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2025 REPORT

State of U.S. Asset & Facilities Management

A data-centric view of how U.S. industries are leveraging asset management & operations systems

Contents

The State of Asset & Facilities Management

A glimpse into the landscape of asset and facilities management reveals significant changes in recent years as organizations have begun to increasingly prioritize technologies that enhance proactive maintenance, ensure compliance, and enable data-driven decision-making.

The use of asset management software is no longer a nice-to-have; instead, it's become a critical component in an organization's ability to manage their equipment, facilities, and infrastructure effectively. This includes everything from tracking assets and accelerating maintenance schedules to developing workforce sustainability initiatives and forecasting outcomes of capital investment plans.

This **U.S. State of Asset & Facilities Management Report** was conducted in partnership with Hanover Research, focusing on the uses and challenges of asset management software among U.S.-based organizations in manufacturing, education, healthcare, senior living, and local government. Through our research, it is clear that organizations across multiple industries consistently struggle with staff training, resistance to adoption of new technologies, and the looming costs associated with aging infrastructure.

The data collected through anonymous surveys underscores how asset management practices are evolving to meet modern business needs, driving efficiencies while supporting sustainability goals, and helping to align operational practices with organizational policies and regulatory requirements. As organizations continue to optimize their approach, they can become better positioned to manage their assets and facilities in ways that deliver value both now and in the future.

But despite the benefits, challenges remain. In this report, we will break down our findings to present a clear picture of the state of asset & facilities management and shine a light on the trends shaping these practices for organizations in 2025 and beyond.

5 Key Trends

In conducting this report, we set out to identify both why and how U.S. industries are leveraging asset and facilities management technology today. Upon reviewing the data, we identified five trends that were consistent across the majority of responses. These trends are more than simple patterns in the data – they provide a deeper understanding of the challenges, goals, and priorities that are shaping the future of U.S. asset and facilities management and offer guidance on how other organizations can continue to adapt, grow, and thrive on their asset management journey.

5 Key Trends

Reliable Data Drives Success

Having reliable data is critical in how organizations manage their assets and infrastructure. Nearly every respondent **(98%)** acknowledged using asset management software to generate reports and make data-driven decisions. The vast majority **(99%)** have leveraged data into a long-term asset management plan, while **93%** rely on data to alert them when assets need to be replaced.

Versatility is Changing the Game

The capabilities of asset management systems have expanded significantly, enabling organizations to do more than ever, based on our findings. From tracking and monitoring assets **(100%)** to optimizing operations **(96%)** to improving regulatory compliance **(97%)** to enhancing internal cross-team communication **(51%)** and much more, asset management systems enable organizations to achieve more business functions today than ever before.

Sustainability Initiatives Remain a Priority

Asset management systems continue to play a key role in advancing sustainability efforts across all industries. Over half **(51%)** of respondents are using their systems to reduce environmental impact in some way including **94%** that have implemented renewable energy projects and **64%** of respondents that have a water conservation policy in effect.

Policy & Compliance Drive Action - But at What Cost?

97% of respondents stated their asset management practices are heavily influenced by organizational policies, with **87%** believing their efforts are aligned with the guidelines. Regulatory requirements are another major driver of action, as **98%** of respondents said their asset management efforts are influenced by the need to maintain compliance.

Safeguarding Against Knowledge Loss Starts Now

Even with the rise of AI and other new technological advancements, workforce sustainability and employee satisfaction are still a top priority for organizations. The majority of respondents **(79%)** are actively using their asset management systems to create workforce sustainability plans while nearly all **(97%)** have a formal plan in place for workforce retention and development.
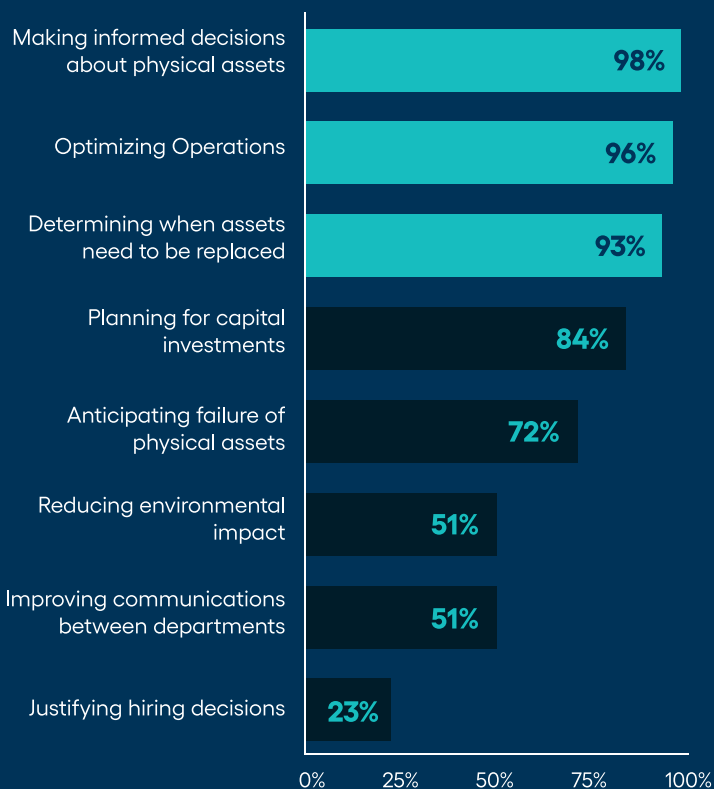
Reliable Data Drives Sucess

Reliable data has been, and continues to be, indispensable for driving effective decision-making and shaping maintenance strategies. Nearly all organizations **(98%)** surveyed rely on data to both generate reports and make informed decisions on how they manage their assets and facilities. **A total of 97% reported better decision-making as the top benefit from using asset management software.**
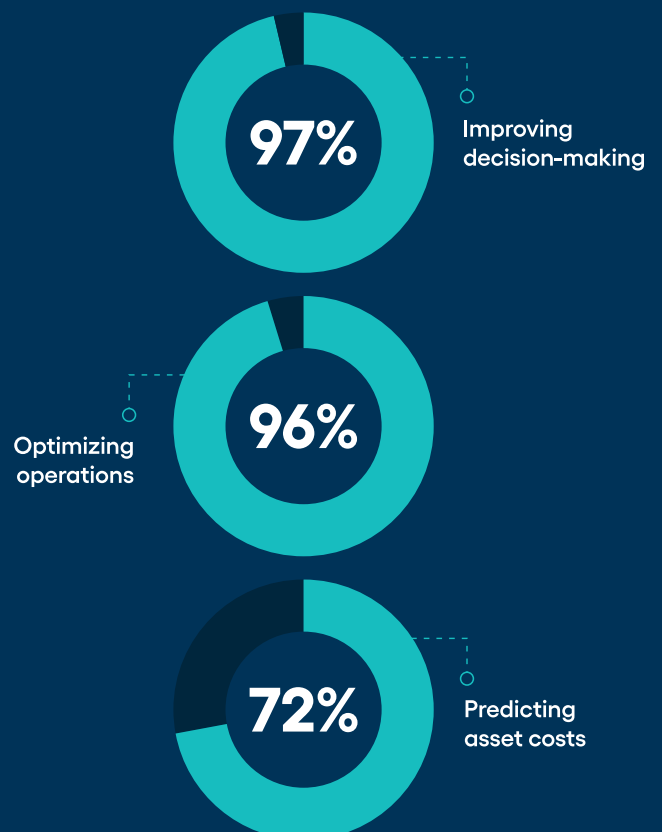
A key way respondents use their data is to anticipate and prevent downtime with **72%** of organizations reporting that they leverage asset management data to predict when physical assets may fail. By identifying potential failures early, these organizations can reduce unplanned maintenance costs and extend the lifespan of their assets.

Preventive maintenance was also a major focus, with **54%** of respondents ranking it as a high priority and **36%** calling it moderately important. Other uses of asset data noted in the results included optimizing operations **(96%)**, reducing environmental impact **(51%)**, and improving communication between departments **(51%)**.

Asset data organizational uses

Use	Percentage
Making informed decisions about physical assets	98%
Optimizing Operations	96%
Determining when assets need to be replaced	93%
Planning for capital investments	84%
Anticipating failure of physical assets	72%
Reducing environmental impact	51%
Improving communications between departments	51%
Justifying hiring decisions	23%

How respondents leverage asset data

97% Improving decision-making

96% Optimizing operations

72% Predicting asset costs

State of U.S. Asset & Facilities Management

Data-Driven Decision-Making is Here to Stay

Analyzing data to assess the cost-effectiveness of physical assets was another priority for most respondents **(81%)**. Capital investment planning, a similarly data-driven task, was noted as a use for asset data by **84%** of respondents as well.

Overall, it was clear that data drives nearly every aspect of the modern asset management approach from maintenance strategies to long-term capital planning. In fact, **63%** of respondents said they have a three-year plan in place for capital planning while **36%** said their plan extends to five years.

With the vast majority of organizations having multi-year asset management plans in place, it's clear that informed decision-making will continue to play a central role in shaping the future of asset management. Having a data-driven approach helps organizations make smarter investment decisions in the long-term, ensuring that their capital expenditures can consistently deliver maximum value over time.

