

# FrontRunners

## **FACILITIES/EQUIPMENT MAINTENANCE MANAGEMENT SOFTWARE**

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**Gartner**

**Software Advice** <sup>TM</sup>



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# INTRODUCTION

This FrontRunners analysis is a data-driven assessment identifying products in the Facilities and Equipment Maintenance Management software market that offer the best capability and value for small businesses. For a given market, products are evaluated and given a score for the capability (x-axis) and value (y-axis) they bring to users. FrontRunners then plots the top 25-30 products in a quadrant format.

In the [Facilities/Equipment Maintenance Management FrontRunners graphic](#), the Capability axis starts at 3.40 and ends at 4.50, while the Value axis starts at 3.50 and ends at 4.70.

To be considered for the Facilities/Equipment Maintenance Management FrontRunners, a product needed a minimum of 10 user reviews, a minimum capability user rating score of 4.0 and a minimum value user rating score of 4.0. In most cases, we evaluate hundreds of products and feature 20-25 as FrontRunners; all products that qualify as FrontRunners are top performing products in their market.

Each product falls within a designated quadrant based on their axis scores. Dependent on the specific needs of the software buyer, a product placed in any quadrant category could be a good fit.

## QUADRANT CATEGORIES:

- » **Upper Right = Leaders:** Leaders are all-around strong products. They offer a wide range of functionality to a wide range of customers. These products are considered highly valuable by customers.
- » **Upper Left = Masters:** Masters may focus more heavily on certain key features or market segments than Leaders do. If you need a more specialized set of functionality without bells and whistles, then a product in the Masters quadrant might be right for you.
- » **Lower Right = Pacesetters:** Pacesetters may offer a strong set of features, but are not rated as highly on value. For example, a Pacesetter might offer greater functionality, but cost more.
- » **Lower Left = Contenders:** Contenders may focus on a more specialized set of capabilities that are priced at a higher point. This makes them ideal for companies willing to pay more for specific features that meet their unique needs.



# DEFINING MAINTENANCE MANAGEMENT SOFTWARE

**F**acilities/Equipment Maintenance Management **software** helps companies optimize the useful life of assets, including tools and machines or entire facilities, with core tracking and maintenance management and optional modules, such as energy and space management.

