

MaintainX

The State of Industrial Maintenance 2025



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Foreword by Nick Haase,
Co-Founder of MaintainX

When I talk with maintenance leaders, I hear urgency. Pressure is mounting. They’re being asked to cut costs, to attract skilled workers, to embrace AI—and fast.

Pressure, as the saying goes, turns coal into diamonds. But constant pressure can wear down even the best teams. So for our 2025 State of Industrial Maintenance report, we asked maintenance professionals across industries how they’re coping, adapting, and evolving.

Here’s what they said:

They’re struggling to break free from firefighting. Preventive maintenance is a goal for most teams—71% say it’s their primary strategy—but reality often falls short. Less than 35% actually spend most of their time on planned tasks. This isn’t laziness or lack of ambition. It’s because their best intentions keep colliding with challenges like aging equipment and talent shortages.

The industry’s assets average 24 years old—the oldest since 1947. Skilled technicians are retiring faster than new ones join the profession. Teams are caught between deteriorating equipment and fewer experts to maintain it.

Yet amidst these pressures, change is accelerating. Teams are turning to technology at record speed, and AI stands front and center. By 2026, 65% of maintenance teams plan to use AI tools regularly. But rushing blindly into AI creates its own trap: investing in solutions that teams won’t trust or technology they aren’t prepared for. Success hinges not just on adopting AI but on thoughtfully integrating it—blending the precision of machines with human insight and trust.

Budgets are increasing, too. Nearly a third of organizations expect to invest more in maintenance next year. This shift signals something important: Maintenance isn’t just a cost center anymore; it’s a strategic advantage.

The pressures you’re feeling today are real—but they’re also catalysts. They force us to question assumptions. To innovate faster. To lead boldly. As you explore this report, think about your team’s next steps: Will pressure wear you down, or will it reveal something better, stronger—maybe even extraordinary?

Let’s find out.

Who We Surveyed

We surveyed
**1,320 maintenance
leaders and professionals
across the US and Canada**
to gain a deeper
understanding of the
challenges they're facing
in 2025.



	MaintainX		The State of Industrial Maintenance 2025	
	A Snapshot of the State of Industrial Maintenance			
	Facilities aspire to preventive maintenance programs, but struggle to implement them The data points to a disconnect between preventive maintenance strategy and execution. While 71% of maintenance leaders have adopted preventive maintenance as a foundational aspect of their maintenance programs, less than 35% of facilities allocate the majority of their time to it. LEARN MORE >	Downtime is declining, but downtime costs continue to rise Maintenance teams appear to be making progress when it comes to reducing downtime, but downtime costs more. 74% reported a stabilization or decrease in unplanned downtime over the past year, but only 20% experienced a decrease in the cost of unplanned downtime. LEARN MORE >	AI adoption is on the upswing as teams look to boost productivity and protect institutional knowledge By 2026, roughly 65% of industrial maintenance organizations will be using AI in some capacity. The data indicates that organizations are finding impactful uses for purpose-built AI technology across maintenance processes. For example, these tools are already addressing the industry's knowledge transfer challenges as more maintenance professionals retire. LEARN MORE >	
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Chapter 1

Creating Uptime Gains Amid Budget Pains



Gaining Ground Against Downtime

Few maintenance leaders would argue that unplanned downtime isn't a challenge for their operations. However, our research suggests that leaders are experiencing more optimism than anxiety about how often their facilities are facing downtime incidents.

74% reported a stabilization or decrease in unplanned downtime over the past year

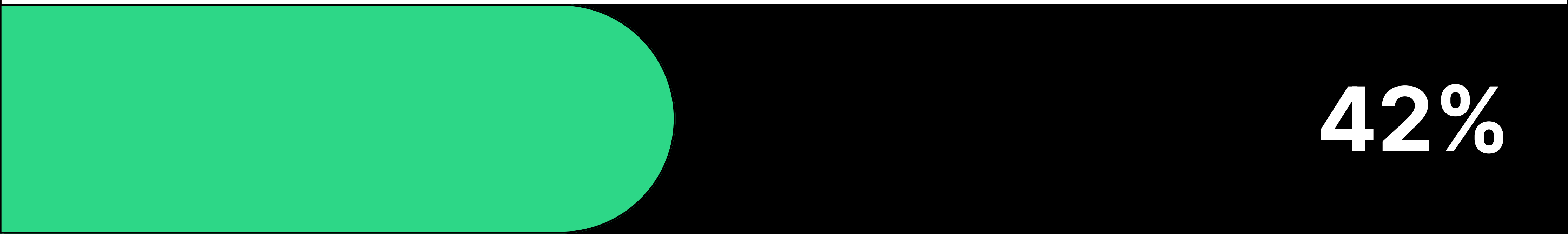
For the majority of maintenance professionals we surveyed, unplanned downtime is on the decline—more organizations experienced less downtime (32%) than more downtime (26%) in their facilities over the past year. What's triggering this shift? The data points to the emerging effectiveness of [evolving maintenance strategies](#).

HAS YOUR FACILITY EXPERIENCED MORE OR LESS UNPLANNED DOWNTIME IN THE LAST 12 MONTHS THAN YOU EXPECTED?