Organizational long-term capital plan

63%
Yes, a 3-year plan

36%
Yes, a 5-year plan

99.74%

< 1%
Yes, a 1-year plan
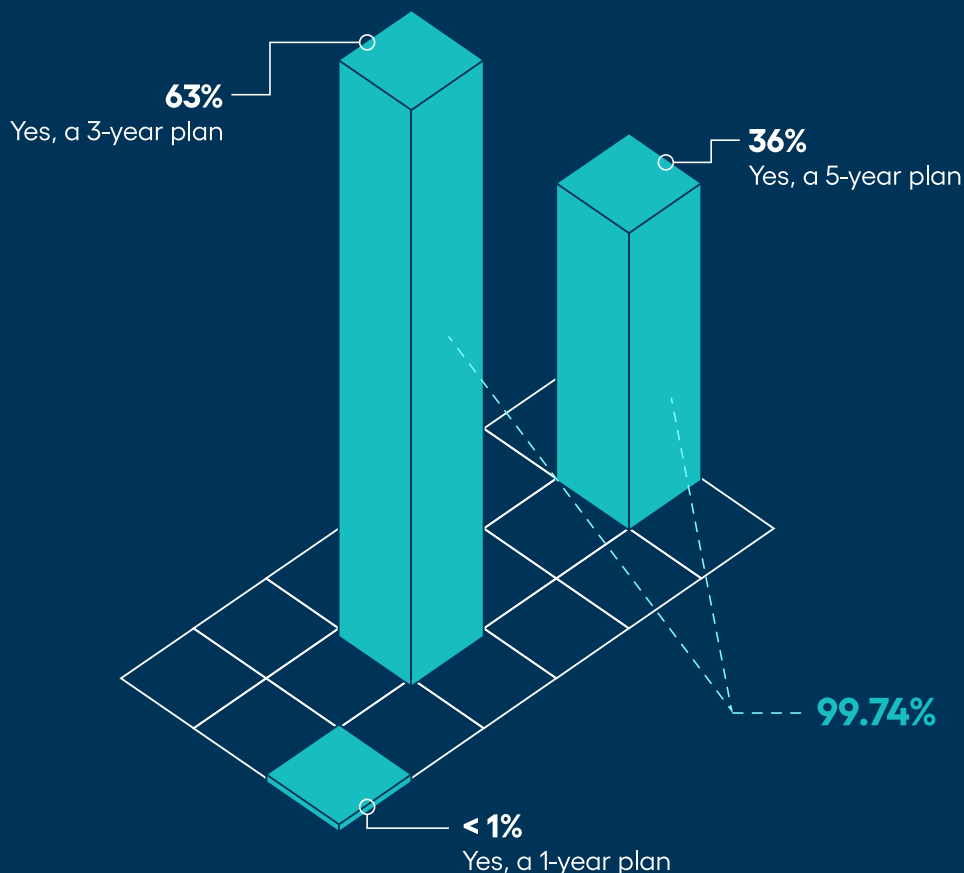
Thoughts to consider

While a 3-year capital plan can provide greater flexibility and more accurate predictions, a 5-year plan may place more of an emphasis on long-term organizational goals and align with larger initiatives.

With most assets lifespans outliving these plans, should organizations be planning even further into the future?

Accuracy vs. Reliability: Are Organizations Over-Relying on Questionable Insights?

The high reliance on asset management data for crucial processes like reporting (98%) and budgeting/forecasting (84%) suggests that organizations see data as essential for decision-making. However, the effectiveness of that data could be compromised if users aren't fully equipped to collect and interpret it accurately, as 65% noted a lack of sufficient training as a challenge and 48% cited resistance among staff to change.

How do you ensure your data is accurate and reliable?

"

It enables us to make decisions about asset purchases because we have all the data we need right at our fingertips.

— Anonymous survey respondent

Versatility is Changing the Game

In recent years, asset management software and systems have evolved to offer more capabilities than ever. Expanding from simple asset tracking tools to multi-functional platforms, organizations can now use these systems to optimize operations, schedule maintenance, manage inventories, track compliance, and even plan strategies workforce sustainability.

This growth in functionality allows organizations to improve decision-making, streamline workflows, and enhance overall asset performance, making asset management systems essential tools for modern operations.
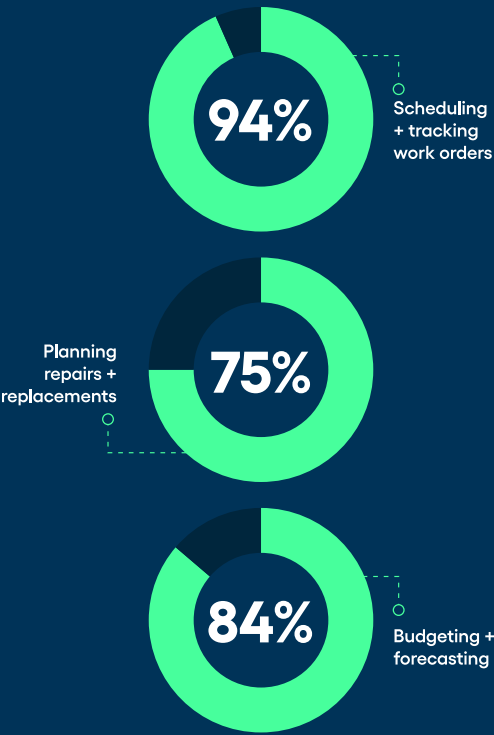
Asset tracking **(100%)** and workflow optimization **(96%)** were among the most noted uses by respondents, but a wide range of additional capabilities were also highlighted throughout the survey. A significant majority **(94%)** use their asset management systems to schedule maintenance and track work orders while **84%** use them for budgeting and forecasting, **75%** use them to plan repairs and replacements, and **57%** use them to manage spare parts inventory.

These capabilities enable organizations to maintain their assets more effectively, reducing downtime and ensuring that equipment is operating at peak performance.

Asset management software use reasons

Reason	Percentage
Generating reports	98%
Physical asset managing/tracking	97%
Maintenance scheduling/tracking	94%
Budgeting and forecasting	84%
Recording maintenance history	82%
Asset cost-effective analysis	81%
Strategic planning	78%
Replacement/upgrade plans	75%
Managing spare part inventory	57%
Calculating depreciation	19%

How respondents use their asset management systems

94% — Scheduling + tracking work orders

75% — Planning repairs + replacements

84% — Budgeting + forecasting

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More Versatility than Ever Before

Beyond maintenance and operational planning, asset management systems were also seen as critical tools for broader strategic initiatives. **81%** of respondents use their systems to analyze the cost-effectiveness of assets while **76%** apply them for strategic planning, ensuring that asset investments align with long-term goals. Additionally, **79%** utilize their asset management platforms for workforce sustainability planning highlighting the importance of supporting and managing staff effectively.

The versatility of asset management systems also extends to regulatory compliance, with **97%** of organizations leveraging theirs to meet industry standards and track compliance requirements. Furthermore, **82%** of respondents reported using asset management systems to record maintenance histories, a feature critical for future planning, budgeting, and minimizing the risk of compliance failures during audits.

With such a diverse range of applications, complete asset management systems have shifted from being purely operational tools to comprehensive platforms that play a vital role in overall business strategy. These systems not only help manage day-to-day tasks but also support long-term planning and sustainability efforts making them indispensable for organizations looking to optimize performance and prepare for the future.

"

With asset management software, we can effortlessly streamline inventory management and track our company's software tools, licenses, contracts, and renewal agreements.

— Anonymous survey respondent

Thoughts to consider

With 81% of organizations using their asset management system to perform cost-effectiveness analyses, how do you optimize your assets to maximize ROI?

Does your asset management system allow you to compare funding scenarios and forecast returns on future investments?

Why it matters

Capabilities vs. Outcomes: Are Asset Management Systems Keeping Pace with Infrastructure Needs?

While organizations are utilizing their asset management systems for everything from physical asset tracking to maintenance scheduling to replacement/upgrade plans, nearly half (47%) are grappling with aging infrastructure and only 59% feel equipped to predict asset failures. This disconnect could indicate that while asset management systems have matured in terms of features, many organizations may not be leveraging data analytics, predictive insights, or strategic planning capabilities to their fullest, as also indicated by just 36% of respondents having a 5-year plan in place.