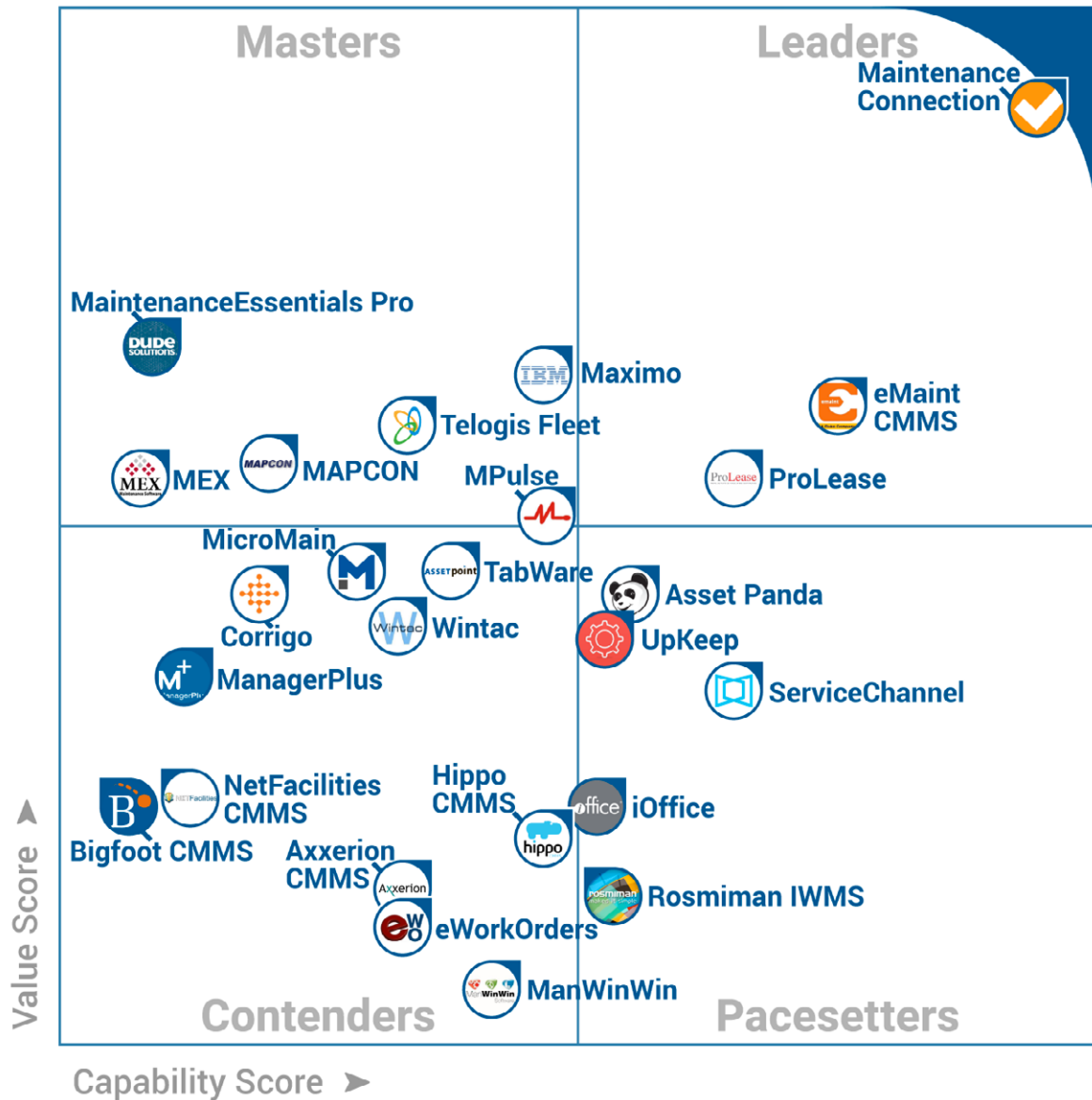
Software Advice's FrontRunners quadrant is focused on the North American market for Maintenance Management for Facilities and Equipment. We identify this set of core capabilities for the category: **work order management, preventive maintenance** and **asset tracking**.

In addition, we identify several related features that organizations purchasing this software may also need or wish to consider: lease administration, space and/or move management, capital program management, energy management, inventory tracking and purchasing, predictive maintenance and condition monitoring, equipment management, facility scheduling, room scheduling, incident management, inspection management, vendor management, visitor management, billing and invoicing, calibration management,

# DEFINING MAINTENANCE MANAGEMENT SOFTWARE

dispatch management, key and lock management, mobile access, planning calendar, purchasing, service history tracking and technician management.

# THE QUADRANT



*All products that qualify as FrontRunners are top performing products in their market.*



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# MAINTENANCE CONNECTION

## FRONTRUNNERS SCORECARD

### QUADRANT PLACEMENT: LEADERS

*The scores below are based on numeric value between 1 and 5.*

CAPABILITY	4.47	VALUE	4.68
<b>Capability User Rating</b>	<b>4.47</b>	<b>Value User Rating</b>	<b>4.56</b>
<b>Functionality Breadth</b>	<b>4.80</b>	<b>Adoption Score</b>	<b>4.80</b>
Features	4.80	Customer Base	4.90
Integrations	4.80	Reviews Volume	4.80
<b>Confidence Score</b>	<b>4.15</b>	Google Searches	4.40
Customer Base	4.90	Skills Base	4.90
Employee Base	4.30		
Customer Growth	3.00		
Employee Growth	4.40		


