MaintainX

2025 TECHNOLOGY INNOVATION LEADER

Enhancing Customer Impact Through Powerful Technology Integration

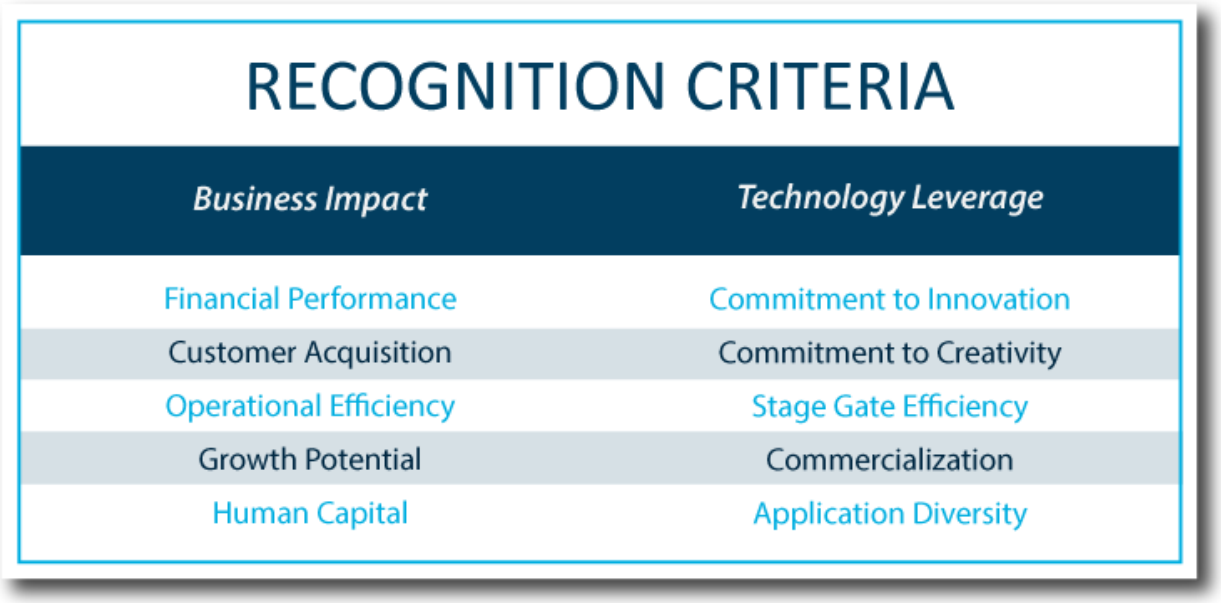
RECOGNIZED FOR BEST PRACTICES IN THE NORTH AMERICAN AI-POWERED ASSET MAINTENANCE AND FRONTLINE EXECUTION PLATFORMS INDUSTRY

FROST & SULLIVAN

Table of Contents

Best Practices Criteria for World-class Performance

Frost & Sullivan applies a rigorous analytical process to evaluate multiple nominees for each recognition category before determining the final recognition recipient. The process involves a detailed evaluation of best practices criteria across two dimensions for each nominated company. MaintainX excels in many of the criteria in the AI-powered asset maintenance and frontline execution platforms space.



The Transformation of the Asset Maintenance Industry

Companies across industrial sectors cannot fully realize the benefits of what a computerized maintenance management system (CMMS), an enterprise asset management (EAM), or any other maintenance and asset management system can deliver without incredibly easy-to-use and adopt tools for frontline or shop floor workers.

Commitment to Innovation and Creativity

MaintainX, headquartered in San Francisco, California, tackles this challenge by equipping maintenance and operations professionals with modern tools that streamline maintenance, maximize equipment uptime and production capacity, reduce costs, and drive operational excellence. These tools are vital across physical and asset-driven industries such as manufacturing, facilities maintenance, distribution centers, and companies with large, expensive assets where downtime is costly.

Frost & Sullivan finds that MaintainX displays its leadership on the following fronts. MaintainX facilitates safe, reliable, and efficient maintenance and operations by providing an intuitive yet powerful maintenance and asset management solution. The solution has two core components: maintenance management and asset management. Maintenance management enables efficient work order and parts inventory management automates work assignments and facilitates preventive and condition-based maintenance. The company's asset management capabilities allow for detailed asset insights, lifecycle planning, and vendor/warranty management, allowing customers

to efficiently manage a hierarchy of assets, unit costs, and vendors directly on the platform. These capabilities cover the core use cases of CMMS and EAM solutions to support customer's digital transformation journeys, regardless of where they are in the process.