How do you effectively prioritize short-term asset needs without ignoring long-term infrastructure demands?
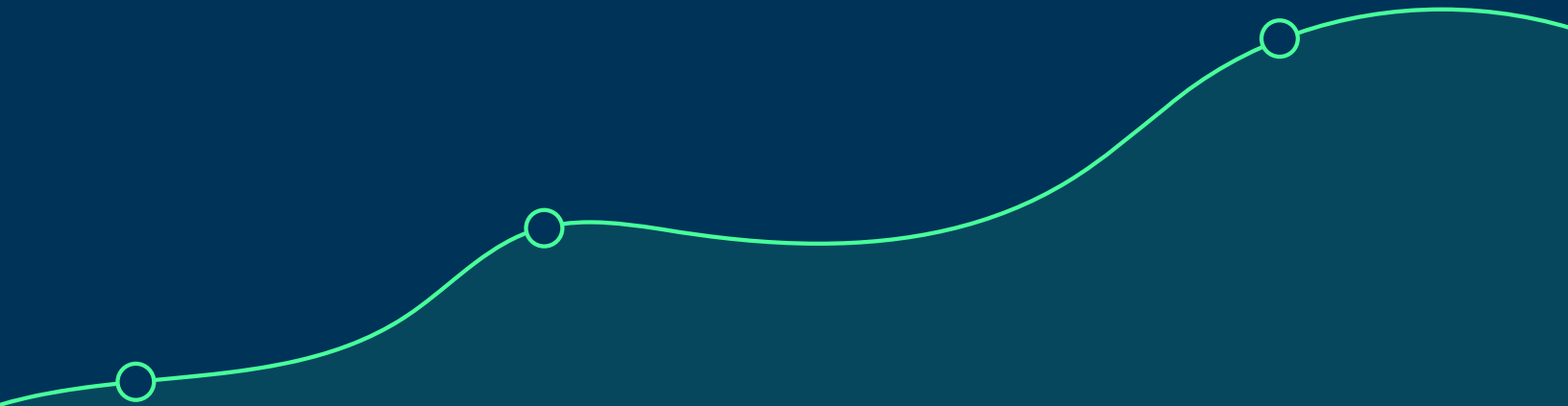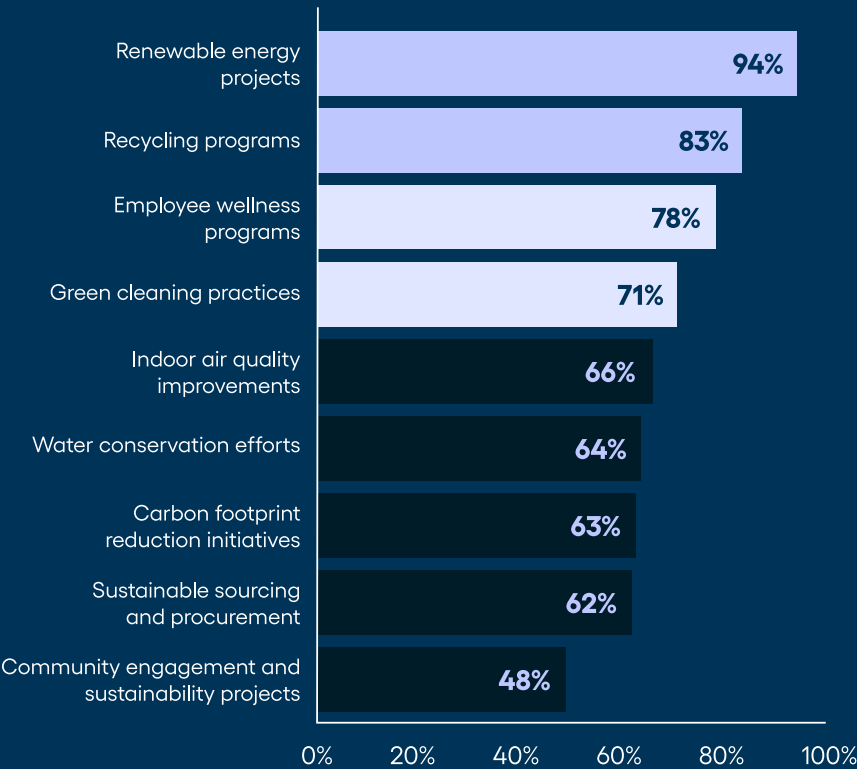
Sustainability Initiatives Remain a Priority

Sustainability continues to be a priority for organizations and asset management systems are playing a key role in helping meet these goals. Over half **(51%)** of respondents acknowledged using their systems to reduce environmental impact, and **94%** have already implemented renewable energy projects. Additionally, **64%** of organizations have water conservation policies in place underscoring the breadth of sustainability initiatives that asset management software can support.
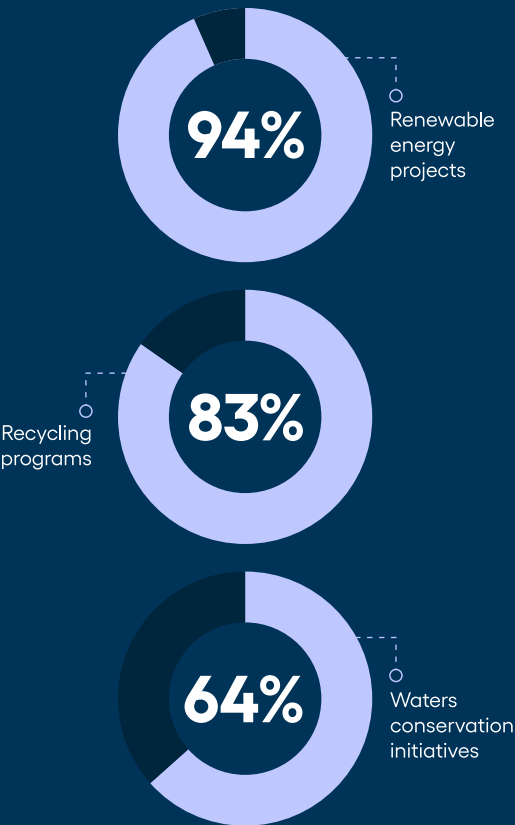
Recycling programs are also prevalent, with **83%** of organizations reporting having these programs in place. Local governments look to be leading the charge in this area with **100%** having a recycling program in place compared to education **(83%)**, healthcare and senior living **(82%)**, and manufacturing **(82%)**. Across the board, this shows a clear commitment among all industries to address sustainability.

Beyond environmental efforts, asset management systems also play a part in supporting organizations with indoor air quality improvements **(66%)** and green cleaning practices **(71%)** reflecting the importance of maintaining healthy environments both in and out of the workplace.

Sustainability initiatives in place at organization

Initiative	Percentage
Renewable energy projects	94%
Recycling programs	83%
Employee wellness programs	78%
Green cleaning practices	71%
Indoor air quality improvements	66%
Water conservation efforts	64%
Carbon footprint reduction initiatives	63%
Sustainable sourcing and procurement	62%
Community engagement and sustainability projects	48%

How respondents prioritize sustainability

94% Renewable energy projects

83% Recycling programs

64% Waters conservation initiatives

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# The Role of Asset Management in Sustainability Initiatives

Additional sustainability initiatives included carbon footprint reduction **(63%)** and sustainable sourcing and procurement **(62%)**.

More important than having initiatives in place, however, is having a plan to measure success and demonstrate improvements to stakeholders. Of the respondents who have a renewable energy project in place, an impressive **95%** revealed they have a clear plan to enact that strategy. Asset management systems can play a key role in achieving these

objectives, enabling organizations to monitor the success of their sustainability efforts, ensuring they stay on track to meet both short- and long-term goals.

Our findings make it clear that sustainability is more than just a buzzword. Organizations are making a concerted effort to reduce waste and set clear guidelines in place to create more sustainable facilities by creating a culture of environmental responsibility from top-to-bottom.

Renewable energy enactment plan

95%
Yes, we have a clear plan

4%
We are in the process of developing plan

< 1%
We do not have a plan
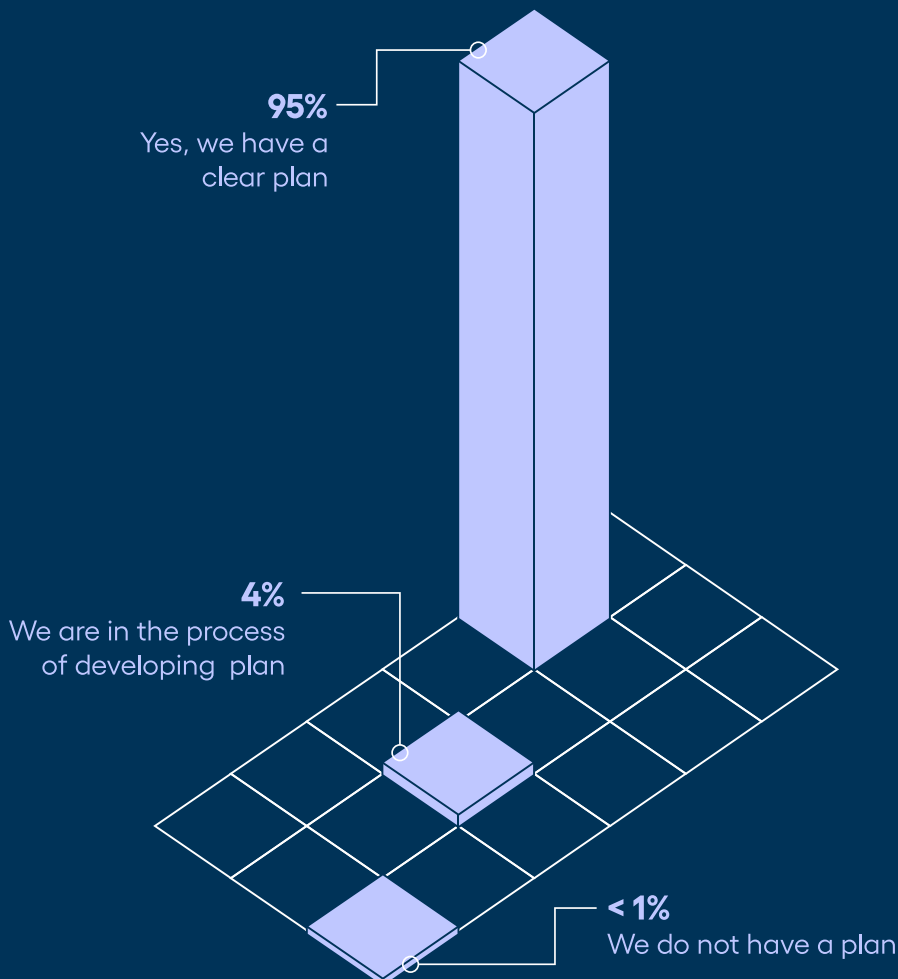
Thoughts to consider

What steps are you taking to scale your sustainability initiatives over time and measure progress in a meaningful way?

How do you ensure by-in and compliance to plans from all stakeholders?

*

Intentions vs. Impact: Are Organizations Limiting Sustainability Success?

While sustainability is clearly a priority – with 95% of respondents reporting renewable energy initiatives, 63% working on carbon footprint reduction, etc. -- only 51% of respondents are actively leveraging asset data to inform their sustainability practices. This could suggest that despite their intentions, organizations are underutilizing their available resources to maximize environmental impact.