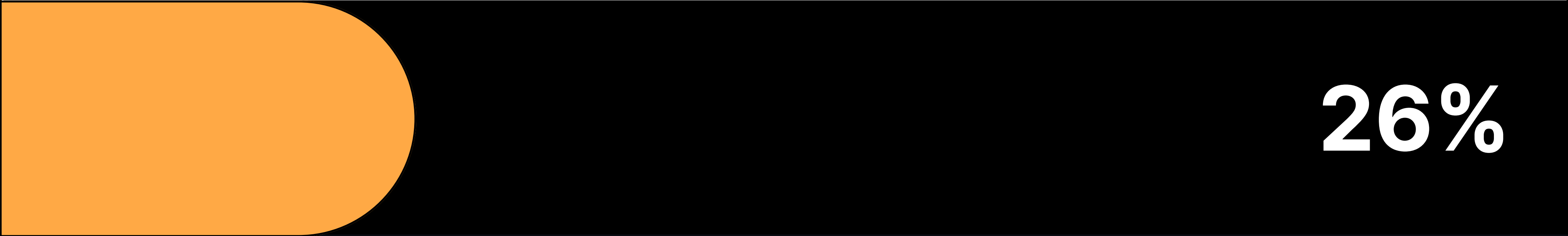
Less downtime



Same downtime



More downtime



Losing the Struggle Against Downtime Costs

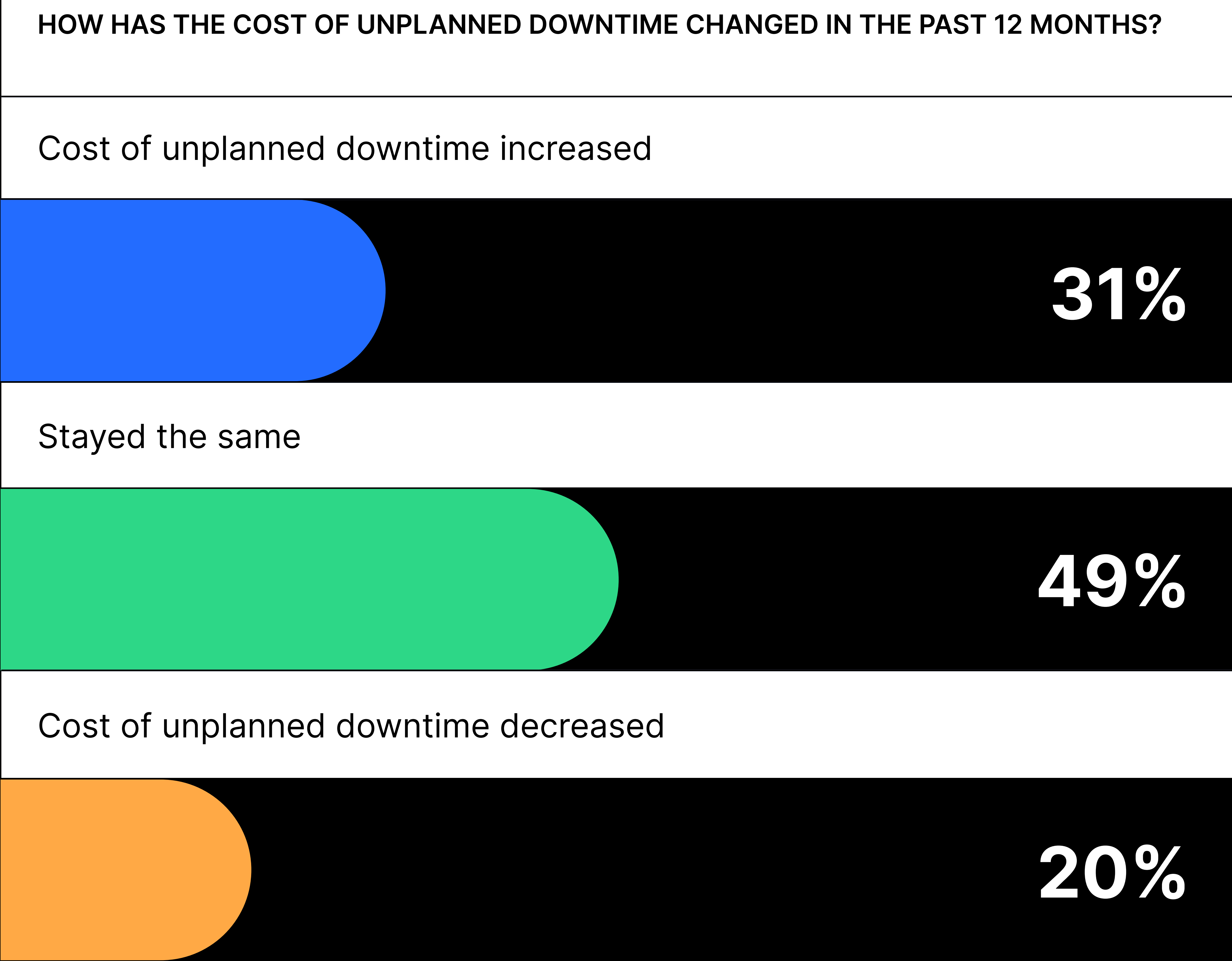
Our research shows that other factors could be diluting the positive effect of uptime wins. While more organizations are seeing fewer incidents of unplanned downtime, it's become more costly than ever.

Over the past year, 31% of respondents saw their downtime costs increase. Meanwhile, only 20% experienced a decrease in the cost of unplanned downtime.

This discrepancy creates a challenging new reality for maintenance leaders: **They may be boosting uptime, but downtime costs more.** The ballooning financial impact of downtime incidents can overpower many of the financial gains a company could otherwise yield from downtime reductions.

“It’s not about cost cutting. It’s about training your team and maintaining your equipment so that you don’t incur the costly downtime.”

Greg Wortman, operations manager at Redimix



Losing the Struggle Against Downtime Costs

What’s increasing the cost of downtime

Our research identified three primary factors driving the upsurge in the cost of unplanned downtime:

- 1. Wear and tear on machines
- 2. Rising costs of parts and shipping
- 3. Cost of labor

Wear and tear

Maintenance professionals pointed to deteriorating machinery as the number one reason for climbing downtime costs. This is no surprise, as most maintenance leaders are dealing with outdated assets—fixed assets now average 24 years old, the highest age since 1947 according to the Bureau of Economic Analysis. Aging equipment tends to fail more frequently and requires increased investments of the team’s time to repair.

Rising parts and shipping costs

While the escalating cost of parts and shipping is still a top concern among maintenance professionals, the data suggests improvements on this front. Last year, 72% of respondents to our survey cited “rising costs of parts and shipping” as the number one reason for increases in the cost of downtime. This year, only 55% of survey participants called out parts and shipping costs as a factor, behind machine wear and tear.

Some key macroeconomic factors have shifted since we distributed our survey, which may impact industry sentiment on parts pricing. Recent reports suggest climbing materials costs stemming from tariffs. According to S&P’s Global Flash Purchasing Managers Index report, released in March, manufacturers are experiencing a “sharp rise in costs as suppliers pass tariff-related price hikes on to US companies.”

Labor costs

Maintenance leaders are still grappling with the reality of the industry’s talent shortage. According to a report by Deloitte and the Manufacturing Institute, 1.9 million jobs in manufacturing could remain unfilled by 2033 due to the skills gap. Workers are retiring at increasing rates, and the industry struggles to attract new talent. This gulf between demand for technicians and supply is contributing to continued skyrocketing labor costs.

Losing the Struggle Against Downtime Costs

How to reduce the cost of downtime

Three main strategies show the most promise when it comes to cutting unplanned downtime expenses. For respondents that saw a decrease in downtime costs, the key approaches were:

- 1. Implementation of an EAM or CMMS
- 2. Improved parts and inventory management
- 3. TPM and Lean initiatives

Implementation of an Enterprise Asset Management or CMMS Solution

Enterprise Asset Management (EAM) and CMMS platforms are allies to the strategies below when it comes to cutting downtime costs. With an EAM or CMMS, teams can digitize their parts inventories for more effective resource allocation, minimizing production losses by helping technicians quickly find the parts to respond to failures. This technology fosters preventive maintenance task completion by automating maintenance scheduling and tracking. Teams benefit from data-driven insights into equipment performance, which helps them address issues before production stops.

Improved parts and inventory management

More effective inventory management can help maintenance leaders avoid duplicate purchases, excess carrying costs, and emergency shipping costs. By adopting systems and technologies that offer clear visibility into what parts are available, maintenance leaders ensure their teams have access to critical components right when they need them.

“We’re able to reduce downtime due to long lead times on spare parts orders because we can catch those things a lot sooner. I run a parts report weekly on MaintainX. I can reconcile parts across four states in 20 minutes.”

Julie Lisea
Operations administrator at Maas Energy Works

TPM and Lean initiatives

Total productive maintenance (TPM) is an approach that aims to maximize productivity by reducing unplanned downtime and accidents to zero. Meanwhile, Lean initiatives focus on how teams can minimize waste to deliver more value. When it comes to reducing downtime costs, Lean initiatives and TPM go hand in hand—TPM encourages preventive maintenance tactics that help teams avoid unplanned failures, while Lean principles streamline operations for faster recovery when failures arise.