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# EMAIN CMMS

## FRONTRUNNERS SCORECARD

### QUADRANT PLACEMENT: LEADERS

*The scores below are based on numeric value between 1 and 5.*

CAPABILITY	4.28	VALUE	4.29
<b>Capability User Rating</b>	<b>4.38</b>	<b>Value User Rating</b>	<b>4.45</b>
<b>Functionality Breadth</b>	<b>4.30</b>	<b>Adoption Score</b>	<b>4.13</b>
Features	4.40	Customer Base	4.60
Integrations	4.20	Reviews Volume	4.20
<b>Confidence Score</b>	<b>4.05</b>	Google Searches	2.60
Customer Base	4.60	Skills Base	4.40
Employee Base	4.40		
Customer Growth	3.70		
Employee Growth	3.50		

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# PROLEASE

## FRONTRUNNERS SCORECARD

### QUADRANT PLACEMENT: LEADERS

*The scores below are based on numeric value between 1 and 5.*

CAPABILITY	4.18	VALUE	4.20
<b>Capability User Rating</b>	<b>4.86</b>	<b>Value User Rating</b>	<b>4.71</b>
<b>Functionality Breadth</b>	<b>3.60</b>	<b>Adoption Score</b>	<b>3.68</b>
Features	2.30	Customer Base	4.40
Integrations	4.90	Reviews Volume	1.00
<b>Confidence Score</b>	<b>3.38</b>	Google Searches	4.10
Customer Base	4.40	Skills Base	4.10
Employee Base	2.00		
Customer Growth	2.90		
Employee Growth	4.20		

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# MAXIMO

## FRONTRUNNERS SCORECARD

### QUADRANT PLACEMENT: MASTERS

*The scores below are based on numeric value between 1 and 5.*

CAPABILITY	3.94	VALUE	4.33
Capability User Rating	4.09	Value User Rating	4.05
Functionality Breadth	4.05	Adoption Score	4.62
Features	4.40	Customer Base	5.00
Integrations	3.70	Reviews Volume	2.70
Confidence Score	3.53	Google Searches	5.00
Customer Base	5.00	Skills Base	5.00
Employee Base	5.00		
Customer Growth	2.00		
Employee Growth	2.10		

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# ASSET PANDA

## FRONTRUNNERS SCORECARD

### QUADRANT PLACEMENT: PACESETTERS

*The scores below are based on numeric value between 1 and 5.*

CAPABILITY	4.07	VALUE	4.05
<b>Capability User Rating</b>	<b>4.64</b>	<b>Value User Rating</b>	<b>4.73</b>
<b>Functionality Breadth</b>	<b>3.05</b>	<b>Adoption Score</b>	<b>3.37</b>
Features	3.20	Customer Base	2.50
Integrations	2.90	Reviews Volume	5.00
<b>Confidence Score</b>	<b>3.95</b>	Google Searches	5.00
Customer Base	2.50	Skills Base	2.60
Employee Base	3.40		
Customer Growth	4.90		
Employee Growth	5.00		

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# SERVICECHANNEL

## FRONTRUNNERS SCORECARD

### QUADRANT PLACEMENT: PACESETTERS

*The scores below are based on numeric value between 1 and 5.*

CAPABILITY	4.18	VALUE	3.92
<b>Capability User Rating</b>	<b>4.18</b>	<b>Value User Rating</b>	<b>4.25</b>
<b>Functionality Breadth</b>	<b>4.40</b>	<b>Adoption Score</b>	<b>3.58</b>
Features	4.40	Customer Base	4.20
Integrations	4.40	Reviews Volume	3.60
<b>Confidence Score</b>	<b>3.95</b>	Google Searches	1.10
Customer Base	4.20	Skills Base	4.20
Employee Base	4.60	<b>Software Advice</b> 	
Customer Growth	4.30		
Employee Growth	2.70		