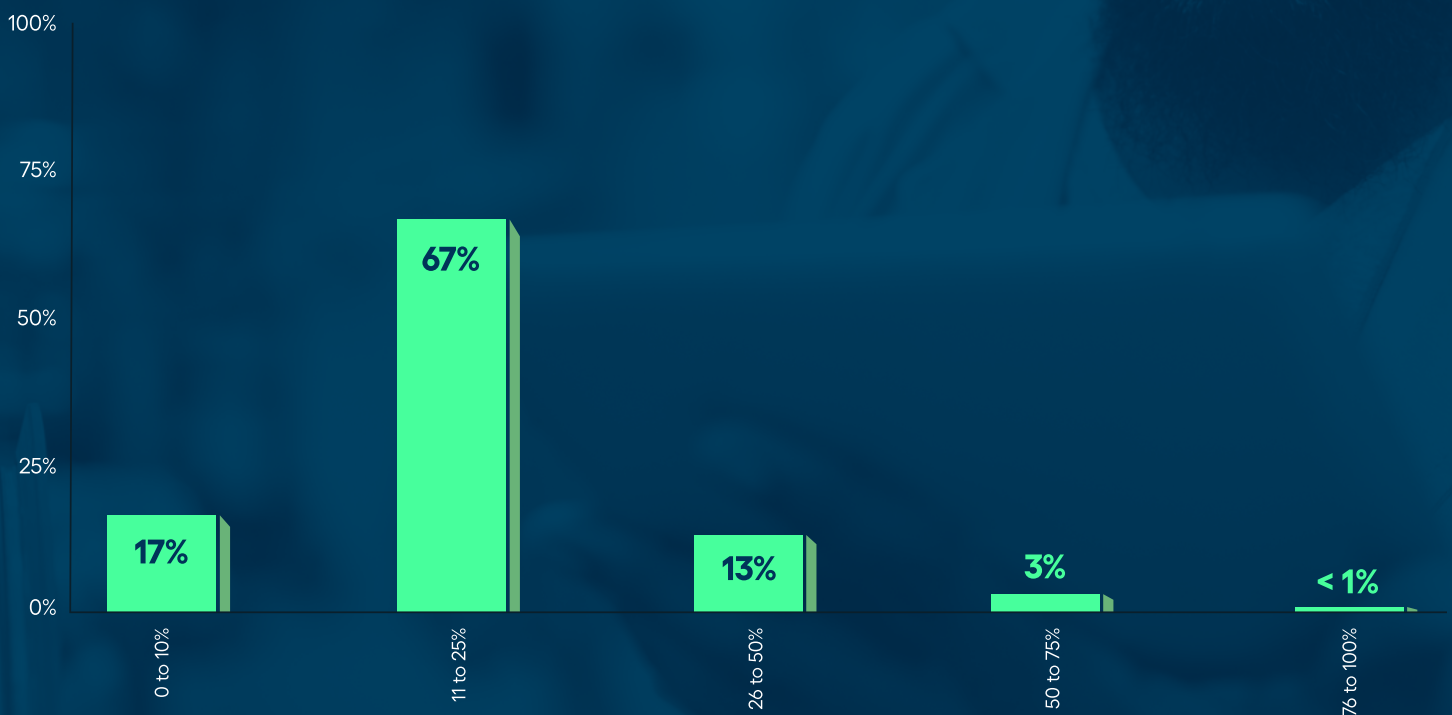**How can you better leverage asset data to optimize outcomes of your sustainability initiatives?**

"

We might believe we need to do a preventive maintenance task every two weeks, but over time the data may show that we need to do it more often or less frequently. **The more you can forecast and predict potential problems, the better you can do at staying ahead of those.**

— **Joe Wojciechowski,**
Maintenance Manager, Penn Waste Recycling Center

Reduction management in reactive asset maintenance work orders

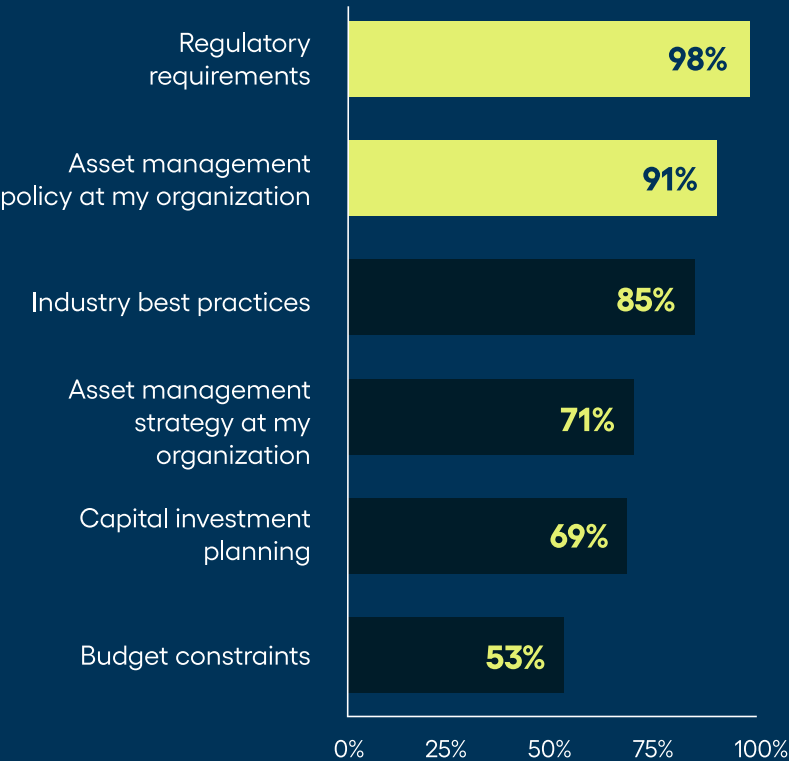|	0 to 10%	11 to 25%	26 to 50%	50 to 75%	76 to 100%
	17%	67%	13%	3%	< 1%

State of U.S. Asset & Facilities Management

Policy & Compliance Drive Action - But at What Cost?

Policies and compliance requirements were each noted as critical drivers of action in asset and facilities management strategies among respondents. A significant majority of respondents **(97%)** indicated that their asset management is influenced by organizational policies.
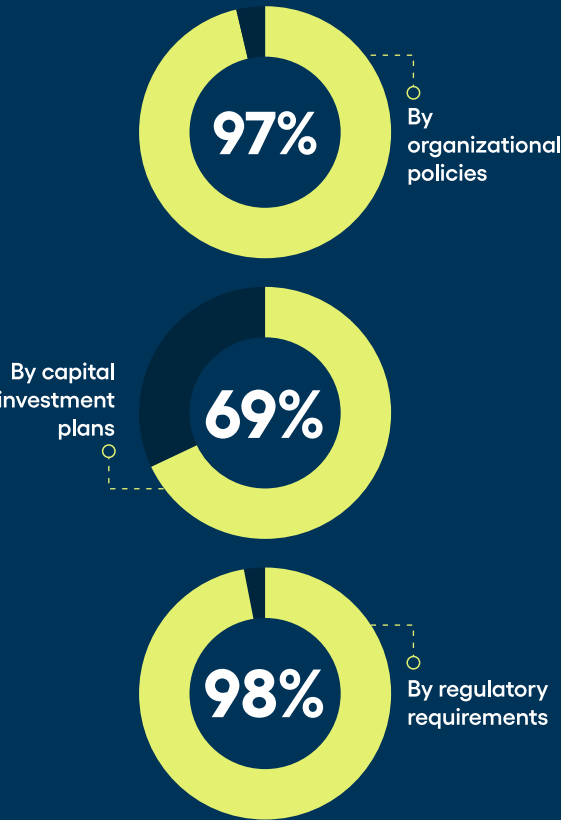
This data highlights the integral role that policies play in shaping how organizations manage their equipment, facilities, and infrastructure. **56%** of respondents said their efforts are mostly aligned with these guidelines, while only **31%** said their efforts are fully aligned.

Similarly, alignment with capital strategies was evident, with **32%** noting full alignment and **54%** stating they are very aligned. Financial considerations and goals also played a role, though to a lesser extent. Only **53%** of respondents stated their asset management strategies are guided by budget constraints, while **69%** were influenced by their organization's capital investment plans.

What guides asset management at organization

Regulatory requirements	98%
Asset management policy at my organization	91%
Industry best practices	85%
Asset management strategy at my organization	71%
Capital investment planning	69%
Budget constraints	53%

0% 25% 50% 75% 100%

How respondents' asset management strategies are influenced

97% By organizational policies

69% By capital investment plans

98% By regulatory requirements

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Research Reflects a Commitment to High Standards

Regulatory requirements were also noted as a significant influence on asset management efforts, with **98%** of respondents citing compliance as a key factor in their practices. This strong emphasis on regulation ensures that organizations remain accountable and adhere to industry standards.

Aside from just being guided by regulatory requirements however, the study found that asset management software actually helped improve adherence with these guidelines, as **97%** reported "enhanced compliance" as a top benefit of their asset management systems. And just **4%** listed meeting compliance as a challenge.

Policies and regulatory requirements are foundational to asset management strategies.