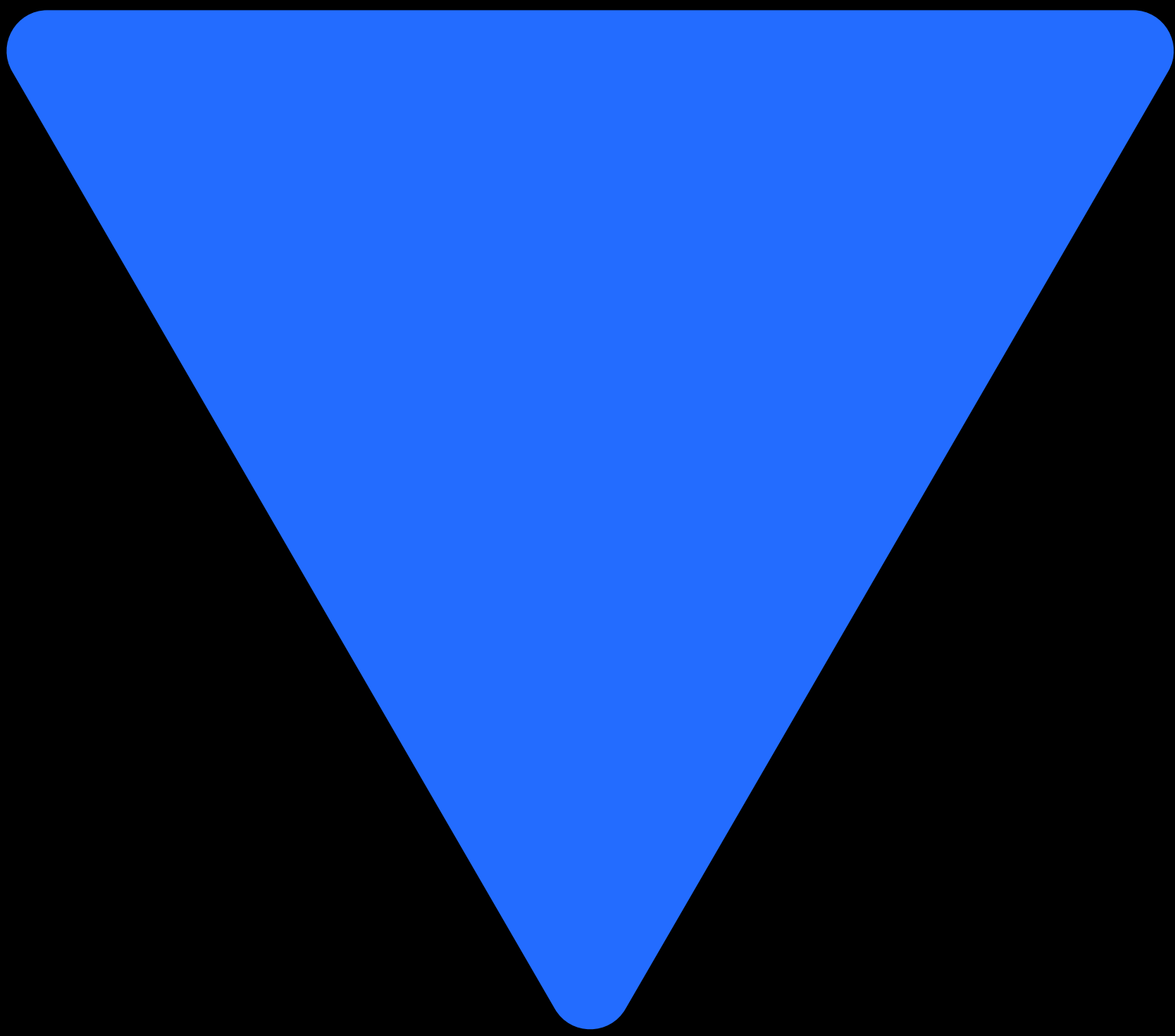
Finding Causes and Cures for Unplanned Downtime

When asked about the reasons they experienced an increase in downtime, maintenance leaders across all industries and facility sizes gave a clear top answer: equipment failure. We also saw a strikingly direct relation between the key causes of unplanned downtime and the most effective methods for decreasing it.



Why unplanned downtime increased

- 1. Equipment failure
- 2. Aging equipment
- 3. Operator error



How teams reduced unplanned downtime

- 1. Evolving maintenance strategy
- 2. Replacing aging equipment
- 3. Improved quality and frequency of training

Finding Causes and Cures for Unplanned Downtime

Evolving maintenance strategies can help teams avoid equipment failure

As we'll outline [later in the report](#), most teams are embracing preventive maintenance as a foundational aspect of their maintenance programs. This suggests many manufacturing organizations are taking a more strategic, lifecycle-oriented approach to equipment management—focusing on extending the useful life of their assets before investing in new equipment.

Equipment deterioration is becoming more urgent for many facilities

Aging equipment remains a leading cause of unplanned downtime this year. Older assets present problems that require technicians to prioritize firefighting over preventive maintenance, ultimately pushing facilities into more downtime situations. Plus, the older an asset becomes, the harder it is to find replacement parts. Since manufacturers generally produce fewer parts for older equipment, those managing aging equipment often have trouble getting the components they need when they need to make repairs.

Modern tools and training can combat operator error

The right people, trained correctly and consistently on how to use and fix equipment, are critical to smooth operations. Team training investments—including the implementation of new technologies designed to help workers access institutional knowledge about assets and follow processes effectively—are proven to reduce unplanned failures while eliminating the cost of hiring outside help for repairs.

“When consistent training doesn’t happen, we deviate from best operational practices. This makes mistakes more likely. Failure to invest in your own people is prohibitively expensive. When you can’t maintain equipment yourself, you’re forced to pay emergency rates to subcontractors who may not know how to properly fix it.”

Greg Wortman, Operations manager at Redimix

Using AI to Combat Downtime

Across industries, AI adoption is skyrocketing. Last year alone, McKinsey reported a dramatic jump in companies embracing AI tools: 72% of organizations were on board, compared to 55% just a year earlier.

Maintenance leaders are showing more confidence in AI’s potential, too—especially those whose facilities are struggling with unplanned downtime. In fact, our data shows that organizations facing more severe downtime issues are more aggressively turning to emerging AI solutions.

A new antidote for longstanding problems

Of the companies that experienced more downtime than expected last year, 40% have implemented AI across multiple maintenance processes.

This suggests that maintenance leaders are putting their trust in AI technology as a new solution to problems that traditional approaches have failed to resolve.

Meanwhile, since their motivation to experiment with innovative solutions is less urgent, only 18% of leaders who experienced less downtime have fully implemented AI across processes. This makes them less than half as likely to be early adopters of AI tools as companies that experienced more downtime.

Companies that struggle with downtime are also more likely to see AI as an effective way to reduce maintenance costs, more often using AI tools for tasks like maintenance cost tracking and optimization.