MaintainX also delivers real-time asset availability and parts usage data, which allows frontline professionals and their back-office counterparts to avoid costly stockouts (when they do not have a part on hand to do a repair or scheduled preventive maintenance) and quickly dial in to cost savings they can generate.

A recent update from MaintainX allows customers to share work orders outside the MaintainX ecosystem with their external contractors. Documents such as OEM manuals and warranties can be attached to those work orders for easy reference. Therefore, tracking and collaborating with those vendors is now easier when a company brings in an external vendor to perform maintenance, install, or decommission an asset.

Each product MaintainX offers is built with MaintainX core design principles, which include configurability, mobility, extensibility and scalability, reporting and analytics, and predictive AI. For example, everything MaintainX builds is highly configurable based on users' needs (i.e., from labels in the MaintainX interface to custom fields users can build out on assets and work orders and custom workflows or approval processes). The company adds this customization to cater to the needs of an extensive range of manufacturers and companies outside of manufacturing using MaintainX.

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> ***- Sankara Narayanan***
> ***Industry Director***

MaintainX prides itself on being mobile-first and focuses on enabling technicians to work efficiently, whether in the field, factory, or expansive warehouse. With an easy-to-use mobile experience featuring offline mode and talk-to-text capabilities, users can work effectively in various environments such as a mine or expansive warehouse with poor cellular service.

Everything MaintainX builds is supported by a highly advanced REST API. This API allows customers to connect to a vast network of business systems such as ERP and MES and bring in data from IoT devices, SCADAs, historians, and other providers' software. This provides customers with everything they need to make well-informed maintenance decisions.

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Frost & Sullivan recognizes MaintainX's competitive differentiators to be extensible data foundation, actionable reporting and analytics, predictive maintenance, and global asset and parts management.

In addition to its mobile-first customer approach, MaintainX consistently collects, creates, and surfaces actionable data. This is because the company believes valuable data comes from looking at both holistic historical records and users on the floor doing the work. MaintainX's platform makes it easy for maintenance leaders to incorporate other data sources (most commonly IoT sensors) and technicians to record detailed notes on operations or issues they face when working on assets. This includes an extensible data foundation to collect data from wherever MaintainX customers store it and directly from the front line to allow customers to take action themselves instead of just delivering a clunky spreadsheet.

MaintainX generates recommendations and predictions based on the data while supporting them with AI to deliver predictions and suggestions on the best action. Under the extensible data foundation, MaintainX's strategy is to ensure that all manufacturing data is centralized in MaintainX's platform. Readymade integrations and REST API ensure users can collect and push out information created on MaintainX.

The company also partners with industry giants, including AWS, Databricks, and SAP, to ensure that it accommodates the multiple systems large manufacturers and facility maintenance companies use to manage their businesses. This allows customers to connect processes, people, and data across various sites and systems. MaintainX makes collecting and generating data insights easy and drives intelligent decision-making.

In addition to these strategic partnerships, MaintainX has a partner network that includes leaders in IoT, MES, and SCADA systems. By leveraging industry standards like MQTT, MaintainX seamlessly integrates with industrial automation technologies, enabling real-time data flow across connected assets and enterprise systems. This connectivity ensures organizations gain a holistic view of asset health, production efficiency, and maintenance performance.

Once MaintainX has the data, it ensures that customers can take action and change behavior based on the data, which is its second key differentiator—actionable reporting and insights. Customers' tasks using actionable reporting and insights include knowing precisely what is happening on their facility floor across asset health and work (i.e., if the asset is online, whether it has failed any inspections recently, and whether technicians are up to date and on track with their work).

MaintainX provides users with comprehensive analytics through pre-built platform views while supporting integration with tools like Power BI for advanced analysis. The company is actively developing multi-workspace reporting capabilities that will enable customers to compare data across facilities, identify inconsistencies, and implement successful practices across multiple sites—functionality currently available through Power BI integration. These insights help customers

establish measurable goals, track progress, and conduct thorough root cause analysis to identify why assets fail or work gets delayed. Additionally, MaintainX offers resource and capacity planning tools that optimize technician scheduling on weekly and monthly bases to prevent overallocation and ensure operational efficiency.