Having a structured approach ensures that asset management efforts are aligned with broader organizational goals and regulatory mandates, driving smarter, more effective decision-making and promoting operational excellence.
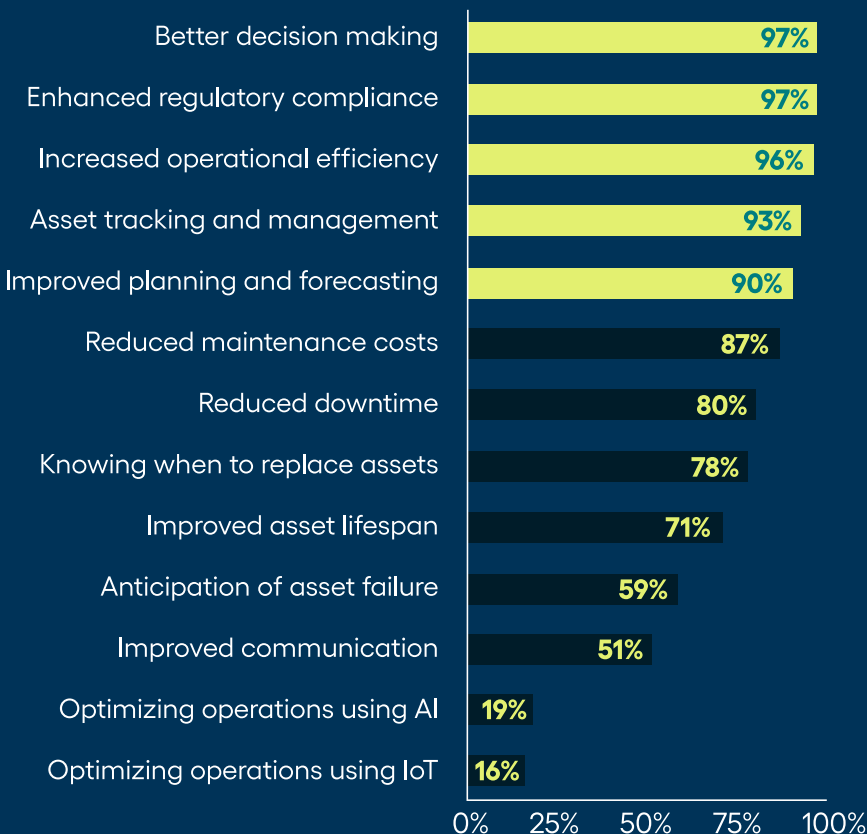
Thoughts to consider

69% of respondents say they are guided by their organization's capital investment plans.

Should capital plans inform your asset management strategies, or should your asset management inform capital plans?

Benefits seen from using asset management software

Benefit	Percentage
Better decision making	97%
Enhanced regulatory compliance	97%
Increased operational efficiency	96%
Asset tracking and management	93%
Improved planning and forecasting	90%
Reduced maintenance costs	87%
Reduced downtime	80%
Knowing when to replace assets	78%
Improved asset lifespan	71%
Anticipation of asset failure	59%
Improved communication	51%
Optimizing operations using AI	19%
Optimizing operations using IoT	16%

"
Asset management software helps maintain accurate records and generate necessary compliance reports, reducing the risk of penalties.

— Anonymous survey respondent

↓ Learn why it matters

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Why it matters

Policy vs. Strategy: Are Organizations' Playing It Too Safe?

While 91% of respondents say they are guided by their organization's asset management policies, only 71% report that they are guided by their company's asset management strategy. While policies typically set boundaries, enforce compliance, and standardize procedures, strategies help set expectations and aim to drive growth. This discrepancy, while small, could suggest that many organizations are confined to rigid policies without the full support of a cohesive, forward-looking strategy.

How do you prioritize compliance without sacrificing agility and innovation?
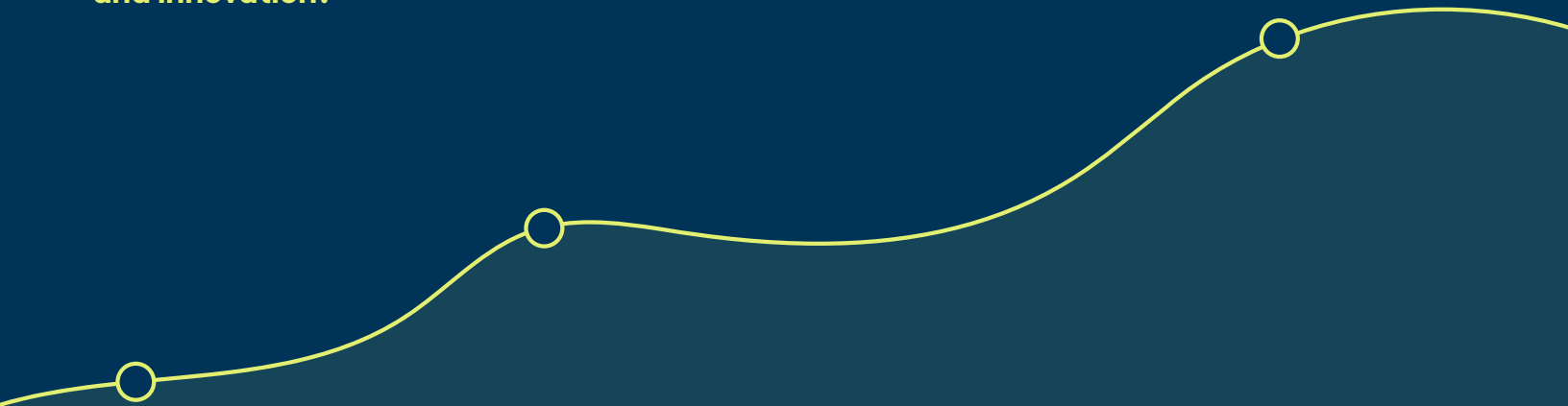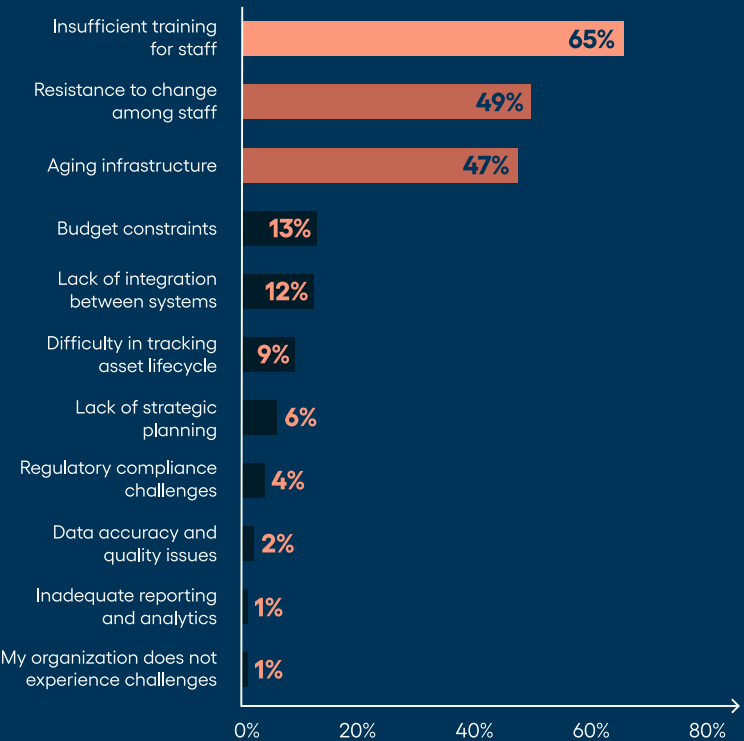
Safeguarding Against Knowledge Loss Starts Now

Despite the rapid advancement of technology, particularly in areas like AI, workforce sustainability remains critical for organizations and the communities they serve. A notable **79%** of respondents utilize their asset management systems specifically to develop workforce sustainability plans, emphasizing the human element needed for true operational success.
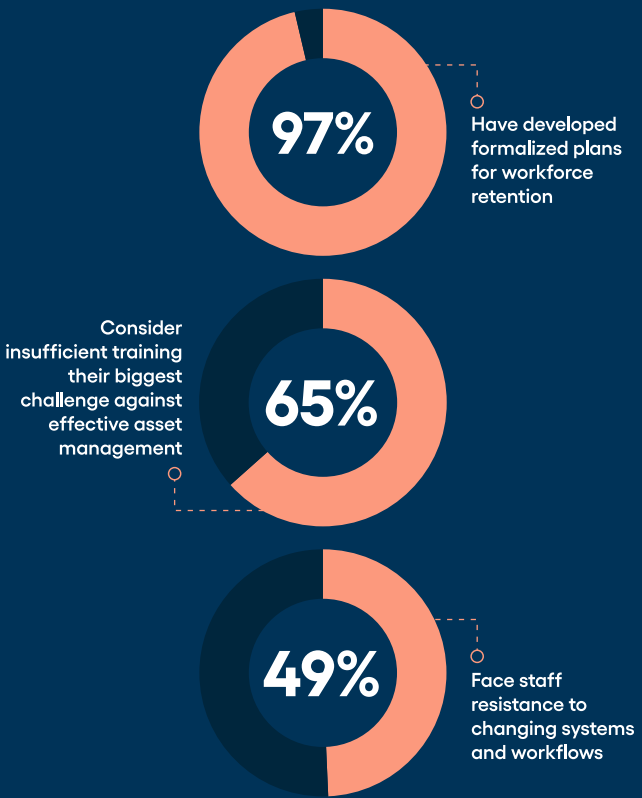
Additionally, a resounding **97%** said they have formalized plans aimed at workforce retention and development, reflecting a commitment to maintaining a skilled and satisfied workforce.

Unsurprisingly, the success of asset management initiatives largely depends on having trained and engaged teams. In fact, **65%** of respondents cited insufficient staff training as their top challenge, while **49%** pointed to resistance by staff to changing workflows and systems. These challenges highlight the need to foster a culture that embraces new technologies and provides ongoing support to help create smooth and effective implementations.

Asset management challenges experienced

Challenge	Percentage
Insufficient training for staff	65%
Resistance to change among staff	49%
Aging infrastructure	47%
Budget constraints	13%
Lack of integration between systems	12%
Difficulty in tracking asset lifecycle	9%
Lack of strategic planning	6%
Regulatory compliance challenges	4%
Data accuracy and quality issues	2%
Inadequate reporting and analytics	1%
My organization does not experience challenges	1%

How workforce sustainability impacts respondents

97% Have developed formalized plans for workforce retention

65% Consider insufficient training their biggest challenge against effective asset management

49% Face staff resistance to changing systems and workflows

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Building a Future-Ready Workforce

When it comes to workforce sustainability planning, both education and government respondents exceeded the average response rate, with **80%** of education respondents indicating they use their asset and facilities management software for this objective and **100%** of government respondents saying the same. Manufacturers **(79%)** and healthcare and senior living organizations **(74%)** also revealed the importance of this initiative in their responses.

