



CMMS Competitive Analysis

Conducted by Internal UpKeep Research Team

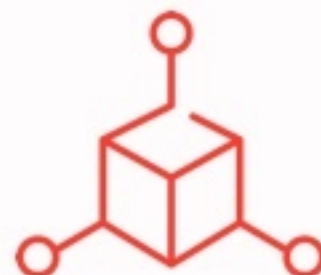
The key takeaways of this competitive analysis is to present the best CMMS software for your particular company's needs in mind.

Our research was conducted with an objective view when assessing other CMMS software. We took ease of use, customer service, features and functionality, and value for money into consideration as well.

Included in this Analysis



PART 1:
**Competitive Landscape
Analysis**



PART 2:
**Competitive Product
Overview**

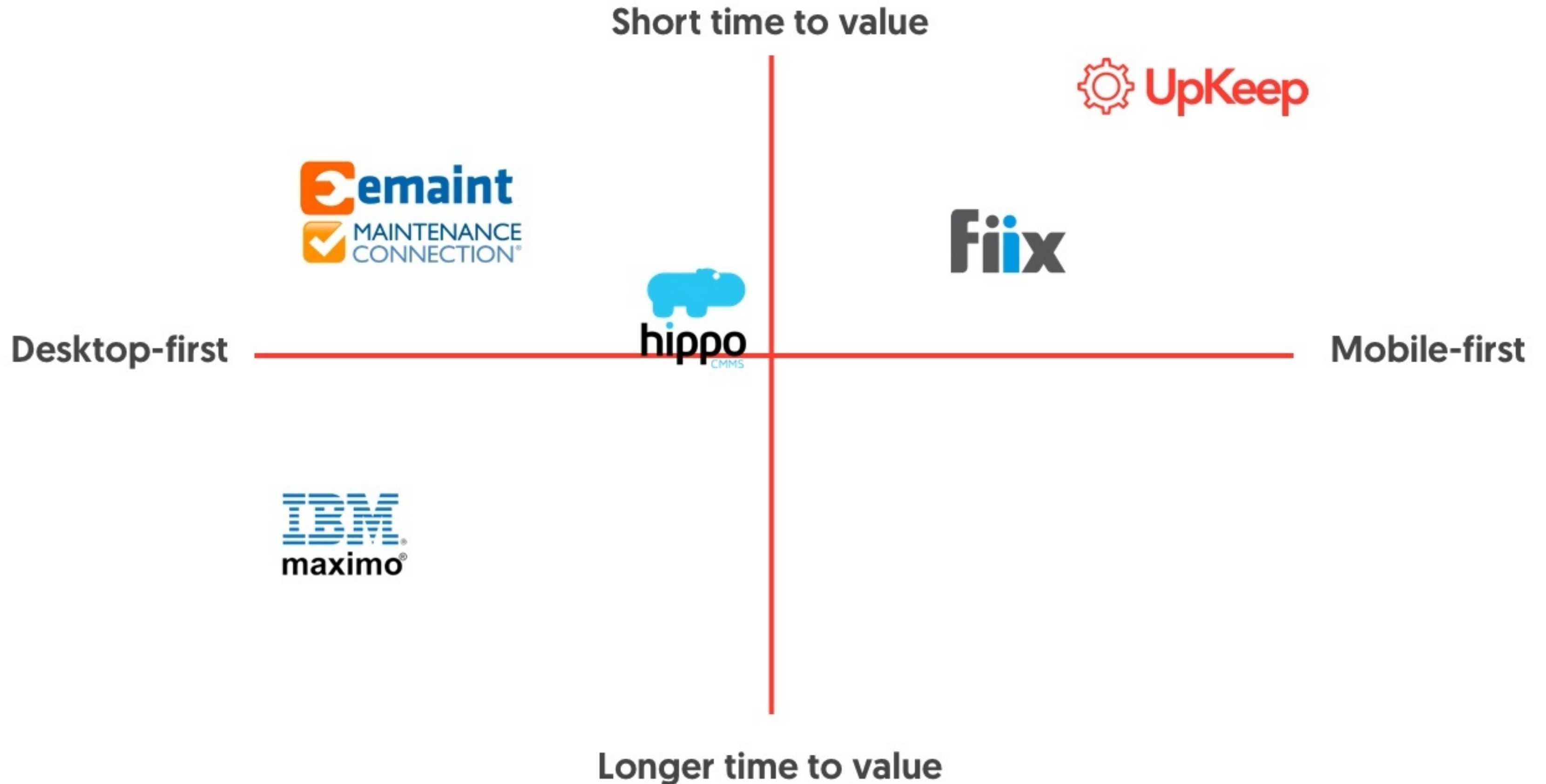


PART 3:
**UpKeep Customer
Success**



PART 1: Competitive Landscape Analysis

Value Prop Matrix



Time to value determines how long implementation would take with each CMMS and how long you should expect ROI with each system. UpKeep has really short time to value because you can onboard right away with the UpKeep free version.

Desktop-first vs. mobile first indicates the mobility of each CMMS. Having a mobile-first solution means its fully optimized for mobile maintenance teams who are in the field. Desktop means their system originated on desktop and might not have an optimized mobile solution.



PART 2: Competitive Product Overview

Product Scorecard



Overall Score: **9.50**

Ease of Use:  10/10

Customer Service:  9.5/10

Features & Functionality:  8.5/10

Value for Money:  10/10



Overall Score: **8.32**

Ease of Use:  9/10

Customer Service:  8.3/10

Features & Functionality:  8/10

Value for Money:  8.5/10



Overall Score: **7.50**

Ease of Use:  7.5/10

Customer Service:  8.5/10

Features & Functionality:  7/10

Value for Money:  7/10



Overall Score: **7.00**

Ease of Use:  6/10

Customer Service:  7.5/10

Features & Functionality:  7/10

Value for Money:  7.5/10



Overall Score: **6.50**

Ease of Use:  6/10

Customer Service:  6.5/10

Features & Functionality:  7.5/10

Value for Money:  6/10

Product Scorecard Breakdown



Overall Score: 9.50