40%

of those in the process of fully implementing AI across multiple processes experienced more downtime than expected last year

Chapter 2

Bridging the Preventive Maintenance Execution Gap



The Disconnect Between Maintenance Strategy and Execution

In last year’s State of Industrial Maintenance survey, we found that despite the widespread adoption of preventive maintenance, most facilities dedicated the bulk of their time to unplanned maintenance work.

That trend is holding strong. Preventive maintenance remains the cornerstone of most maintenance programs, with 71% of participants in this year’s survey citing it as a strategy in their facilities. However, most facilities aren’t walking the talk.

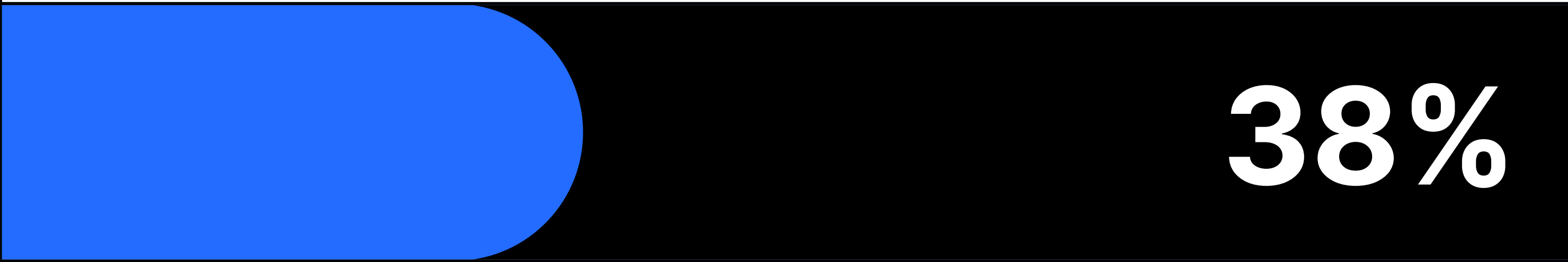
Our research revealed that unplanned work dominates most maintenance team schedules, even though fewer leaders (38%) claim reactive maintenance as part of their programs.

WHICH OF THE FOLLOWING MAINTENANCE PROGRAMS ARE ACTIVELY IN USE AT YOUR PLANT OR FACILITY?

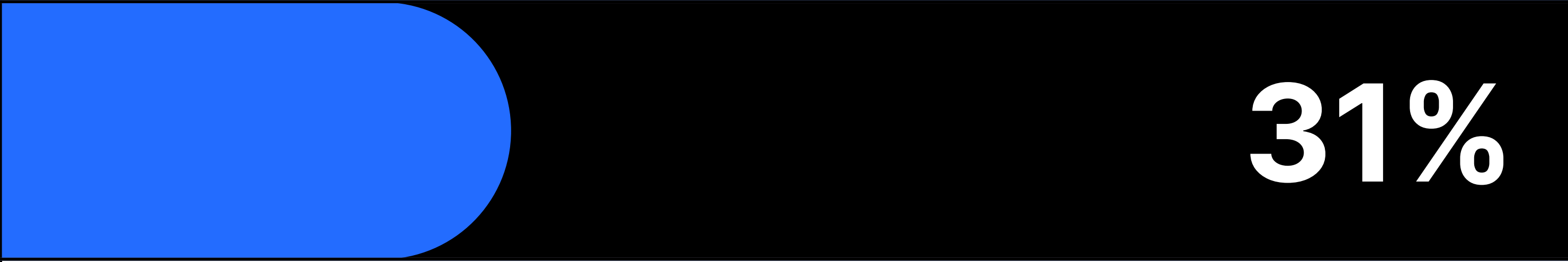
Preventive maintenance (scheduled maintenance)



Reactive maintenance (run to failure)



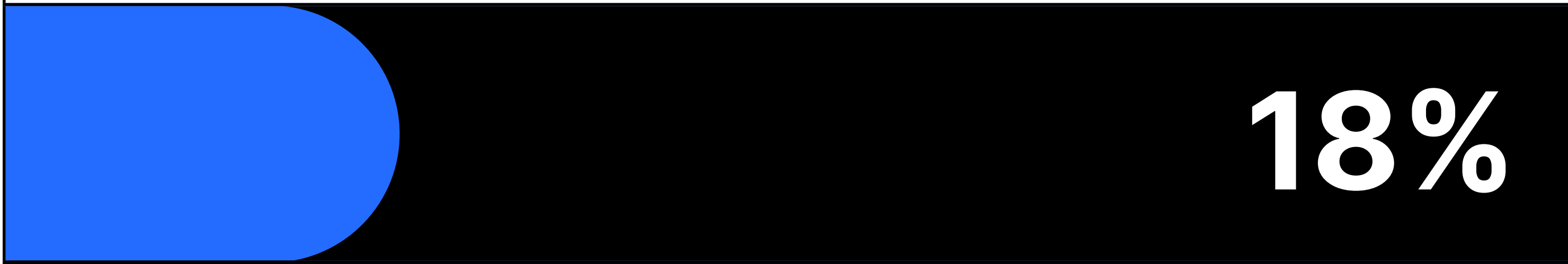
Contract maintenance or remote monitoring services



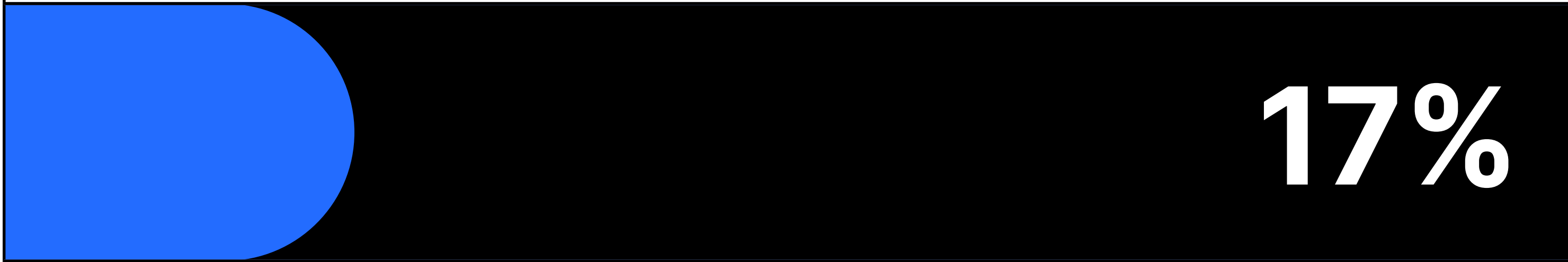
Predictive maintenance (PdM)