By addressing challenges related to staff training, siloed workflows, and resistance to change, organizations can enhance the overall effectiveness of their asset management efforts. Prioritizing workforce sustainability ensures that teams are well-equipped, engaged, and ready to contribute to the organization's success for the long-term

Having a strategy in place is important to both keep current workers engaged and supported, while also creating a future-ready workforce that is not encumbered by the loss of institutional knowledge.

Current plan in place for sustaining workforce

97%
Yes, we have a clear plan

3%
We are in the process of developing plan
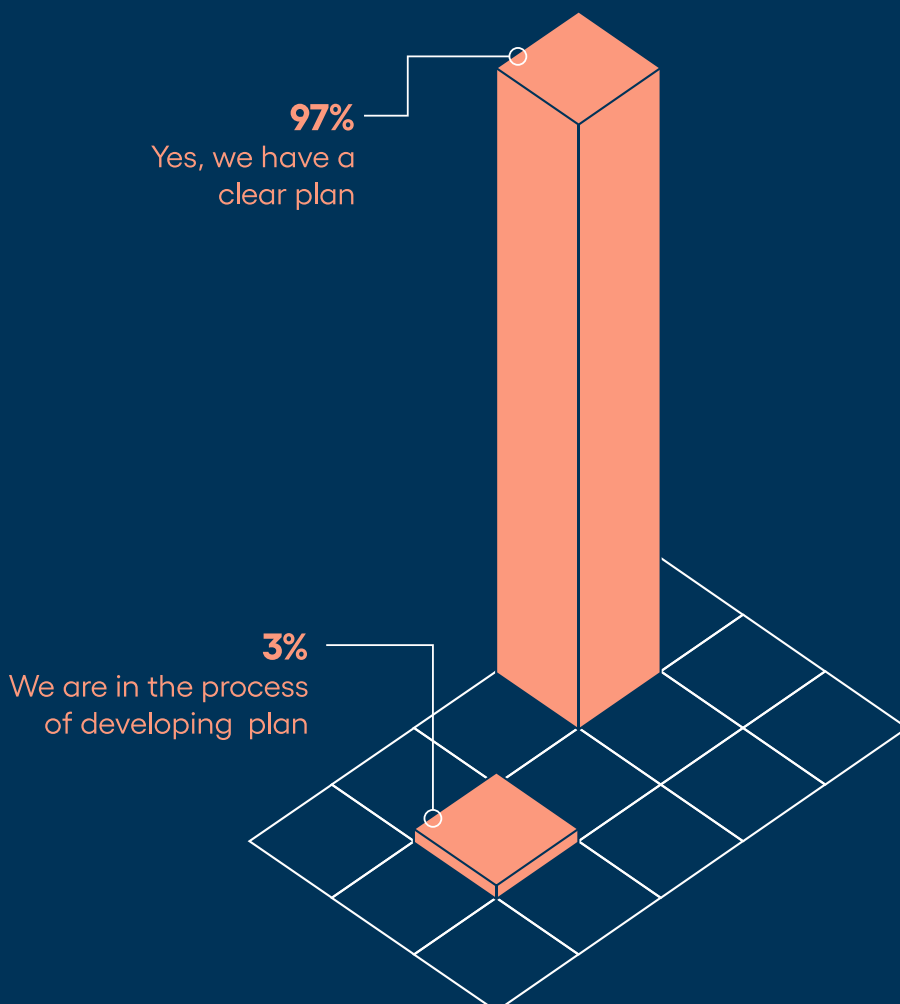
Thoughts to consider

As technology and organizational goals evolve, it's important to ensure your workforce retains institutional knowledge to avoid disruptions and skills gaps.

**How are you proactively addressing these challenges?**

Why it matters

Retention vs. Attention: Are Organizations Prioritizing Future Workforce Sustainability and Ignoring the "Now?"

While nearly 80% of respondents are using their asset management systems to develop workforce sustainability plans and 97% have formal retention strategies in place, other functions related to improving their workforce appear underutilized. Only 51% use asset management to improve cross-departmental communication and just 23% leverage it to support hiring decisions. This suggests that while organizations value future workforce sustainability and knowledge retention, they may be underutilizing available resources to address current needs related to team cohesion and growth.

How can your asset management system be better utilized to enhance employee engagement and satisfaction?
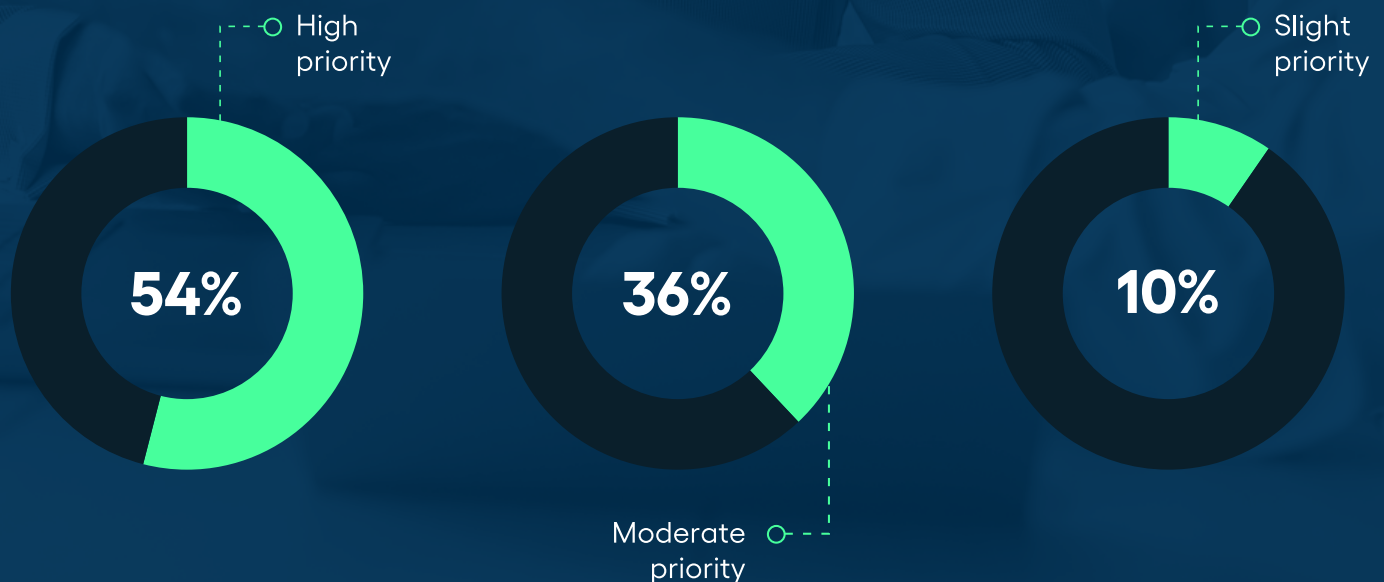
"
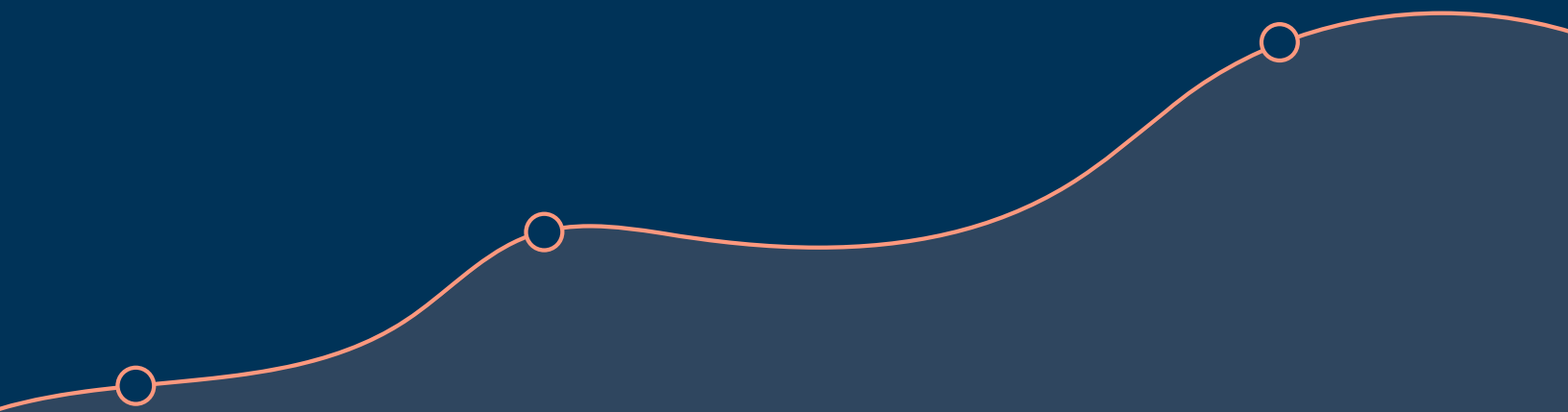
The capabilities of asset management solutions empower us to make better, more strategic decisions that extend asset life, increase safety and improve profitability.