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# MPULSE

## FRONTRUNNERS SCORECARD

### QUADRANT PLACEMENT: MASTERS

*The scores below are based on numeric value between 1 and 5.*

CAPABILITY	3.95	VALUE	4.15
<b>Capability User Rating</b>	<b>4.51</b>	<b>Value User Rating</b>	<b>4.51</b>
<b>Functionality Breadth</b>	<b>3.85</b>	<b>Adoption Score</b>	<b>3.78</b>
Features	3.20	Customer Base	3.70
Integrations	4.50	Reviews Volume	4.40
<b>Confidence Score</b>	<b>2.93</b>	Google Searches	4.30
Customer Base	3.70	Skills Base	3.30
Employee Base	2.90		
Customer Growth	2.80		
Employee Growth	2.30		

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# TELOGIS FLEET

## FRONTRUNNERS SCORECARD

### QUADRANT PLACEMENT: MASTERS

*The scores below are based on numeric value between 1 and 5.*

CAPABILITY	3.76	VALUE	4.27
Capability User Rating	4.34	Value User Rating	4.32
Functionality Breadth	2.35	Adoption Score	4.22
Features	1.80	Customer Base	4.80
Integrations	2.90	Reviews Volume	3.90
Confidence Score	4.03	Google Searches	2.60
Customer Base	4.80	Skills Base	4.60
Employee Base	5.00		
Customer Growth	3.40		
Employee Growth	2.90		

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# UPKEEP

## FRONTRUNNERS SCORECARD

### QUADRANT PLACEMENT: PACESETTERS

*The scores below are based on numeric value between 1 and 5.*

CAPABILITY	4.03	VALUE	3.99
<b>Capability User Rating</b>	<b>4.75</b>	<b>Value User Rating</b>	<b>4.83</b>
<b>Functionality Breadth</b>	<b>3.20</b>	<b>Adoption Score</b>	<b>3.15</b>
Features	4.20	Customer Base	2.60
Integrations	2.20	Reviews Volume	4.70
<b>Confidence Score</b>	<b>3.43</b>	Google Searches	3.60
Customer Base	2.60	Skills Base	2.70
Employee Base	2.00		
Customer Growth	4.40		
Employee Growth	4.70		

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# TABWARE

## FRONTRUNNERS SCORECARD

### QUADRANT PLACEMENT: CONTENDERS

*The scores below are based on numeric value between 1 and 5.*

CAPABILITY	3.81	VALUE	4.08
Capability User Rating	4.07	Value User Rating	4.08
Functionality Breadth	3.65	Adoption Score	4.07
Features	3.70	Customer Base	4.50
Integrations	3.60	Reviews Volume	2.20
Confidence Score	3.45	Google Searches	3.60
Customer Base	4.50	Skills Base	4.80
Employee Base	4.00		
Customer Growth	1.90		
Employee Growth	3.40		

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# MAINTENANCE ESSENTIALS PRO

## FRONTRUNNERS SCORECARD

### QUADRANT PLACEMENT: MASTERS

*The scores below are based on numeric value between 1 and 5.*

CAPABILITY	3.52	VALUE	4.37
Capability User Rating	4.19	Value User Rating	4.15
Functionality Breadth	1.65	Adoption Score	4.58
Features	2.30	Customer Base	5.00
Integrations	1.00	Reviews Volume	3.70
Confidence Score	4.05	Google Searches	3.80
Customer Base	5.00	Skills Base	5.00
Employee Base	4.40	<b>Software Advice</b> 	
Customer Growth	2.40		
Employee Growth	4.40		



# MAPCON

## FRONTRUNNERS SCORECARD

### QUADRANT PLACEMENT: MASTERS

*The scores below are based on numeric value between 1 and 5.*

CAPABILITY	3.63	VALUE	4.22
Capability User Rating	4.11	Value User Rating	4.19
Functionality Breadth	3.65	Adoption Score	4.25
Features	3.70	Customer Base	4.40
Integrations	3.60	Reviews Volume	4.30
Confidence Score	2.65	Google Searches	3.40
Customer Base	4.40	Skills Base	4.50
Employee Base	2.00		
Customer Growth	1.70		
Employee Growth	2.50		