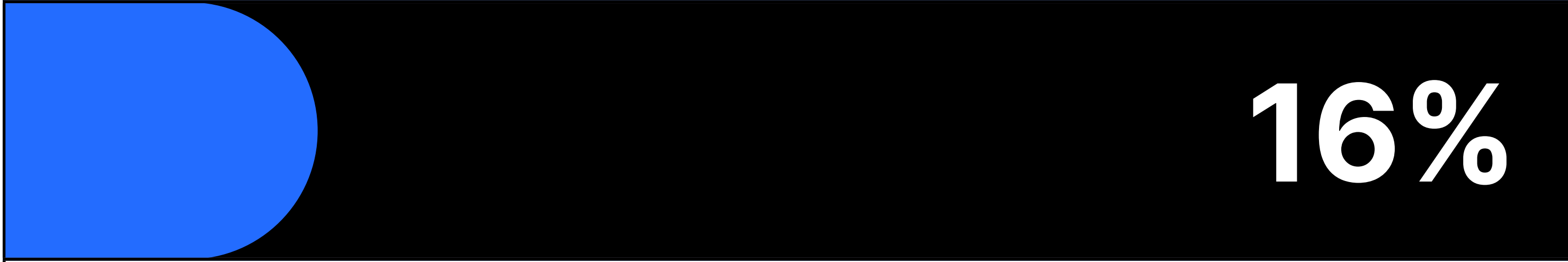
Condition-based maintenance



Total productive maintenance (TPM)



Reliability-centered maintenance (RCM)



Prescriptive maintenance / AI forecasting



The Disconnect Between Maintenance Strategy and Execution

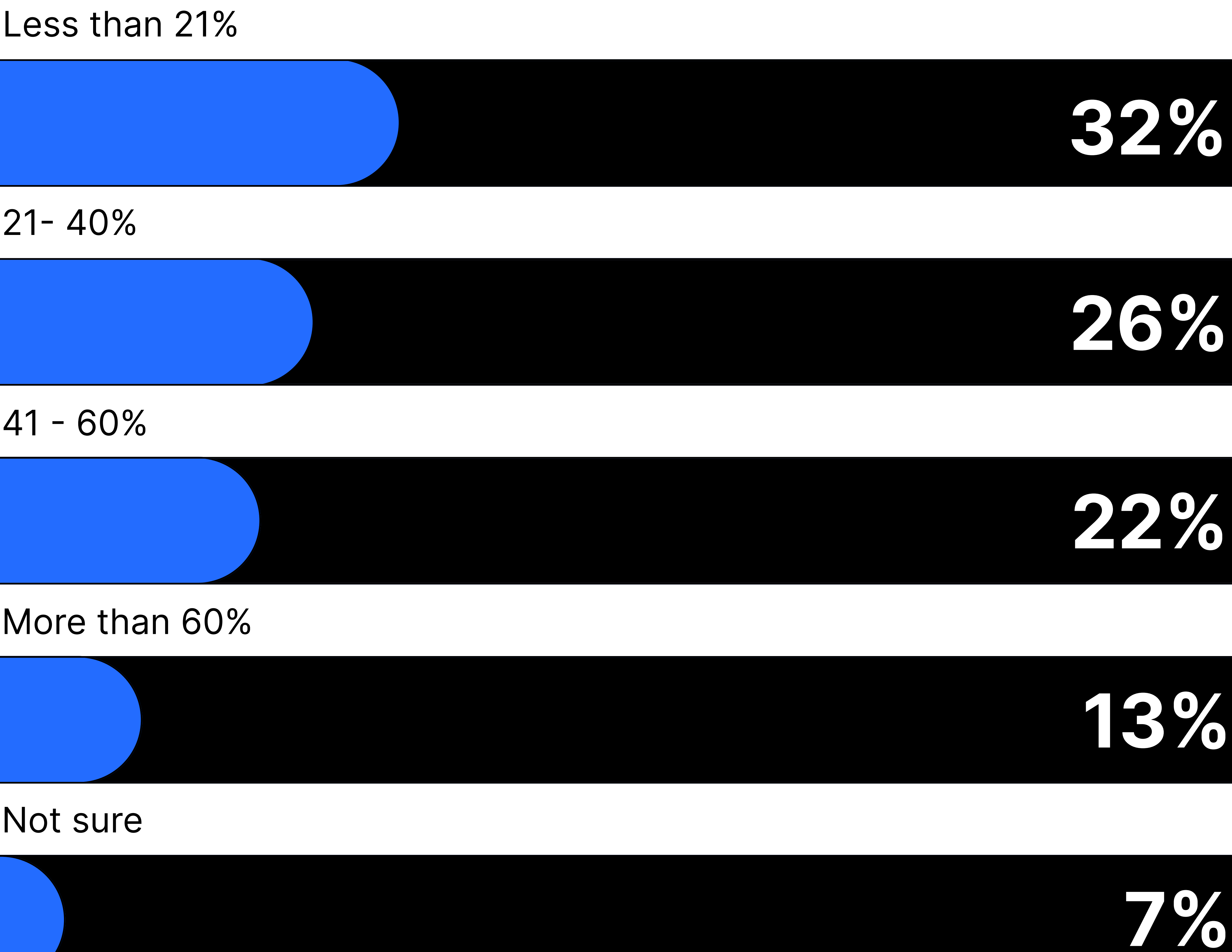
A striking 58% of facilities dedicate less than half their maintenance time to planned maintenance work. And though 71% of maintenance leaders have adopted preventive maintenance as a strategy, less than 35% actually allocate the majority of their maintenance time to preventive work, undermining operational excellence.

This execution gap represents an ongoing battle for maintenance leaders: They know what they should be doing to improve their maintenance programs, but haven't overcome the barriers to doing it yet.

“In a lot of facilities, maintenance teams tend to be firefighters. Something breaks and they go and fix it, versus being proactive and staying on top of the maintenance to prevent breakage.”

Jeremiah Dotson, Facility maintenance manager at Amfab Steel

WHAT PERCENTAGE OF TOTAL MAINTENANCE TIME IS DEDICATED TO PLANNED MAINTENANCE ACTIVITIES?



The Disconnect Between
Maintenance Strategy
and Execution

Preventive
maintenance
roadblocks

Some leaders point to deficiencies in their facilities’ technology and systems as obstacles to proper preventive maintenance. As Scotty Death, chief operations officer at PharmaNZ, put it:

“We were doing some critical preventive maintenance work, but not in a manner that was best in class, as scheduling on paper does not enable the best resource planning.”

As we’ll detail later in this report, staff shortages and limited budgets continue to surface as roadblocks to maintenance program goals. Leaders also struggle with how to commit resources to production and still leave enough time for preventive tasks.

“One of the challenges is wanting to push production out over making sure we get preventive maintenance done,” Jeremiah Dotson explains. “Trying to find that balance is really difficult.”

Ultimately, preventive maintenance success is about more than having a plan—it’s about having the resources to execute on that plan effectively.

The Disconnect Between
Maintenance Strategy
and Execution

Steps to
bridge the
execution gap

Our data indicates that organizations want to embrace preventive maintenance—they’re just struggling to figure out how.

MaintainX cofounder Nick Haase recommends a few steps maintenance leaders can take to make preventive maintenance a higher priority for their teams.

Study past work orders

Look at the data and consult your frontline workers’ experiences to spot patterns that may be costing your company. Frequent equipment breakdowns or repairs can signal where you need to create new preventive maintenance tasks or improve existing schedules.

