated Workplace Management System (IWMS)** is designed to bring together data from core areas such as lease management, maintenance, space, assets, and capital projects into a single environment.

When this information truly lives in one place and follows the same data rules, teams gain a complete view of their facilities portfolio. They can understand total cost of ownership, total cost of operation, space utilization, and asset investment needs with confidence. This shared foundation is what enables evidence-based decision-making.

Why Many Teams Still Struggled

For many organizations leading up to 2025, that promise was not fully realized.

> " *Despite having an IWMS in place, we continued to struggle with fragmented data, inconsistent reporting, and limited trust in the insights.*

The reason for this is because in the IWMS market, many organizations expanded through acquisition. Legacy software providers, originally specializing in a single area like maintenance or space management, attempted to become an "all-in-one" solution by purchasing standalone products to fill their gaps and create a combined single "suite." From the outside, the platform appeared integrated. However, under the hood, it often consisted of multiple products and multiple databases operating side by side.

This disconnect between appearance and reality created real challenges for organizations implementing these *not-actually-integrated* integrated workplace management systems. Because the backend was not truly unified, a single asset often existed as multiple conflicting records with different details. A change to a floorplan in the space product might not carry over to the maintenance team's records, and their repair history might not consistently inform capital planning. Ultimately, reporting required tedious manual reconciliation because data was merely synced or "pushed" between systems rather than living in a single source of truth.

As a result, teams spent significant time cleaning and validating information just to answer basic questions. Over time, this manual effort undercut the value of investing in an IWMS in the first place.

The Key Realization

The most successful teams in 2025 recognized this critical distinction: **"integrated" does not always mean connected.**
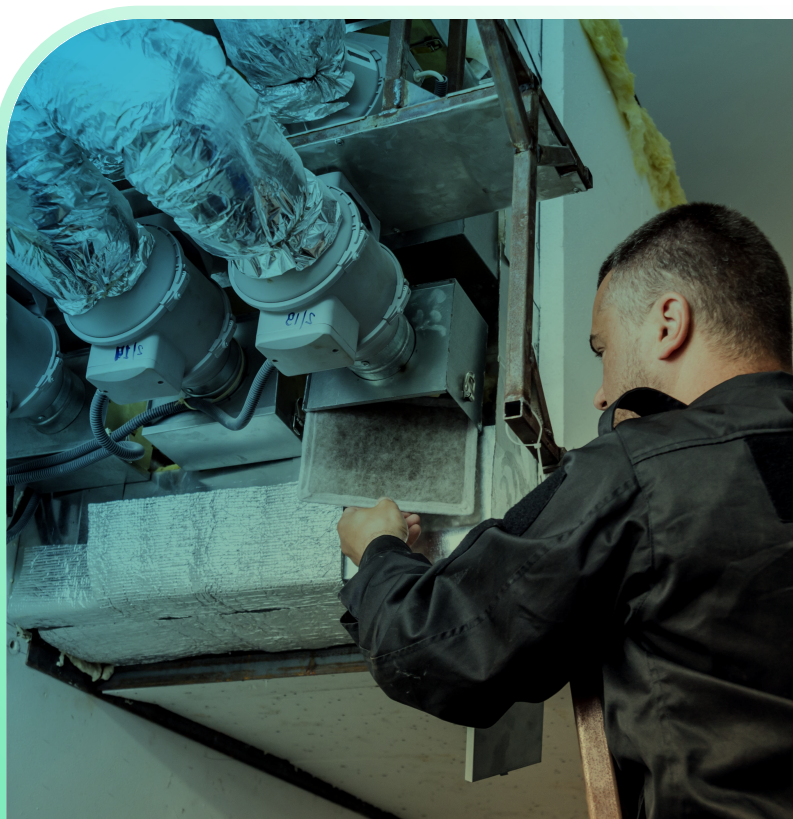
True connectivity means assets, spaces, work orders, costs, and capital plans all reference the same underlying records. There is no need for syncing, copying, or reconciling to get consistent answers.

Teams that realized this moved to **Nuvolo** because it's built on a single, shared data foundation. For example, maintenance history flows directly into capital planning and asset data stays consistent across workflows. For these teams, reporting became faster, simpler, and easier to trust.

Why This Shift Mattered

An IWMS only delivers real value when it truly delivers connection. Without shared data, even the most feature-rich solution will fall short.

Teams that tackled this challenge did more than modernize their technology. They strengthened decision quality and confidence, and positioned themselves for what's next, including AI adoption.