From your desktop to your phone and even your tablet, UpKeep is easily accessible from anywhere at any time. The ability to create work orders on-the-go, get notifications when tasks are updated, and receive alerts straight from your app when assets go down are helpful. maintenance technicians were able to adopt the software in 1.5 days

UpKeep is the only CMMS that offers 24/7 support and had . We gave them a 9.5/10 because they have amazing support, follow-up, and a personalized touch. UpKeep's customer support is extremely responsive to feature requests, training, and just general support. Their response times to customer tickets are on average 5 mins or less.

In terms of features and functionality, UpKeep is one of the first CMMS softwares to offer a free version – which you can use to add/assign work orders, add locations, invite people, and run your maintenance at a basic level. They offer a full set of features such as; photo capture, preventative maintenance modules, lock-out – tag-out, asset management, meter tracking and much more. Improvements would be more customization in fields which would be helpful at large scale and no IoT sensors just yet.

Overall, UpKeep makes it zero effort, zero stress when managing your maintenance teams.



Overall Score: 8.32

Fiix is cross-platform but has various limitations on usability that make the adoption process a little longer than 3 – 7 weeks for most maintenance technicians. However, Fiix also offers a free version like UpKeep, which makes it easy to try before you buy.

The customer support can be described as being above average, but no actual live rep available.

For features and functionality, Fiix has a comprehensive list of features, almost as much as UpKeep and eMaint. Their dashboard is customizable for reports as well. From what maintenance teams indicated, Fiix's features and functionality covers breadth but sometimes lack depth in terms of customization, but is a great base tool for CMMS.

Overall, Fiix is a good software for people not familiar with CMMS, but has a starting price point higher than UpKeep, making the value for the money not as great.