To make data monitoring and preventive maintenance task assignment easier, consider investing in software that can automate work orders, scheduling, and tracking. As Greg Wortman, operations manager at Redimix, explained, “The scheduling portion of this software was a massive win for us—there were no more dumpster fires.”

Empower your team with modern tools

The right tools can equip team members with the knowledge to perform preventive maintenance tasks, follow SOPs consistently, and properly record data. A mobile CMMS/EAM, for instance, allows technicians quick access to information and the ability to make real-time updates, which facilitates better decision-making across the organization. AI-driven tools are also emerging as a productivity-boosting resource for maintenance managers, helping them efficiently plan their team’s schedules using historical work order data.

Change the cultural mindset

Leaders need to make preventive maintenance a core part of their company culture. When managers reward technicians for completing planned maintenance activities and show them how it can boost uptime and safety while minimizing stress, it encourages their teams to consistently perform preventive tasks and shift away from reactive firefighting.

The Disconnect Between
Maintenance Strategy
and Execution

The role of
sensors in
closing the
preventive
maintenance
execution gap

The majority of our respondents are applying sensors and IIoT to support condition-based monitoring and preventive maintenance. Nearly a third of respondents use sensors/IIoT devices extensively to monitor critical equipment, while 41% are at least in the testing or consideration stages.

This suggests that maintenance leaders trust that the technology will be key to achieving preventive maintenance consistency, helping them close the gap between strategy and action with less effort.

WHICH BEST DESCRIBES YOUR ORGANIZATION'S USAGE OF SENSORS / IIOT DEVICES TO MONITOR CRITICAL EQUIPMENT?

35%

Currently use it
extensively

21%

Testing or
piloting

20%

Considering adopting
it in the near future

13%

Aware of it but have no
plans to adopt it

11%

Not aware of this
technology

The Disconnect Between
Maintenance Strategy
and Execution

Benefits of
using sensors
and IIoT

Maintenance leaders are seeing evidence that sensors and IIoT technology can fuel more effective preventive maintenance planning, execution, and tracking.

Among the benefits respondents reported about sensors/IIoT, faster problem identification topped the list.

Early detection of potential issues

Real-time equipment monitoring

Lower maintenance costs

Extended equipment life

Enhanced safety conditions



“I think sensors will be a game changer for us. We’ll go from testing once a year—with plant managers getting reports they don't understand—to continuous monitoring.”

Vinny Nuzzolese Jr., Regional operations manager at Reddy Ice

The Disconnect Between Maintenance Strategy and Execution

Predictive maintenance and barriers to sensor adoption

Despite advances in technology, predictive maintenance adoption isn't accelerating as some have expected and desired. The number of maintenance professionals who implemented a predictive approach remained effectively flat between our surveys this and last year—27% of facilities actively employed predictive maintenance over the past year, compared to 30% the previous year.

Maintenance leaders indicated that the biggest inhibitors to using sensors in their facilities were cost-related, followed by a lack of understanding of the technology's value.



Chapter 3

Tackling the Ongoing Talent Shortage



Confronting the Top 3 Maintenance Challenges

The top challenges facing maintenance leaders represent a perfect storm of workforce pressures.

- | | |
|---|-----|
| 1. Lack of resources (budget and staff) | 45% |
| 2. Aging infrastructure | 33% |
| 3. Skilled labor shortage | 30% |

Maintenance teams are forced to maintain aging equipment with fewer skilled workers and limited budgets, leading to more reactive maintenance. And so the cycle continues: Reactive maintenance is less efficient and more costly, further straining already limited resources.

“I believe this 100 percent—when you talk about reliability, there has to be a commitment from all stakeholders within the organization. Often, maintenance technicians and managers find themselves without the tools or budget to make it happen.”

Reliability manager in the manufacturing industry

Moreover, a Deloitte report indicated that the need for new employees in manufacturing could be around 3.8 million between 2024 and 2033. These jobs are in danger of remaining unfilled if manufacturers aren’t able to address the skills and applicant gaps.

Addressing the Skills Gap

The industry is hemorrhaging institutional knowledge as maintenance professionals reach the end of their careers. Each year, North American aviation companies alone lose 11.5% of their maintenance workforce to retirement. And over the next five years, the Hudson Institute reported that as much as 40% of the maintenance workforce could retire.

Changing workforce expectations

This demographic shift coincides with changes in worker expectations and behaviors. As a result, it's become more important than ever for maintenance leaders to invest in new systems and emerging technologies. Modern features are no longer just nice to have, but critical for knowledge sharing and attracting the next generation of talent.

Focusing on upskilling programs is also an effective means to attract and retain employees, beyond the [benefits in terms of downtime reductions](#). According to Deloitte's research, employees who feel they can acquire necessary skills are 2.7 times less likely to leave their organization in the next 12 months.

“Older technicians knew that certain things needed to be done on certain days. But [that knowledge] was just in people's heads. [Our teams] have been using MaintainX to record their tribal knowledge, making this information more easily accessible to new frontline teams.”

Chris Burns, Engineering manager at Ahlstrom

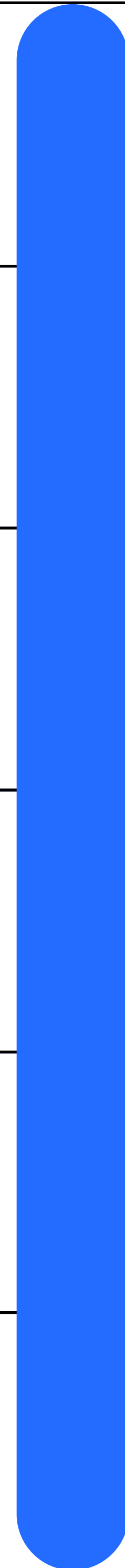
Investing in Maintenance Teams Despite Rising Pressures

Maintenance teams are showing resilience despite equipment and labor challenges—as the data reveals, organizations are increasing investments in their maintenance programs.

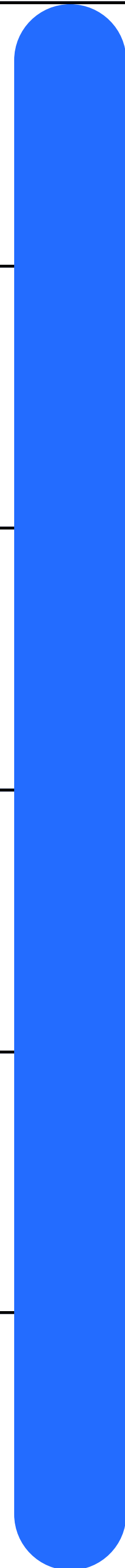
The majority of respondents expect the size of their maintenance teams (32%) and maintenance budgets (31%) to increase or stay the same over the next 12 months. Maintenance is often regarded as a cost center, but this data suggests a shift in that mentality.

Only 4% expect the size of their team to decrease, despite labor shortage concerns. The low percentage of team reductions indicates that organizations recognize maintenance professionals' critical role in achieving operational excellence.

WILL THE SIZE OF YOUR MAINTENANCE TEAM INCREASE OR DECREASE IN THE NEXT 12 MONTHS?