Scaling Maintenance Maturity Requires Contextual Data

The Limitations of Flat Asset Lists

As organizations worked to mature their maintenance programs in 2025, many discovered that progress was being limited not by effort or intent, but by **how asset data was structured.**

For years, many organizations relied on flat asset inventories. Equipment was captured as individual items with minimal context, often based on what was easiest to document rather than how assets actually functioned together. While this approach supported basic work order tracking, it can become a constraint for teams trying to understand recurring issues, prioritize work, or improve consistency across multiple sites. Additionally, without understanding how assets are connected, teams often miss how a single failure is impacting multiple assets or an entire system.

Why Asset Relationships Matter

Some of our customers learned that without clearly defined parent and child relationships, maintenance data lacked clarity. A failed component appeared no different than a failed system. Repeated work orders were difficult to interpret because there was no clear relationship between parts, subsystems, and the larger assets they supported.

> " *Maintenance history existed, but it was fragmented and difficult to analyze in a meaningful way.*

How the Most Successful Teams Structured Their Data

In 2025, we guided teams on how to structure their asset data around parent and child relationships, using our Asset & Maintenance product.
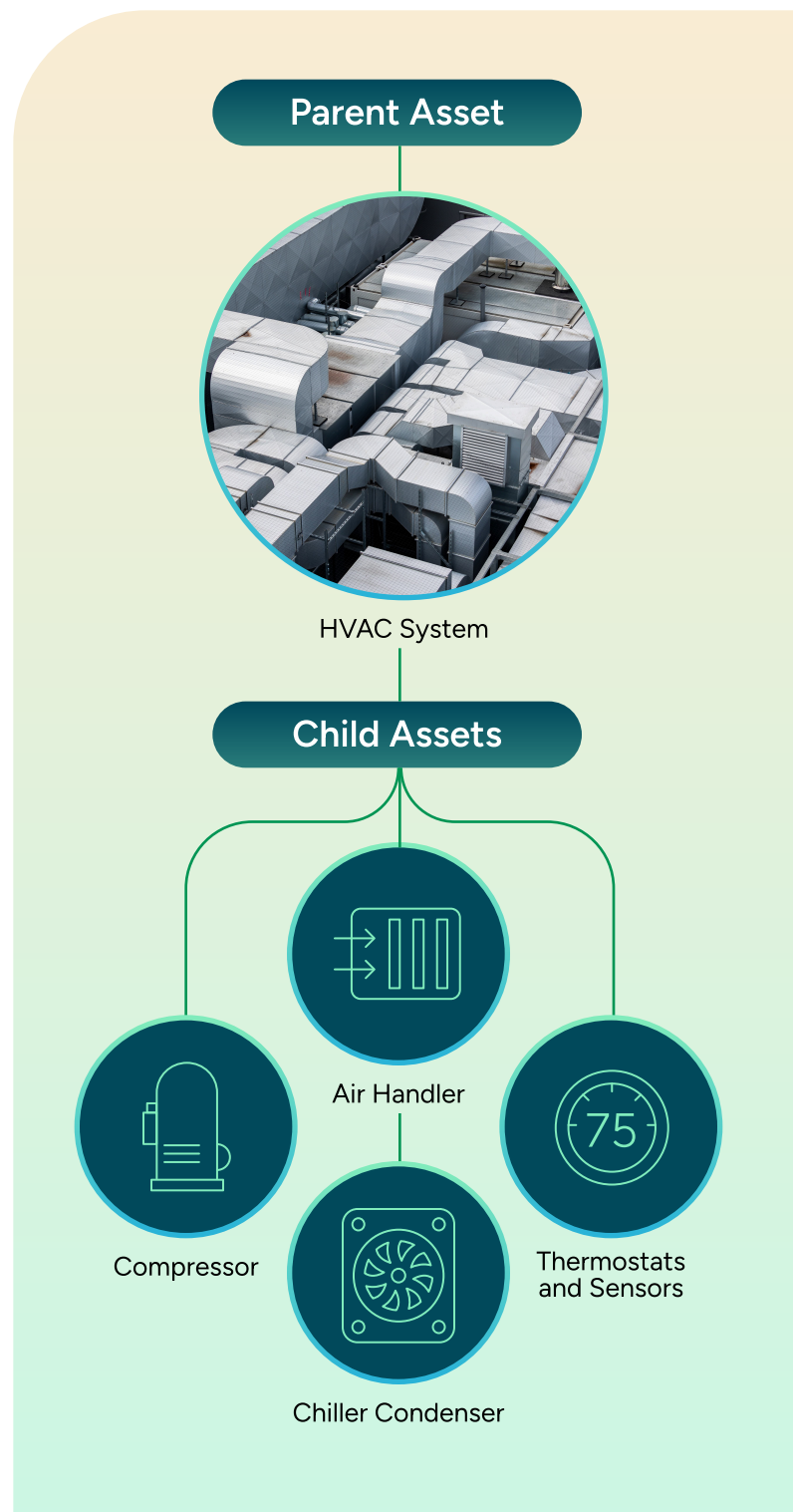
Systems were defined at the top level, with subsystems and components linked beneath them to reflect real-world dependencies. This provided a clearer view of how assets worked together and where issues were truly originating.