**Software Advice** 

# IOFFICE

## FRONTRUNNERS SCORECARD

### QUADRANT PLACEMENT: PACESETTERS

*The scores below are based on numeric value between 1 and 5.*

CAPABILITY	4.02	VALUE	3.78
<b>Capability User Rating</b>	<b>4.43</b>	<b>Value User Rating</b>	<b>4.42</b>
<b>Functionality Breadth</b>	<b>3.75</b>	<b>Adoption Score</b>	<b>3.13</b>
Features	2.90	Customer Base	3.70
Integrations	4.60	Reviews Volume	2.60
<b>Confidence Score</b>	<b>3.45</b>	Google Searches	1.40
Customer Base	3.70	Skills Base	3.70
Employee Base	4.20		
Customer Growth	3.50		
Employee Growth	2.40		

**Software Advice** 



# WINTAC

## FRONTRUNNERS SCORECARD

### QUADRANT PLACEMENT: CONTENDERS

*The scores below are based on numeric value between 1 and 5.*

CAPABILITY	3.76	VALUE	4.01
Capability User Rating	4.15	Value User Rating	4.23
Functionality Breadth	3.45	Adoption Score	3.80
Features	4.00	Customer Base	3.10
Integrations	2.90	Reviews Volume	5.00
Confidence Score	3.30	Google Searches	4.60
Customer Base	3.10	Skills Base	3.50
Employee Base	2.70		
Customer Growth	3.10		
Employee Growth	4.30		

Software Advice 



# MICROMAIN

## FRONTRUNNERS SCORECARD

### QUADRANT PLACEMENT: CONTENDERS

*The scores below are based on numeric value between 1 and 5.*

CAPABILITY	3.66	VALUE	4.08
Capability User Rating	4.20	Value User Rating	4.36
Functionality Breadth	3.00	Adoption Score	3.80
Features	4.20	Customer Base	4.70
Integrations	1.80	Reviews Volume	1.40
Confidence Score	3.25	Google Searches	2.60
Customer Base	4.70	Skills Base	4.70
Employee Base	3.80		
Customer Growth	2.30		
Employee Growth	2.20		


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# MEX

## FRONTRUNNERS SCORECARD

### QUADRANT PLACEMENT: MASTERS

*The scores below are based on numeric value between 1 and 5.*

CAPABILITY	3.51	VALUE	4.20
<b>Capability User Rating</b>	<b>4.45</b>	<b>Value User Rating</b>	<b>4.48</b>
<b>Functionality Breadth</b>	<b>2.35</b>	<b>Adoption Score</b>	<b>3.92</b>
Features	1.80	Customer Base	4.30
Integrations	2.90	Reviews Volume	2.90
<b>Confidence Score</b>	<b>2.80</b>	Google Searches	3.40
Customer Base	4.30	Skills Base	4.30
Employee Base	2.80		
Customer Growth	3.10		
Employee Growth	1.00		

**Software Advice** 



# CORRIGO

## FRONTRUNNERS SCORECARD

### QUADRANT PLACEMENT: CONTENDERS

*The scores below are based on numeric value between 1 and 5.*

CAPABILITY	3.62	VALUE	4.06
Capability User Rating	4.14	Value User Rating	4.33
Functionality Breadth	2.25	Adoption Score	3.78
Features	2.30	Customer Base	4.10
Integrations	2.20	Reviews Volume	1.70
Confidence Score	3.95	Google Searches	4.00
Customer Base	4.10	Skills Base	4.40
Employee Base	4.50		
Customer Growth	3.10		
Employee Growth	4.10		

**Software Advice** 




# HIPPO CMMS

## FRONTRUNNERS SCORECARD

### QUADRANT PLACEMENT: CONTENDERS

*The scores below are based on numeric value between 1 and 5.*

CAPABILITY	3.94	VALUE	3.73
Capability User Rating	4.46	Value User Rating	4.52
Functionality Breadth	2.95	Adoption Score	2.93
Features	3.70	Customer Base	2.80
Integrations	2.20	Reviews Volume	4.60
Confidence Score	3.88	Google Searches	2.60
Customer Base	2.80	Skills Base	2.40
Employee Base	2.90		
Customer Growth	5.00		
Employee Growth	4.80		