— Anonymous survey respondent

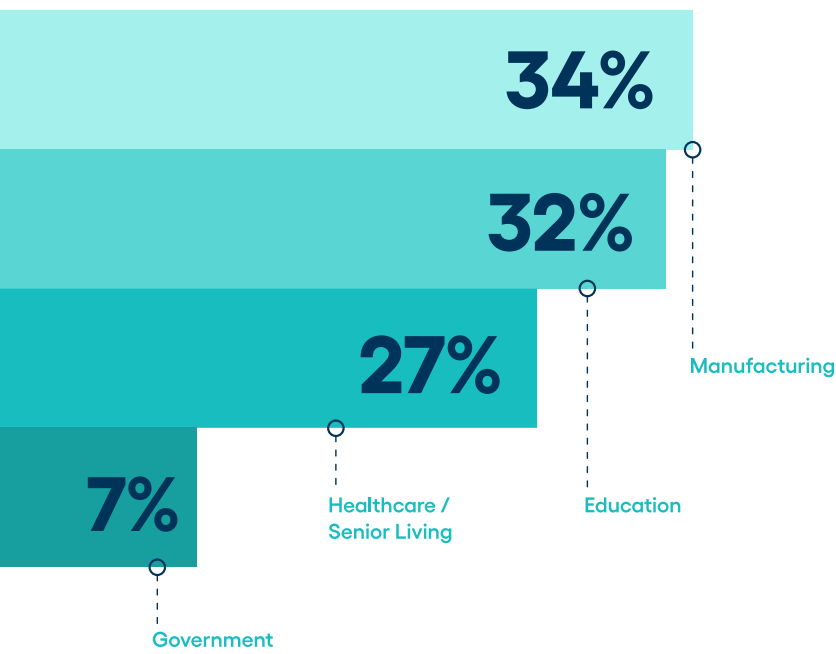Organizations' prioritization of preventative asset maintenance

High
priority

Slight
priority

54%

36%

10%

Moderate
priority

Demographics

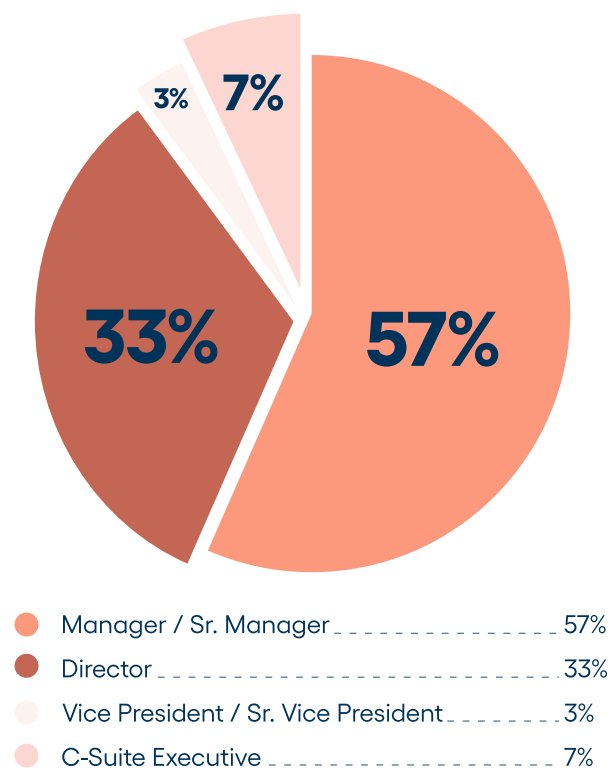Survey data was gathered from **380 respondents** ranging across **various industries, regions, job roles, organization sizes, revenue totals, and more**. Our goal was to collect a diverse mix of responses to get a complete picture of how different sectors and asset management leaders approach asset & facilities management, to provide an accurate and comprehensive portrayal of the challenges and priorities that **organizations all across the U.S.** are facing.
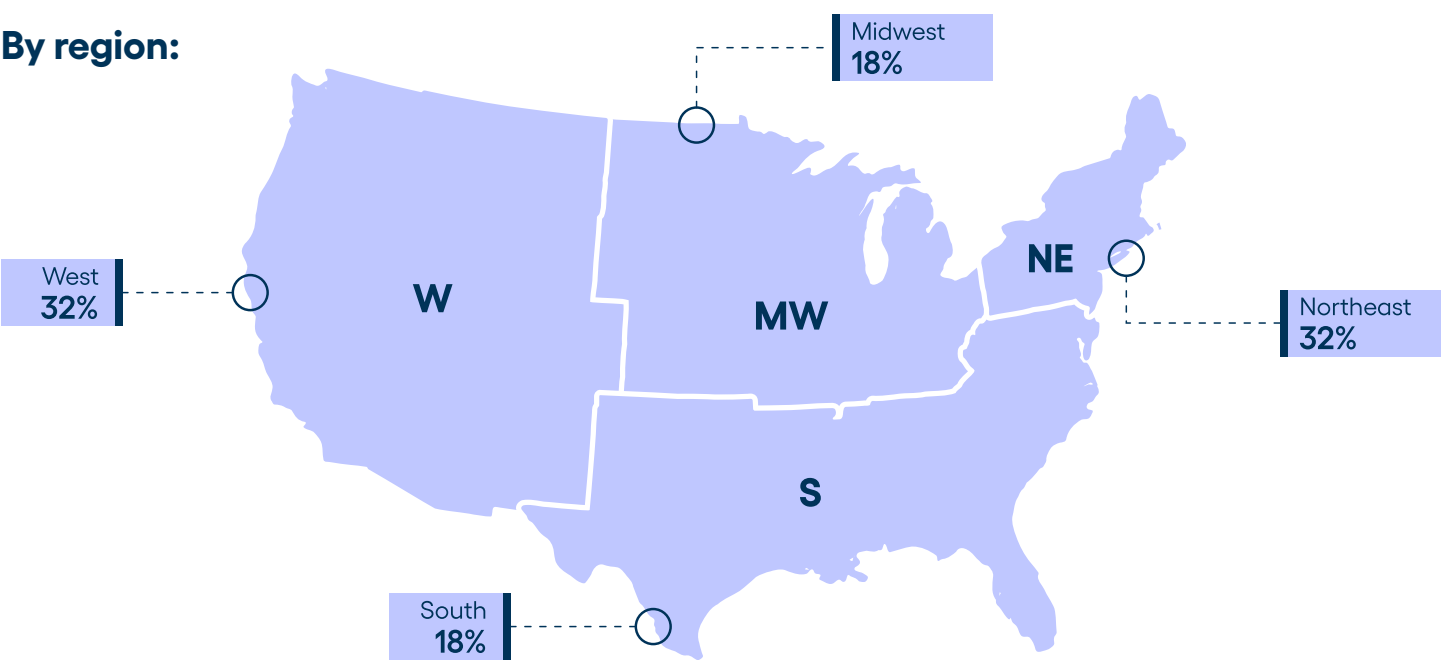
Let's break it down

By industry:

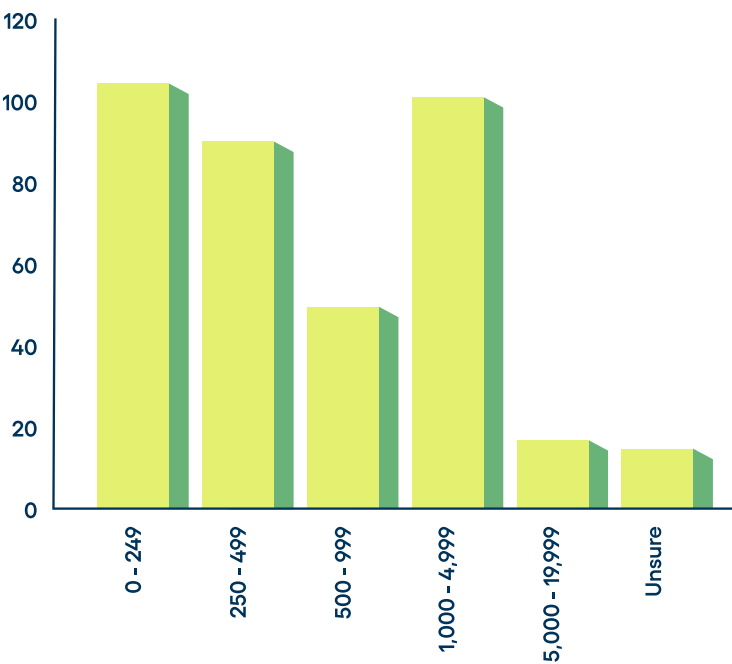**34%** Manufacturing
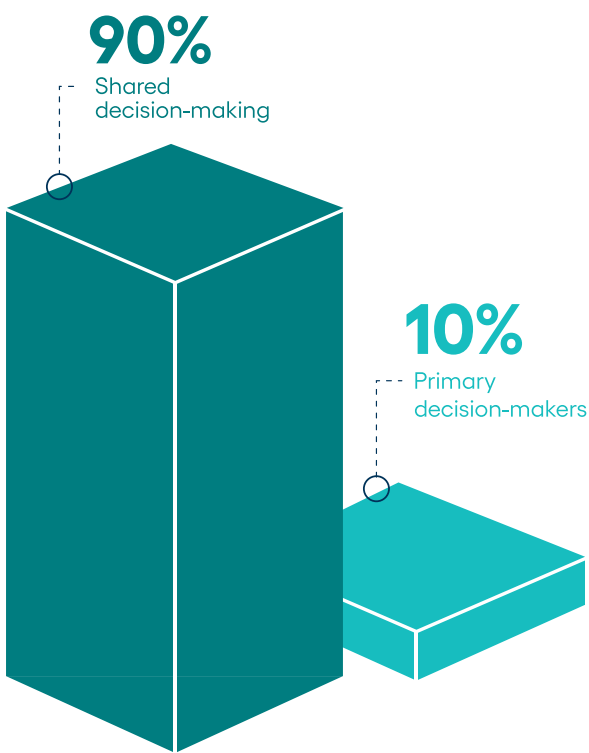
32% Education

27% Healthcare / Senior Living

7% Government

By job role:

- Manager / Sr. Manager — 57%
- Director — 33%
- Vice President / Sr. Vice President — 3%
- C-Suite Executive — 7%

By region:

Midwest **18%**

West **32%**

Northeast **32%**

South **18%**

Let's break it down

Organization size by respondent:

Category	Value
0 - 249	~105
250 - 499	~90
500 - 999	~50
1,000 - 4,999	~101
5,000 - 19,999	~17
Unsure	~15