This shift unlocked immediate benefits. Maintenance teams could identify patterns at both the component and system level. Repeated failures of a child asset signaled broader reliability concerns rather than isolated incidents. Work histories became easier to analyze and prioritization decisions became more consistent and defensible.

Why This Foundation Enabled Maturity

As teams moved beyond reactive work, they needed data that could support better planning, improved reliability, and more informed decision-making. Asset hierarchies provided the context required to standardize processes, evaluate performance trends, and align maintenance activity with long-term goals.

By treating asset hierarchies as a strategic foundation rather than an administrative task, the most successful teams in 2025 positioned themselves to steadily advance their maintenance practices towards conditioned-based maintenance and predictive maintenance strategies.

Parent Asset

HVAC System

Child Assets

Air Handler

Compressor

Chiller Condenser

Thermostats and Sensors

Align Leadership Along the Maintenance Journey

The Expectation Gap with Leadership

One of the most consistent challenges facilities teams face is **misaligned expectations with leadership.** Executives are ultimately measured on business outcomes, including cost control, risk reduction, growth, and service delivery, while facilities leaders are responsible for the systems and processes that enable those outcomes.

For some of the teams we work with, executives wanted faster results, while facilities leaders understood that meaningful improvements take time. The disconnect wasn't about ambition; it was about how progress was defined and communicated.

Too often, teams tried to manage expectations after the fact, once limitations or delays became visible—rather than aligning early on how facilities and asset management improvements support broader organizational goals.

Making Progress Visible

In 2025, the most successful teams abandoned reactive patterns in favor of early leadership alignment. They shifted the dialogue from timelines and feature lists to measurable progress toward business-relevant outcomes.

This shift was made possible by leveraging a **maintenance maturity framework**.

At its core, a maturity framework is a way to make progress visible. It helps teams and leaders understand where the organization stands today, where it is trying to go, and what needs to happen in between. The goal is not to rush the journey, but to set clear expectations at each stage along the way.
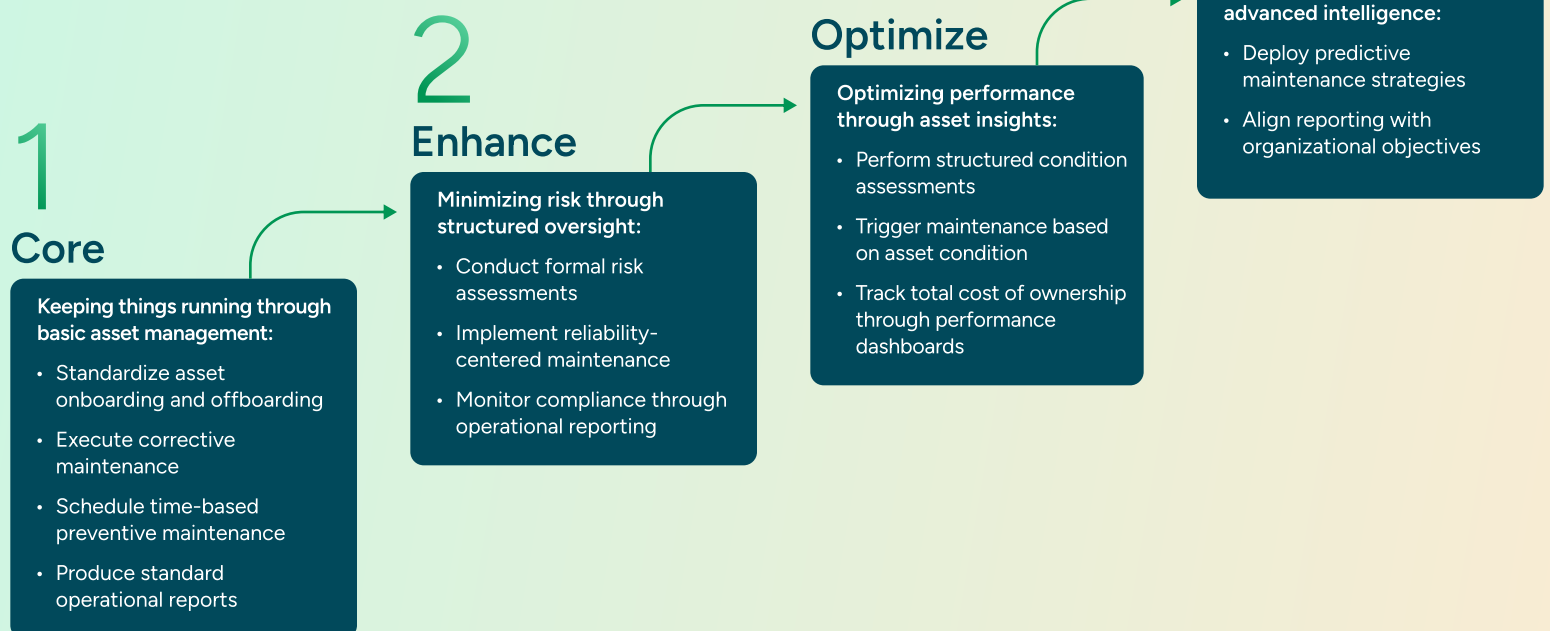
Changing the Conversation