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# ROSMIMAN IWMS

## FRONTRUNNERS SCORECARD

### QUADRANT PLACEMENT: PACESETTERS

*The scores below are based on numeric value between 1 and 5.*

CAPABILITY	3.96	VALUE	3.67
<b>Capability User Rating</b>	<b>4.50</b>	<b>Value User Rating</b>	<b>4.65</b>
<b>Functionality Breadth</b>	<b>3.80</b>	<b>Adoption Score</b>	<b>2.68</b>
Features	4.70	Customer Base	3.30
Integrations	2.90	Reviews Volume	1.70
<b>Confidence Score</b>	<b>3.03</b>	Google Searches	1.40
Customer Base	3.30	Skills Base	3.20
Employee Base	2.40		
Customer Growth	3.80		
Employee Growth	2.60		

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# MANAGERPLUS

## FRONTRUNNERS SCORECARD

### QUADRANT PLACEMENT: CONTENDERS

*The scores below are based on numeric value between 1 and 5.*

CAPABILITY	3.55	VALUE	3.95
<b>Capability User Rating</b>	<b>4.03</b>	<b>Value User Rating</b>	<b>4.04</b>
<b>Functionality Breadth</b>	<b>2.70</b>	<b>Adoption Score</b>	<b>3.87</b>
Features	3.20	Customer Base	3.80
Integrations	2.20	Reviews Volume	4.40
<b>Confidence Score</b>	<b>3.45</b>	Google Searches	3.80
Customer Base	3.80	Skills Base	3.70
Employee Base	4.10	<b>Software Advice</b> 	
Customer Growth	2.20		
Employee Growth	3.70		

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# AXXERION CMMS

## FRONTRUNNERS SCORECARD

### QUADRANT PLACEMENT: CONTENDERS

*The scores below are based on numeric value between 1 and 5.*

CAPABILITY	3.76	VALUE	3.67
<b>Capability User Rating</b>	<b>4.42</b>	<b>Value User Rating</b>	<b>4.30</b>
<b>Functionality Breadth</b>	<b>3.50</b>	<b>Adoption Score</b>	<b>3.03</b>
Features	4.80	Customer Base	3.50
Integrations	2.20	Reviews Volume	1.40
<b>Confidence Score</b>	<b>2.70</b>	Google Searches	2.20
Customer Base	3.50	Skills Base	3.80
Employee Base	1.70		
Customer Growth	2.50		
Employee Growth	3.10		


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# MANWINWIN

## FRONTRUNNERS SCORECARD

### QUADRANT PLACEMENT: CONTENDERS

*The scores below are based on numeric value between 1 and 5.*

CAPABILITY	3.87	VALUE	3.54
Capability User Rating	4.63	Value User Rating	4.42
Functionality Breadth	3.05	Adoption Score	2.67
Features	3.20	Customer Base	2.70
Integrations	2.90	Reviews Volume	3.20
Confidence Score	3.18	Google Searches	1.40
Customer Base	2.70	Skills Base	3.00
Employee Base	2.30		
Customer Growth	4.50		
Employee Growth	3.20		

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# EWORORDERS

## FRONTRUNNERS SCORECARD

### QUADRANT PLACEMENT: CONTENDERS

*The scores below are based on numeric value between 1 and 5.*

CAPABILITY	3.76	VALUE	3.62
<b>Capability User Rating</b>	<b>4.86</b>	<b>Value User Rating</b>	<b>4.85</b>
<b>Functionality Breadth</b>	<b>1.30</b>	<b>Adoption Score</b>	<b>2.38</b>
Features	1.60	Customer Base	2.30
Integrations	1.00	Reviews Volume	2.20
<b>Confidence Score</b>	<b>4.00</b>	Google Searches	3.30
Customer Base	2.30	Skills Base	2.10
Employee Base	4.80	<b>Software Advice</b> 	
Customer Growth	3.90		
Employee Growth	5.00		