	Increase significantly	5%
	Increase	27%
	Stay the same	56%
	Decrease	3%
	Decrease significantly	1%
	Not sure	8%

HOW WILL YOUR MAINTENANCE BUDGET CHANGE OVER THE NEXT 12 MONTHS?

	Increase significantly	6%
	Increase	25%
	Stay the same	42%
	Decrease	6%
	Decrease significantly	3%
	Not sure	15%

Chapter 4

Embracing the Age of Industrial AI

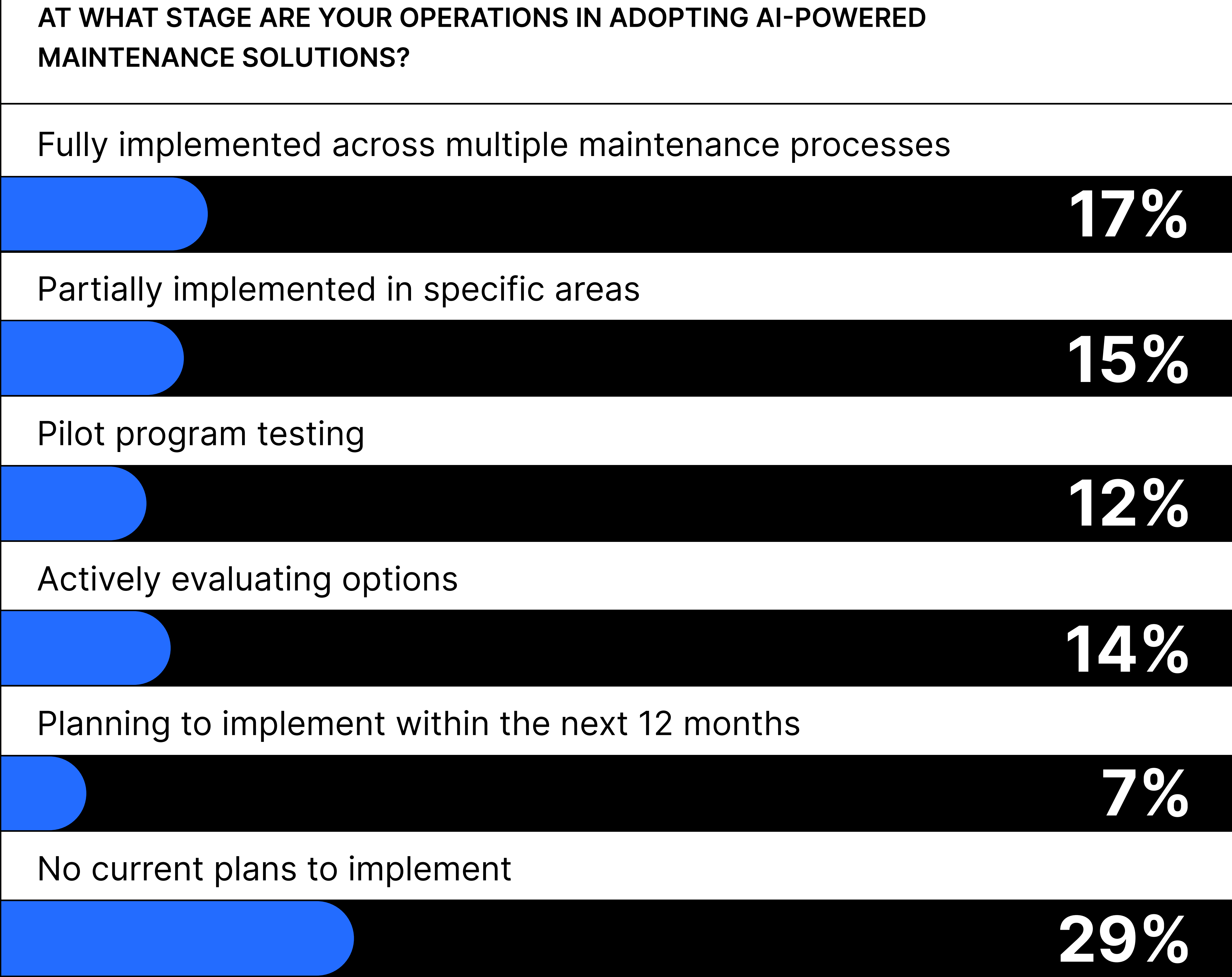


Enhancing Maintenance Programs with AI

Investments in maintenance team headcounts are on the rise, and so is adoption of AI tools. This suggests that organizations view AI not as a replacement for human expertise, but as a force multiplier that allows skilled technicians to work more efficiently and focus on higher-value activities.

For 44% of the organizations surveyed, AI-powered maintenance solutions already have a place in their operations, or are at least in the pilot program phase.

Another 21% are evaluating AI options or planning to implement the technology within the next 12 months, indicating that by 2026, roughly 65% of industrial maintenance organizations will be using AI in some capacity.