Without this structure, discussions about maintenance improvements often stayed abstract. Leaders made requests for new capabilities without understanding the dependencies behind them. When outcomes did not materialize immediately, leadership didn't understand why.

The most successful teams avoided this by using maturity models as a shared communication tool. For Nuvolo customers, the Asset & Maintenance Maturity Matrix provided a clear, credible way to frame that journey. Instead of promising an immediate leap to perfect facilities operations, facilities leaders could show how capabilities build over time and why certain steps must come first.

The conversation shifted from *"Why aren't we there yet?"* to *"Where are we now, and what business outcomes does the next step enable?"*

Maintenance Maturity Matrix

1 Core

Keeping things running through basic asset management:

- Standardize asset onboarding and offboarding
- Execute corrective maintenance
- Schedule time-based preventive maintenance
- Produce standard operational reports

2 Enhance

Minimizing risk through structured oversight:

- Conduct formal risk assessments
- Implement reliability-centered maintenance
- Monitor compliance through operational reporting

3 Optimize

Optimizing performance through asset insights:

- Perform structured condition assessments
- Trigger maintenance based on asset condition
- Track total cost of ownership through performance dashboards

4 Transform

Driving strategic value through advanced intelligence:

- Deploy predictive maintenance strategies
- Align reporting with organizational objectives

Why This Approach Worked

For organizations looking to achieve similar results, the lesson is clear. Even without Nuvolo's Asset & Maintenance Maturity Matrix, teams can create their own maturity roadmap to guide conversations with leadership. The specific framework matters less than the clarity it creates.

What these models reinforce is a fundamental truth: progress happens in stages. Early efforts focus on building stability and consistency. From there, teams gain greater visibility and control. More advanced outcomes only become achievable once those foundations are firmly in place.

This lesson mattered because it created alignment. Leadership could see how facilities and asset management investments directly supported the organization's mission. Facilities teams gained a shared language to explain priorities, connect their daily work to business objectives, and sustain momentum over time.

Conclusion
What the Most Successful Teams Got Right

The most successful teams of 2025 focused on fundamentals.

They ensured their IWMS platforms were truly connected, not just integrated in name. They structured asset data to reflect how systems actually operate, and used maturity frameworks to align leadership expectations with asset and facilities management objectives.

Together, these lessons reinforce a simple truth: sustainable improvement comes from clarity, structure, and alignment. Organizations that invest in these foundations position themselves to make better decisions, build confidence with leadership, and continue maturing long after initial improvements are made.

As teams look ahead, these lessons offer a practical roadmap for moving forward with purpose.

Looking to achieve the same progress as the most successful facilities teams of 2025?

Nuvolo works with organizations to strengthen the foundations outlined in this guide, connecting systems and data, structuring assets, and aligning facilities and asset management strategy with leadership goals. Together, we help teams move forward with clarity, confidence, and momentum.

Get Started →

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