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# NETFACILITIES CMMS

## FRONTRUNNERS SCORECARD

### QUADRANT PLACEMENT: CONTENDERS

*The scores below are based on numeric value between 1 and 5.*

CAPABILITY	3.50	VALUE	3.79
<b>Capability User Rating</b>	<b>4.31</b>	<b>Value User Rating</b>	<b>4.32</b>
<b>Functionality Breadth</b>	<b>2.10</b>	<b>Adoption Score</b>	<b>3.25</b>
Features	3.20	Customer Base	3.60
Integrations	1.00	Reviews Volume	4.00
<b>Confidence Score</b>	<b>3.30</b>	Google Searches	1.10
Customer Base	3.60	Skills Base	3.60
Employee Base	2.30		
Customer Growth	3.70		
Employee Growth	3.60		


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# BIGFOOT CMMS

## FRONTRUNNERS SCORECARD

### QUADRANT PLACEMENT: CONTENDERS

*The scores below are based on numeric value between 1 and 5.*

CAPABILITY	3.44	VALUE	3.78
Capability User Rating	4.06	Value User Rating	4.06
Functionality Breadth	2.90	Adoption Score	3.50
Features	1.80	Customer Base	4.00
Integrations	4.00	Reviews Volume	3.80
Confidence Score	2.75	Google Searches	1.40
Customer Base	4.00	Skills Base	3.90
Employee Base	2.50		
Customer Growth	3.50		
Employee Growth	1.00		

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# RUNNERS UP

**P**roviders listed as **Runners Up** were considered for inclusion in the quadrant, but were ultimately not included for one or more reasons: they did not have enough reviews; they did not meet the reviews score minimum; they did not meet the ultimate Value and Capability minimum scores; or they did not meet our functionality requirements for the market.

**4CSQL CMMS**

**a-mantra**

**Academy Asset Manager**

**Accruent**

**AMMS by MicroWest**

**API Pro**

**Apptivo Suite**

**AQ-Optimization**

**ARCHIBUS**

**Asgard**

**Asset Infinity**

**Asset4000**

**AssetWorks Asset  
Management**

**AUTOsist**

**Avantis**

**AvPro**

**AwareManager**

**Azzier CMMS**

**B2W Maintain**

**Big Sky**

**Blue Mountain RAM**

**Building Engines**

**CAFM Explorer**

**Call of Service**

**CARL Source**

**CenterStone CAFM**

**CHAMPS**

**CHEQROOM**

**CleanTelligent**

**CMMS Dalian Pro**

**COGZ CMMS**

**Coherent**

**collectiveFleet**

**comma CMMS**

**ComVibe**

# RUNNERS UP

Concept	FaciliWorks CMMS
CoWork.io	FastMaint
CrossForm	Fastrax
CWorks	FastTrack PPM
Data2Base	Field Promax
DIMO Maint	Fieldmagic
DirectLine	Fiix
DIVA DYNAMICS	Fixd
Dossier Fleet Maintenance	Fleet Maintenance Pro
Dude Maintenance Management Software	FLEETMATE
EMDECS	Fleetmatics REVEAL
EMQIM	Fleetmatics Work
envVisual Suite	FlyPal
ePAC	FM Dashboard
Epicor Mattec MES	FM: Interact
Equipment360	FMIS Asset Management
eRPortal Materials Management	FollowUp Power
ESC Software	FTMaintenance
EService	Fuchsia Service Maintenance Software
eSPACE	GeoPal
eSSETS	GoServicePro
EZ Maintenance	GP MaTe
EZmaintain	GuideTi
faciliCAD	Guru CMMS
Facilities Management eXpress	Hach JOB Cal Plus
FacilityONE	I'mOnIt!
	IAMTech Asset Management