Outside of using data to give customers more visibility about what is happening on their facility floor, MaintainX incorporates AI and ML technologies in its portfolio to enable customers to simplify and accelerate maintenance. Its Applied AI workflows and predictive maintenance unearth several compelling use cases. Firstly, MaintainX's AI allows customers to know what work needs to be done by detecting issues before they happen, providing recommendations on what should happen next based on historical data, and automating the work based on recommendations (e.g., creating a work order, attaching the procedure related to a failure code, and a parts list required for the job). MaintainX also uses AI to assist customers in work execution—AI can create procedures and recommendations, and AI agents help answer point-in-time questions and manage institutional knowledge (e.g., the tools needed to do a job based on historical insights). MaintainX uses AI and ML to optimize limited resources, including labor, parts, and expertise.

Other AI tools MaintainX offers are AI-powered anomaly detection and AI-powered procedure generation. Customers demonstrate strong adoption of MaintainX's AI-powered anomaly detection to collect consistent data and mitigate downtime events before they happen. AI-powered procedure generation helps accelerate digital transformation and keeps teams aligned by creating digitized procedures faster. When customers upload a file or PDF, MaintainX will automatically generate a procedure in its platform, which they can edit and customize. This saves them hours and results in standardized, optimized procedures, which can be shared across the company. Newly launched features include the MaintainX LLM-augmented CoPilot that helps manage and surface relevant, actionable insights right in the moment of need, and ML for intelligent workflows (e.g., smart work estimates to optimize work schedules, predict at-risk assets, and automate parts re-ordering).

Under global asset and parts management, MaintainX allows customers to standardize the best practices (i.e., take what works/is successful at one plant and use it at all plants and facilities) to drive data and work standardization across every site (while each site may have their own assets). With global visibility of all facilities rolled into one reporting module, it is easier to compare and contrast and makes it easier for managers to ensure everyone follows the best-in-class standard operating procedures when working across all sites and coordinates resources/parts from one site to another, all from a single dashboard. The platform's mobile-first approach provides the #1 technician experience, increasing ROI and adoption while enabling more comprehensive data collection. Teams can access a single source of truth through its centralized database for parts, assets, and procedures while maintaining the flexibility to segment data by site. This helps reduce carrying costs and shipping expenses through seamless parts transfers between sites while providing real-time tracking capabilities that help prevent overspending on equipment and spare parts, minimize production downtimes, and avoid costly last-minute vendor fees.

Application Diversity, Customer Acquisition, Growth Potential, and Financial Performance

Frost & Sullivan attributes MaintainX's consistent number one rating in the CMMS category across various customer sites to its deep focus and clear mission, demonstrating its category leadership, customer support, and fast implementation. SOC 2 compliant and ISO certified, the company partners closely with customers, develops new products and features and has a strong engineering team that shifts product updates about twice a week.

MaintainX's focus on customers and ease of implementation has led to its rapid growth over the past three years. The company supports tens of thousands of global customers, representing hundreds of thousands of global users and managing over five million assets and work orders on its platform. MaintainX supports some of the world's largest multi-site manufacturers, distribution centers, and chemical companies, including Duracell, Magna, Titan America, Cintas, and Univar Solutions.

Based on the MaintainX 2024 State of Industrial Maintenance report, the company has demonstrated a significant impact across maintenance operations. The report's findings show that 45% of facilities achieved a decrease in unplanned downtime incidents, with 65% attributing this improvement to enhanced proactive maintenance strategies. Among facilities that successfully reduced costs, 59% identified improved inventory management as the key factor. The report highlights how MaintainX's digital solutions helped customers like Univar Solutions achieve transformative results - reducing downtime by 32%, improving work order completion rates by 53%, and saving 250 hours annually. These outcomes were achieved by streamlining maintenance processes, enabling better data collection, and automating administrative tasks that previously consumed significant time. "Ready access to critical maintenance data has been a game-changer for us. It's been the catalyst for the evolution of our maintenance program at Univar. By combining the data with hands-on experience and knowledge, we've been able to make assessments of parts that we should carry in order to help with uptime (instead of waiting for parts to come in), optimize maintenance schedules, and make better, data-driven decisions around budget and labor allocation," said Christopher Wilcox, Maintenance Manager at Univar Solutions.