	MaintainX	The State of Industrial Maintenance 2025	
	Enhancing Maintenance Programs with AI Real-world applications of industrial AI When AI is purpose-built for the industrial workforce, organizations are finding impactful uses for the technology across maintenance processes. Our data indicates that three key use cases have gained the most traction with maintenance teams.	Work order management and scheduling Maintenance teams can leverage historical work order data—for example, a monthly preventive maintenance task for a conveyor system—to accurately forecast how long that task will take to complete. Predictive maintenance and failure prevention A chemical manufacturer can use AI to stop equipment failures before they happen—for instance, setting up triggers when an industrial mixer exceeds a set temperature or vibration threshold. Maintenance cost tracking and optimization Maintenance leaders can use AI to evaluate historical parts consumption and shipping data to predict the ideal times to order critical spare parts. “We’ve used AI to help with our lockout tagout procedures. For example, to change a bandsaw blade, we needed to lock out the motor. The first thing MaintainX CoPilot said was to shut off the breaker, which verified our thinking. To go through the entire manual to find that information would have been pretty hard, but CoPilot showed us exactly where to find it.” Jeremiah Dotson, Facility maintenance manager at Amfab Steel	
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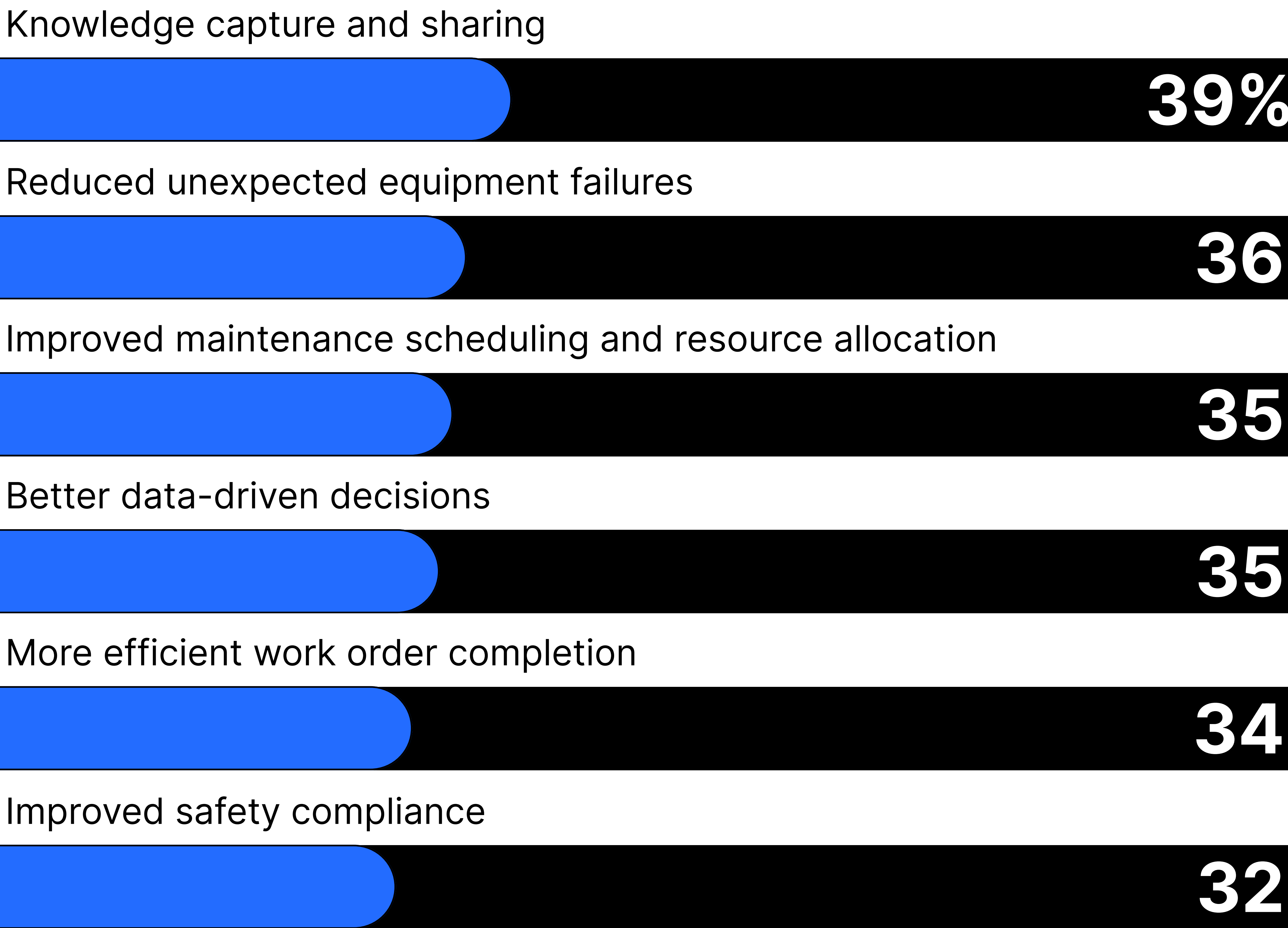
Experiencing AI's Benefits

For organizations that have implemented AI-powered maintenance solutions, the benefits are wide-ranging.

Knowledge capture and sharing (38%) emerged as the top advantage—ahead of more commonly discussed benefits like reductions in unexpected equipment failure (36%) and maintenance planning improvements (34%).

This finding highlights how AI is already addressing the industry's knowledge transfer challenges as more professionals retire. AI tools can start capturing insights directly from technicians' workflows, helping teams quickly create repositories for maintenance expertise that would otherwise be lost.

WHAT BENEFITS HAVE YOU SEEN FROM AI IMPLEMENTATION IN MAINTENANCE?



Experiencing AI’s Benefits

Fear of the unknown is the most common barrier to AI adoption

The data argues that a minority of companies have no plans to implement AI (just 29%). Though it seems like the technology has picked up unstoppable momentum, hesitations remain.

Budget constraints and implementation costs (25%) topped the list of barriers to AI adoption, followed by lack of expertise, cybersecurity concerns, and limited understanding of the technology’s capabilities.

Essentially, beyond costs, knowledge and integration challenges collectively represent a significant obstacle.

Our findings suggest that **successful AI implementation requires not just financial investment**, but also time investments in team education and training, as well as careful change management.

Vinny Nuzzolese Jr., regional operations manager at Reddy Ice, summed up a common sentiment when asked why his company hasn’t implemented AI in their operations: “We’re just not there yet.”

Expectations are high for AI, and only time will tell if the technology can deliver. We’re in its early days, but there’s evidence of emerging benefits, plus optimism that AI can help maintenance leaders beat the downtime and labor challenges they’re facing.

WHAT ARE THE TOP BARRIERS TO AI ADOPTION AT YOUR ORGANIZATION?

	Budget constraints / high implementation costs	25%
	Lack of technical expertise / skilled staff	24%
	Cybersecurity concerns	22%
	Limited understanding of AI capabilities	22%
	Integration with existing systems	21%
	Data quality and collection challenges	19%
	Training requirements	18%
	Employee resistance to change	17%
	Concerns about system reliability	13%

Chapter 5

Looking Ahead

Our data tells the story of a dynamic year for maintenance—one that's produced both challenging and encouraging trends. Considering these new realities, what's the path forward for organizations that want to stay ahead of the curve?



Looking Ahead

RECOMMENDATION #1

Protect your preventive maintenance time with smarter scheduling

Preventive maintenance is a frequently adopted strategy for facilities in theory, but **in practice, most teams are struggling to devote time to planned maintenance tasks.**

Preventive maintenance only works if it actually happens. If planned work keeps getting bumped by emergencies, it’s time to adjust your plan and build a proactive, data-driven foundation. Emerging technologies have the potential to help in this area. For example, using AI-powered work time estimates can help rebalance the workload and reduce the long-term risk of chronically de-prioritized PMs.

Looking Ahead

RECOMMENDATION #2

Shift your focus from downtime frequency to downtime impact

Maintenance teams are continuing to increase uptime in their facilities, but **the financial gains from this have been diluted by surging downtime costs.**

Maintenance leaders are familiar with the pressure to reduce unplanned downtime, and the data proves they’re seeing success on that front. But given the fact that downtime costs continue to rise, teams also need to focus on putting strategies in place that can mitigate downtime’s financial impact. Better planning and parts visibility can help shrink these costs.

Companies should also consider incorporating real-time machine health monitoring data into their maintenance programs. This will help unlock more usage-based and condition-based maintenance.

Looking Ahead

RECOMMENDATION #3

Invest in productivity and purpose-built AI, not just headcount

Organizations are **boosting investments in maintenance teams and expect the size of their teams to increase** despite economic pressures and the growing skills gap.

More budget won't always mean more people, especially given the industry's looming talent shortage. Focus on giving your existing team better tools and systems, including mobile-first platforms your team can use on the floor, quick access to SOPs and institutional knowledge, and streamlined workflows. Crucially, maintenance leaders need to invest in ways to capture, structure, and share expertise across their teams. That way, every technician hour goes further.

To further support this, companies are embracing AI tools to enhance their maintenance programs at a rapid pace. Look for tools that surface real issues, suggest next steps, and help teams act faster.



Head to [**maintainx.com**](https://maintainx.com) for more resources or to get started today