Overall Score: 7.50

Onboarding can take anywhere from 30 – 60 days with Hippo. However, it seems to be more straightforward after onboarding than Fiix. They offer cross-platform functionality and is fairly easy to use after implementation but have limitations and no free version for customers to try.

Customer support is above average, but no live rep to speak with. They offer live support on their website and during business hours, their response rate is around 8 mins on average, which is decent.

In terms of features and functionality, Hippo lacks a few features such as calibration management and key/lock management which may be important to some maintenance teams. They predominately focus on Manufacturing, Healthcare, and Hospitality industries.

Overall, Hippo is a great service for people and a valid alternative to Fiix, but has a starting price point higher than eMaint, UpKeep, and Fiix making the value for the money not as great as the other mobile-first options in the market.



Overall Score: 7.00

Our team bucketed eMaint and Maintenance Connection together because their product features, ease of use, and functionality are almost the same. Maintenance Connection has a little more cross-device functionality, but their value prop index overlap. Onboarding can take anywhere from 10 – 30 days with eMaint/Maintenance. They have a robust desktop solution but lack any user-friendly mobile solution. Desktop only may be standard but not having mobile makes field work a friction-filled process for technicians.

Customer support is standard, offers online chat and support during business hours but no live rep to speak with.

In terms of features and functionality, eMaint/Maintenance Connection has great functionality on desktop, eMaint is missing a couple of features: billing & invoicing and dispatch management.

Overall eMaint/Maintenance Connection offers a solid desktop CMMS that has been in business for years, but has a starting price point higher than UpKeep, and Fiix making the value for the money not as great as the other mobile-first options in the market.



Overall Score: 6.50

Maximo is geared specifically to enterprise due to the fact that a good majority of their clients that had large maintenance teams people. The UI is a bit clunky from the research we've done, but seems to satisfy the basic needs of larger organizations.

They have good support for their larger clients, but create some friction for their smaller companies. Most have a dedicated account manager for their questions, but the customer service is slightly below standard.

In terms of features and functionality, IBM has a really robust system but lacks a solid mobile solution that works as well as the other CMMS out there, also they seem to be an older system that could be restrictive if you're planning on switching from an old CMMS. They do have the most important functionality features for maintenance teams but usability is a learning curve

Overall, Maximo is a great service for enterprise organizations, but has a starting price point higher than all available solutions making the value for the money not as great as the other mobile-first options in the market.



Number of
Reviews: **159**

Capterra Avg.
Rating: ★★★★★ [5/5]



Number of
Reviews: **104**

Capterra Avg.
Rating: ★★★★★ [4.5/5]



Number of
Reviews: **145**

Capterra Avg.
Rating: ★★★★★ [4.5/5]



Number of
Reviews: **235**

Capterra Avg.
Rating: ★★★★★ [4.5/5]



Number of
Reviews: **139**

Capterra Avg.
Rating: ★★★★★ [4.5/5]



Number of
Reviews: **38**

Capterra Avg.
Rating: ★★★★★ [4.5/5]



