Facilities Management Market Report & Insights

Facility Types On average, users selected at least two facility types.



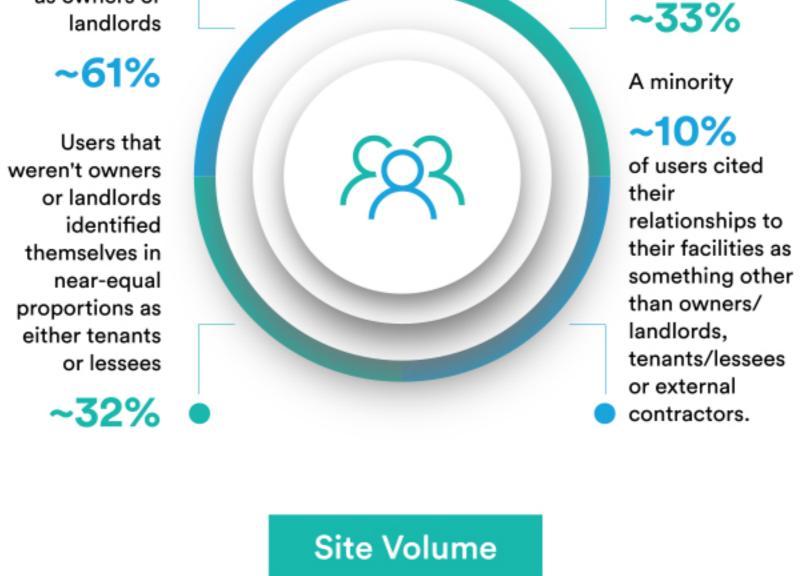
or external

contractors

The majority of

users identified

as owners or



There was also a significant presence from users managing or involved with between two and five sites

and 20 sites (~10%).

It was least common for users to manage between 10

It was most common for users to manage or be involved

with over 20 sites (~34%).

(~24%).

respectively).

25 -

The most common scenario for users was the management of or involvement with more than one site (~84%).

sites were similar in frequency (~16% and ~15%

- **Work Order Volume**
- A minority of users (~19%)

manage more than

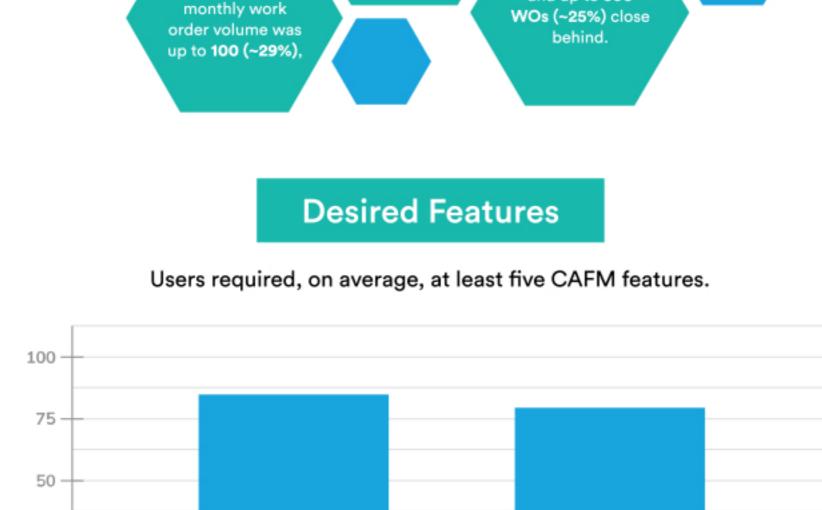
500 work orders

per month.

Users managing a single site and between six and ten ~84% The majority of users (~80%) manage under 500 work orders per month. with volumes of up to 50 WOs

10%

$(\sim 27\%)$ The most cited and up to 500



Spare parts visibility and purchasing

The most popular cited features were work order assignment,

planning and scheduling (~85%) and an asset register (~82%).

The least popular features were Space management (~21%) Workforce management (~26%)

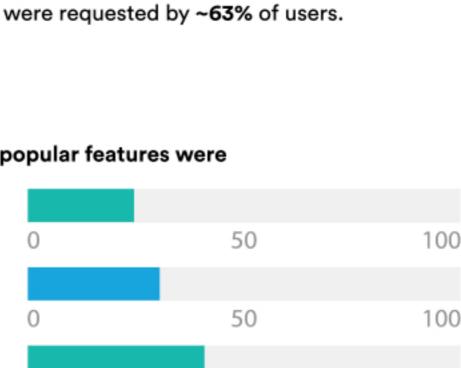
Five features—an asset register, job logging,

and health and safety compliance—were

selected by over 70% of users.

work order assignment, planning and scheduling,

work order instructions, checklists and approvals,



50

~54% of users required a feature set that

include core facilities management

features, such as job logging, working

order assignment and planning, work

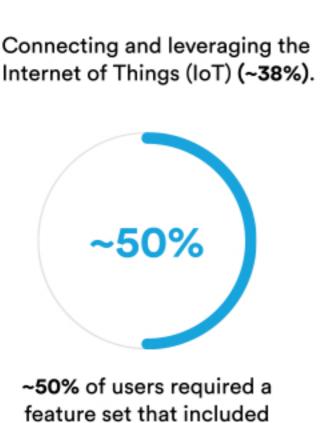
instructions and approvals, and health and

safety compliance management.

4

5

100



core asset management

functions, such as an asset

register, asset tracking and

job logging.

was administrative users (~36%). The least popular requested user type

-35%

~18%

~70%

System Users On average, users indicated that at least one stakeholder group would be using the CAFM system. The majority (~47%) required access for all user groups—normal users, administrative users, technicians and back-office teams. The most popular user type cited

Non-admin/normal users and back-office

team members were selected in near-equal

proportions (~27% and ~28% respectively).

~35% of users were looking for a solution that could be implemented in one to three months.

Implementation Timescale

was field technicians (~18%).

Industries and Roles

Industry Distribution

Education (~13%)

and FM services

(~12%) were the

second and third

most cited.

Only three selected

industries—

buildings and

facilities, education,

FM services—were

selected more than

10% of the time.

Role Distribution

CAFM User

their implementation timescale.

~18% of users were seeking to implement a solution in three to six months, and ~12% were looking to implement a solution in six to twelve months. The majority of users, however ~35%, were uncertain of their implementation timescale or were just researching. Overall, ~70% of users either wanted to implement a solution in one to three months or were unclear about

Other popular

industries included

hospitality (~6%),

healthcare (~5%),

charities (~5%), and

government and

public sector (~5%).

The most cited

industry was

buildings and

facilities (~18%).

"Facilities Manager" was the most cited title (~12%).

"Head of Facilities/ Property/Estates" (~7%) and "Director" (~5%) were also common.

Variants of "Director" were

another common group,

appearing ~16% of the time,

as were "Head of ____" from

diverse domains and

departments, which

appeared in ~11% of cases.

~35% of users cited an

industry directly related

to facility management

(buildings and facilities,

FM services or real estate

and housing).

Users cited a wide array of

industries beyond the ones

mentioned above. Other

notable inclusions were

banking and finance (~4%),

retail (~3%), and engineering,

construction and operations (~3%).

Seniority Distribution

~55% of users occupied mid-tier or management roles

Managers from core

facilities-related disciplines

—including projects,

services, operations, and

health, safety and

compliance—were the most

common group, appearing

~32% of the time.

~34% of users occupied senior, executive or leadership roles

~11% of users came from Overall, ~89% of CAFM buyers came

*Data taken from Comparesoft's CAFM Market & Insights Report published 2022