# RUNNERS UP

IBM TRIRIGA	MASTIS
IFS Applications	Maxpanda
iMaint EAM	MediMizer
Incenergy	Miracle Service
Infor CloudSuite Business	Mobile Resource Manager
Infor EAM	Momenta CMMS
Infor Service Management	MP
INTERAL Maintenance	MRI Workspeed
Issuetrak	Property Operations
iWorQ Work Management	MVP Plant
Job Tracker Professional	MYBOS
Jobsite Mobile	Net-FM
Jonas Enterprise	NetDispatcher
Key2Act	NewWaySERVICE
Landport	Odyssee Service Software
LeaseEagle for Retail Tenants	OfficeSpace Software
LeaseQuery	Officetrax Facilities
Loc8	Oneserve
mainsim	OneSoft Connect
Maintenance Care	openMAINT
Maintenance Coordinator	opiSense
Maintenance Pro	Optimal Utility Management Software
Maintenance5000	Optsy
MaintenanceEDGE	Ostara Systems
MaintenWorks	PACS TOOLS
MaintiMizer	PMC
MaintScape	PMXpert
MaintSmart CMMS	Praxedo
	Precision Manufacturing

# RUNNERS UP

ProCalV5	SmartField
Procore	Smartspanner
ProntoForms	SMS
Proteus CMMS	Sprocket CMMS
Pruvan	SS-CMMS
PubWorks	Swept
PV-DesignPro	The Asset Guardian (TAG)
Q Ware CMMS	The iPad Receptionist
QuickBase	TheWorxHub
RAM Asset Tracking	TMA
Rapid Responder	Tofino
RazorSync	TOMMS
RealPage	ToolWatch Enterprise
River Cities	Total Dispatch
RTA Fleet Management	Trackplan
SAM by ASA Software	VercX
SAP - Facilities Management	Visual Lease
Service Pro by MSI Data	vWorkApp
Service Box	WebDPW
ServiceNow	Work Order Management Software
ServiceTitan	WOW! On the Web
ServiceTrade	Younility
SERVUS	Zorg CMMS
Shiftboard	
Sine	
SKYLINE Property Management Software	



# METHODOLOGY BASICS

**T**he **FrontRunners methodology** assesses and calculates a score for products on two primary dimensions: Capability on the x-axis and Value on the y-axis.

## THE CAPABILITY SCORE IS AN OVERALL WEIGHTED AVERAGE OF SCORES INCLUDING:

- » End-user ratings of one to five stars on the product's functionality.
- » End-user ratings of one to five stars on the product's ease of use.
- » End-user ratings of one to five stars on the product's customer support.
- » A score, relative to other products in the market, for the product's inclusion of key functionality for the software category.
- » A score, relative to other products in the market, representing the number of other products that integrate with it.

## THE VALUE SCORE IS AN OVERALL WEIGHTED AVERAGE OF SCORES INCLUDING:

- » End-user ratings of one to five stars on overall satisfaction with the product.
- » End-user ratings of one to five stars on how valuable users consider the product to be relative to its price.
- » End-user ratings of one to five stars on how likely they are to recommend the product to others.
- » A score, relative to other products in the market, for the size of the product's customer base.
- » A score, relative to other products in the market, for the number of professionals in the market who have experience with the product (e.g., users, developers, administrators).
- » A score, relative to other products in the market, representing the total number of user reviews across the three Gartner web properties.
- » A score, relative to other products in the market, representing the average number of times per month internet users search for the product on Google.



Markets are defined by a core set of functionality, and products considered for, and included in, FrontRunners must offer that core set of functionality. Additional related functionality can contribute to the capability score for a product. To qualify for consideration in a FrontRunners quadrant, a product must have a minimum number of unique, user-submitted product reviews across the three Gartner Digital Markets web properties: [softwareadvice.com](https://www.softwareadvice.com), [capterra.com](https://www.capterra.com) and [getapp.com](https://www.getapp.com). The minimum number of reviews required per product may differ by category, but will generally be between 10 and 20 unique reviews.



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