PART 3: UpKeep Customer Success



YEW DELL BOTANICAL GARDENS



The Challenge

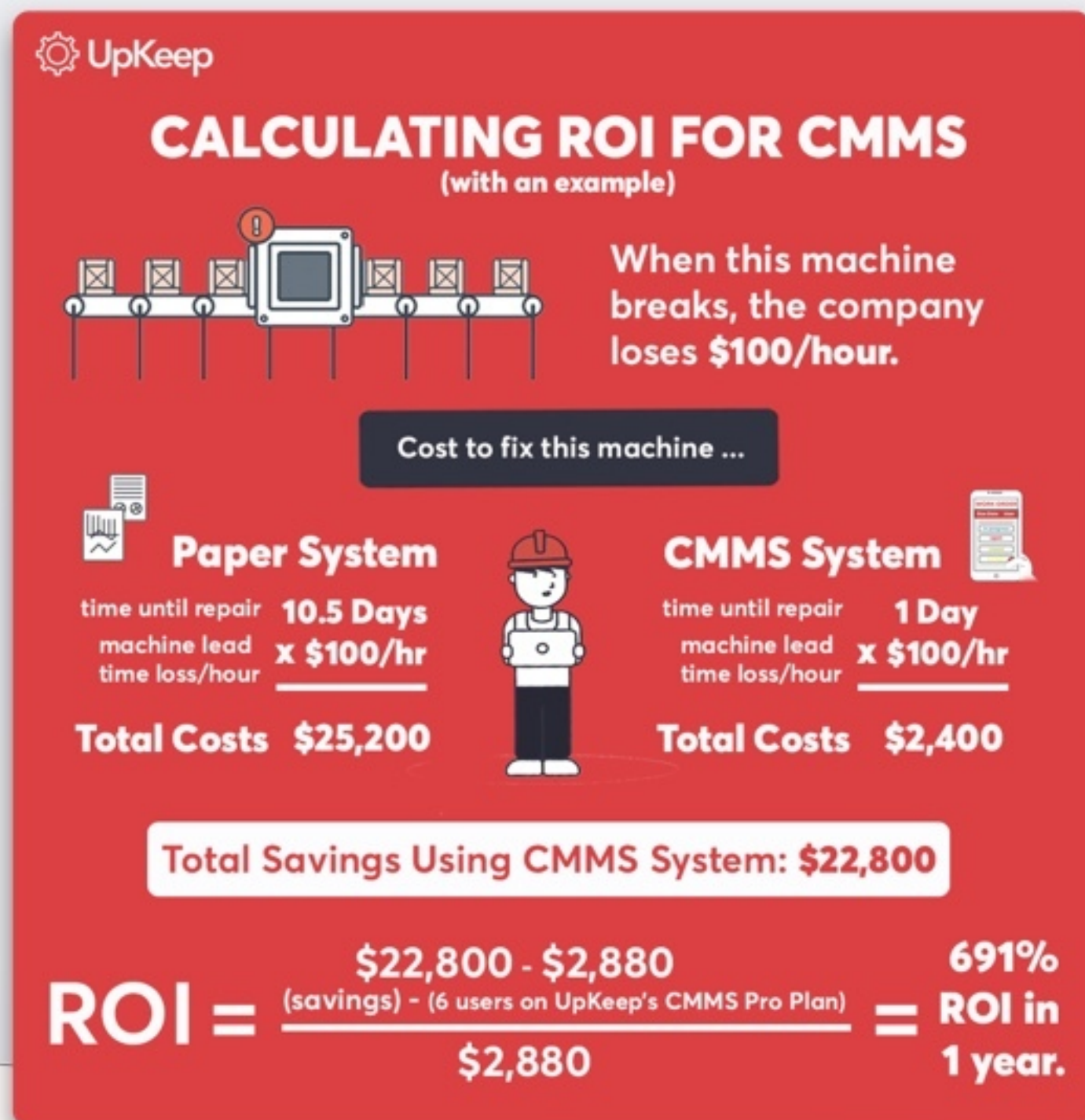
Yew Dell Botanical Gardens are far spreadout, so communication was a large issue. Having various people trying to prioritize all the tasks through texts and phone calls made them unorganized. Work orders weren't being created because requesters felt like they didn't want to "bother with small issues" by texting or calling groundsman.



The Solution

After UpKeep, Yew Dell is able to receive requests promptly. Now the issues are easier to assess by priority, there is a record of the issues, and Yew Dell can assign them to other workers or even 3rd party contractors if they need to. When they update work orders, requesters are automatically informed if by app notifications.

ROI from a Manufacturing Customer



A customer's manufacturing printing press broke down and they had to stop production. Luckily, the day before, they implemented UpKeep CMMS and their techs were able to fix the machine in less than a day. UpKeep helped them prioritize that work order, which made them solve the issue quicker.

Thank yu.