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Interroll, a global leader in material handling solutions with over 20 manufacturing facilities worldwide, implemented MaintainX to streamline their maintenance operations and reduce downtime. After transitioning from their legacy system to MaintainX's intuitive platform, they achieved a 20% reduction in unplanned downtime and significantly improved response times. Scott Quesenberry, Lean Engineer at Interroll's facility in Wilmington, said, "Now, requests are submitted within less than two or three minutes, get approved, and are assigned to a maintenance team. The response time's quicker, and we've improved downtime and reaction time by up to 20%." The

company saves over five hours per week on administrative work while maintaining better documentation through features like photo attachments and detailed work orders, setting them up for continued efficiency improvements through enhanced root cause analysis.

Duracell was spending too much on parts and could not accurately manage its workforce and centralize all its workers to one solution. It implemented MaintainX and connected it with SAP for seamless data synchronization, enhancing data efficiency for technicians and finance teams involved with parts and asset spending. "MaintainX Reporting was probably the ultimate driver. More streamlined reporting gave us instant visualization," said Jarrod Kipp, North America Product Supply Process Transformation Manager at Duracell. Duracell's results from utilizing MaintainX were exceptional. The company saved $50,000 per site per year by reducing parts variability (i.e., ensuring Duracell did not unnecessarily purchase parts already in stock) and securing over 1,000 monthly work orders with parts tracked at each site.

Conclusion

Industrial companies need AI-powered asset maintenance, which MaintainX successfully addresses. The company's maintenance, execution, and asset and parts management drive safe, reliable, and efficient operations for smarter and leaner frontline teams. Configurability, mobility, extensibility and scalability, reporting and analytics, and predictive AI serve as the foundations for its products. At the same time, an extensible data foundation, predictive maintenance, actionable reporting and analytics, and global asset and parts management differentiate MaintainX in the market.

In addition to successfully equipping frontline professionals with modern tools, it has had remarkable results in decreasing unplanned downtime, improving mean time to repair, reducing parts inventory spending, and increasing on-time completion of inspections to enhance its value proposition to customers. MaintainX leverages AI and ML to streamline and simplify maintenance and accelerate digitization efforts (i.e., AI-powered anomaly detection) and the company's CoPilot makes complex technical documentation more accessible and actionable for maintenance teams.

With its strong overall performance, MaintainX earns Frost & Sullivan's 2025 North American Technology Innovation Leadership Recognition in the ai-powered asset maintenance and frontline execution platforms market.

What You Need to Know about the Technology Innovation Leadership Recognition

Frost & Sullivan's Technology Innovation Leadership Recognition is its top honor and recognizes the market participant that exemplifies visionary innovation, market-leading performance, and unmatched customer care.

Best Practices Recognition Analysis

For the Technology Innovation Leadership Recognition, Frost & Sullivan analysts independently evaluated the criteria listed below.

Best Practices Recognition Analytics Methodology

Inspire the World to Support True Leaders

This long-term process spans 12 months, beginning with the prioritization of the sector. It involves a rigorous approach that includes comprehensive scanning and analytics to identify key best practice trends. A dedicated team of analysts, advisors, coaches, and experts collaborates closely, ensuring thorough review and input. The goal is to maximize the company's long-term value by leveraging unique perspectives to support each Best Practice Recognition and identify meaningful transformation and impact.

About Frost & Sullivan

Frost & Sullivan is the Growth Pipeline Company™. We power our clients to a future shaped by growth. Our Growth Pipeline as a Service™ provides the CEO and the CEO's growth team with a continuous and rigorous platform of growth opportunities, ensuring long-term success. To achieve positive outcomes, our team leverages over 60 years of experience, coaching organizations of all types and sizes across 6 continents with our proven best practices. To power your Growth Pipeline future, visit Frost & Sullivan at http://www.frost.com.

The Growth Pipeline Generator™

Frost & Sullivan's proprietary model to systematically create ongoing growth opportunities and strategies for our clients is fuelled by the Innovation Generator™.

Learn more.

Key Impacts:

- **Growth Pipeline:** *Continuous Flow of Growth Opportunities*
- **Growth Strategies:** *Proven Best Practices*
- **Innovation Culture:** *Optimized Customer Experience*
- **ROI & Margin:** *Implementation Excellence*
- **Transformational Growth:** *Industry Leadership*

The Innovation Generator™

Our 6 analytical perspectives are crucial in capturing the broadest range of innovative growth opportunities, most of which occur at the points of these perspectives.

Analytical Perspectives:

- Megatrend (MT)
- Business Model (BM)
- Technology (TE)
- Industries (IN)
- Customer (CU)
- Geographies (GE)