By decision making authority:

90%
Shared decision-making

10%
Primary decision-makers

Annual organization revenue by respondent:
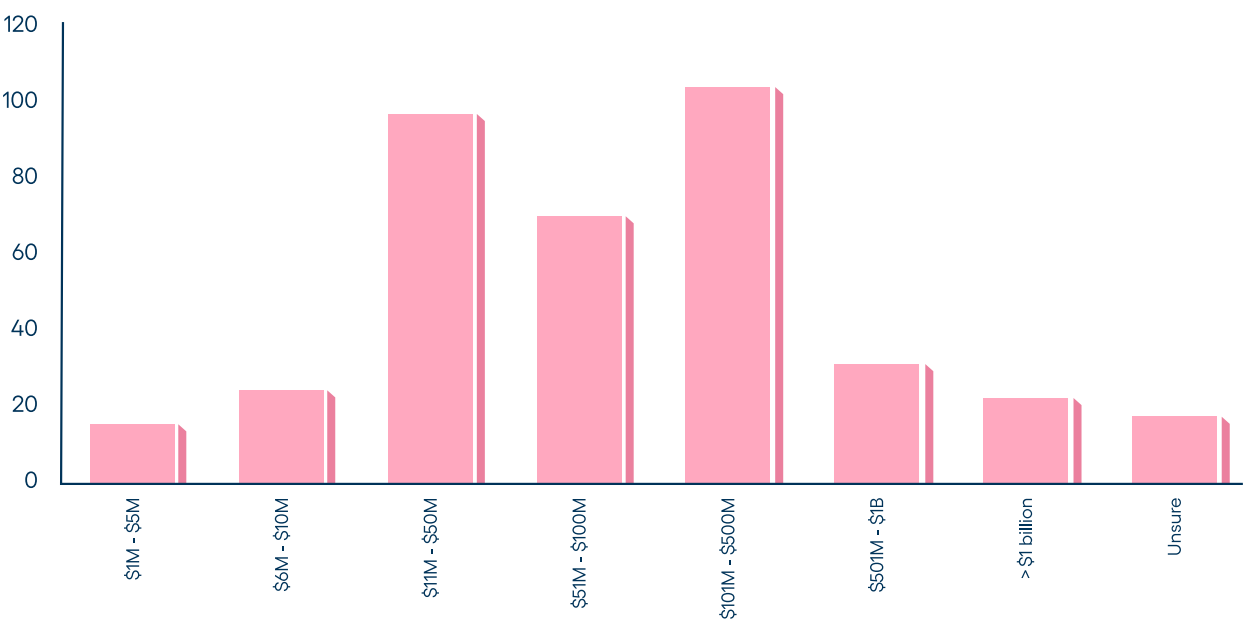
| Category	Value
$1M - $5M	~15
$6M - $10M	~24
$11M - $50M	~96
$51M - $100M	~69
$101M - $500M	~104
$501M - $1B	~31
>$1 billion	~22
Unsure	~17

"

We had these million-dollar pieces of equipment that weren't getting any preventive maintenance or downtime... the software showed us that our technicians were just inundated. We were able to use that data to show we needed additional preventive maintenance staff, and it gave us the leverage to get those people.

— **Erik Williams,**
Maintenance Planner, E.A. Sween

Looking ahead

While several diverse trends and challenges can be understood from the data gathered in our 2025 State of Asset & Facilities Management report, three common themes stood out to us as we analyzed the findings.

State of U.S. Asset & Facilities Management
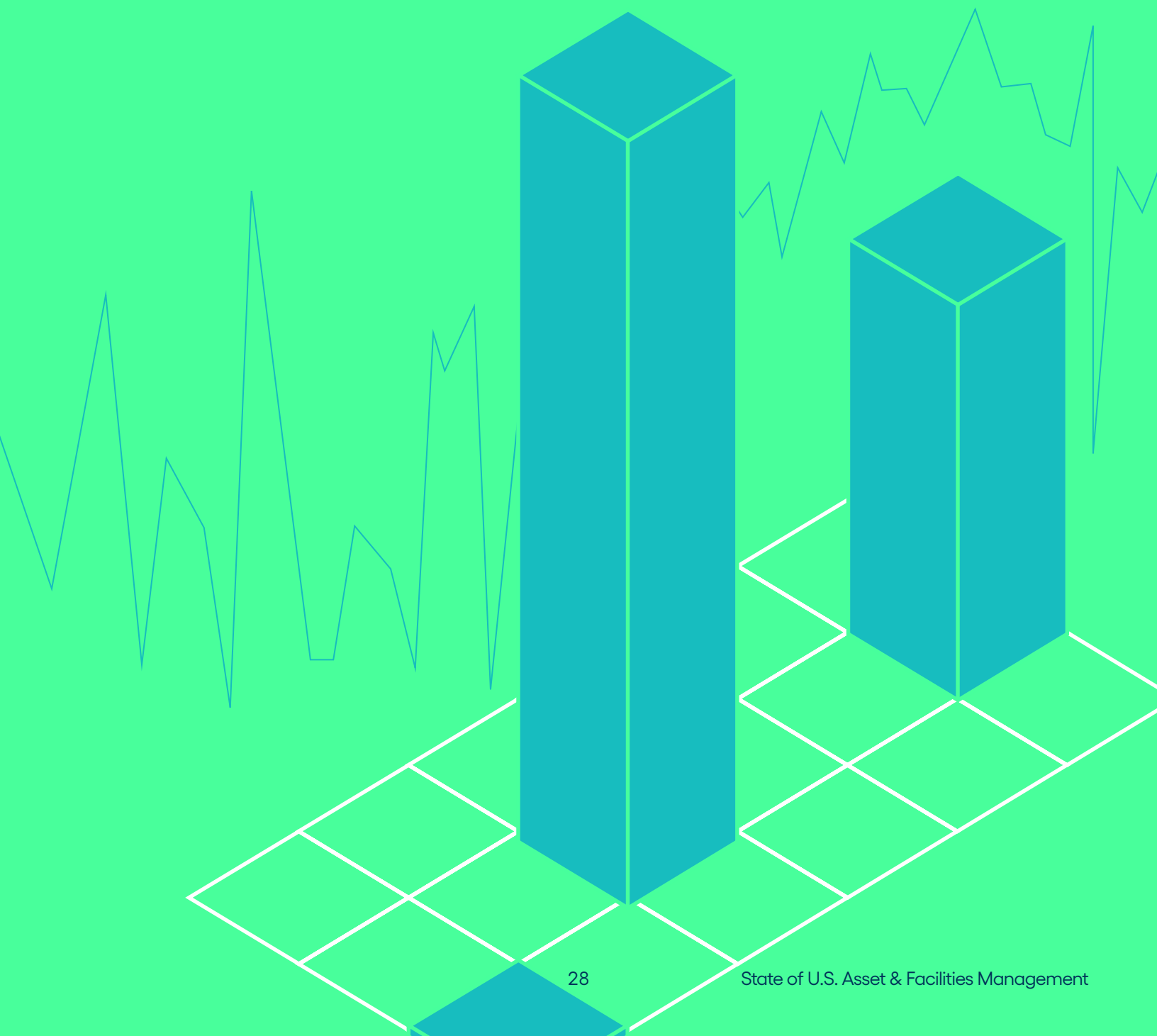
Data drives every successful asset and facilities management strategy. From predictive maintenance to long-term capital planning, the reliance on accurate, real-time data has become foundational to optimizing asset performance. Organizations that leverage data effectively are better positioned to anticipate equipment failures, reduce downtime, and make informed financial investments that drive long-term value. As this trend continues, the future will likely see an even greater emphasis on integrating more advanced data analytics tools, such as AI and machine learning, to further refine decision-making processes.

A complete asset management system requires comprehensive capabilities. It's no longer sufficient for these platforms to serve as simple tracking tools; they must now support a wide range of functions, from compliance tracking and workforce planning to budgeting and environmental management. As companies continue to grow, they will need a complete asset management system that can scale along with them to meet new challenges—whether financial, operational, or sustainability-related.

The evolution of these platforms into holistic, strategic tools means organizations can increasingly depend on them to manage not only day-to-day operations, but also continuously scale to meet long-term objectives and overcome new challenges in the future.

Sustainability initiatives - from an environmental and workforce perspective - are integral to asset management strategies. These efforts have become integral to asset management strategies, as organizations now leverage their systems to reduce environmental impact, implement renewable energy initiatives, and support workforce retention and development. As sustainability objectives continue to evolve, asset management platforms will play an even more critical role in enabling organizations to meet stringent environmental regulations and maintain a knowledgeable and engaged workforce. The growing focus on workforce sustainability, in particular, reflects the importance of building a future-ready mindset where teams can adapt to ongoing changes and feel confident making data-backed decisions.

As organizations seek to remain competitive and adaptable, their reliance on these key areas will likely intensify, shaping the next generation of asset and facilities management practices. Ultimately, companies that utilize complete asset management systems and use data-driven insights to optimize their processes, maximize investment returns, and enhance sustainability efforts, will likely be those best positioned to deliver long-lasting value to their customers and create more meaningful impact for key stakeholders.

About Brightly Software

Brightly Software, a Siemens company, enables organizations to manage the entire lifecycle of their assets, facilities and infrastructure. As the global leader in intelligent asset management solutions for more than 25 years, Brightly's sophisticated cloud-based platform is expertly designed to improve capital planning through smarter, data-driven decision making, empower technicians to predict, prioritize and manage preventative maintenance activities, and support organizations to achieve sustainability, compliance and efficiency goals. Combined with award-winning training, legendary support and managed services, more than 12,000 clients worldwide depend on Brightly to optimize their teams, operations and strategic planning initiatives. For more information, visit brightlysoftware.com

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