



## Competitor Response: Gartner Magic Quadrant for Enterprise Asset Management Software, October 2018

### Event

Gartner published the Magic Quadrant for Enterprise Asset Management Software.

### What happened:

- Gartner has placed Infor in the “Leaders” quadrant. Infor is one of only two vendors to be placed as a ‘Leader’ and has improved its position on the “Ability to Execute” axis.
- This position shows continued leadership by Infor EAM in this space as it builds on last year’s placement in the leader quadrant for this review. In the coming year, Infor looks to build upon the status as we move further in both axes. Earlier Magic Quadrants included EAM as part of a larger vertical solution, manufacturing in 2009, which Infor led, and Power Generation and Delivery Utilities where Infor was positioned as a niche player. In 2017, Gartner created a dedicated Magic Quadrant for EAM, where Infor was a natural leader and in 2018 we continue to strengthen that position.
- Gartner has recognized the progress that Infor has made in developing both a compelling vision for the Infor EAM solution as well as its success in the market, consistently beating competitors, including IBM Maximo.



Infor is joint leader in the market for Enterprise Asset Management Software

Infor's position on the Ability to Execute axis has improved substantially since last year's Magic Quadrant.

## How to use this Magic Quadrant

- Use this very positive placement to demonstrate to customers and prospects that Infor is highly competitive in this marketplace with a strong vision for its solution and the benefits it can bring to customers.
- Use it to show that Gartner recognizes Infor as a market leader.
- Highlight the positive comments Gartner makes about Infor EAM
  - “Infor has a good understanding of the markets it serves.”
  - “Infor EAM’s overall functionality is considered very capable by customer references, and the product scored second highest among this list of EAM vendors for asset tracking.”
  - “Infor is also favored by customer references in areas such as work management, preventative maintenance (time-based), as well as unplanned reporting/requesting.”
  - “Customer satisfaction ranked above average.”
- Be prepared to respond to the cautions Gartner makes for Infor EAM which it advises customers to consider.

Caution	Response
Infor declined to respond when asked how much it spends on R&D (and marketing). Prospective and current customers should pressure the vendor for a formal forward roadmap to ensure the product is developed in line with expected future industry needs.	As a private entity, Infor does not publish outwardly-facing data on internal information. Customers and prospects, however, should rest-assured Infor EAM is a key focus and strategic solution for Infor and its investors. Significant investment has been made, and will continue to be made, on the research and development and marketing of Infor EAM throughout the entire ecology of Infor customers, prospects, and partner communities throughout the world.
Despite Infor’s apparent focus on customer satisfaction, some customer references rank it low in contract negotiation and its flexibility related to pricing.	Unlike what was provided as Gartner opinion, Infor prides itself on its ability to offer solutions that fit our customers’ needs in a very thorough manner—from how the solution is built (product vs. project), how it is deployed (on-premise or in the cloud), how it is implemented, and how it is maintained. This flexibility is key to offering our customers with many choices related to pricing and contract terms.
Infor provides three levels of support, Essential, Premium, and Elite. Only Elite provides access to a customer success manager—something that might account for why two-thirds of customers questioned rated Infor’s technical support as just satisfactory.	Infor EAM support is an award-winning organization and has been for a number of years. There are many reasons for success and accolades. One that is quite thematic is in how we understand our market, our customers, and how our solutions position in both. This why we offer multiple forms of support, and are proud to offer a customer success manager role in support to help customers get the most out of their software by taking it to the next level. With expert focus on solution and strategy, our Support organization is designed to aid our customers in every phase of their deployment, from planning to expanding—which is why having flexible support options as Infor does, is so critical.
Functionally, analytics, and reporting scored poorly, as did shutdown	As is the sentiment with the other Gartner cautions, it is unfortunate to read this particular caution, as it is not what we have seen in our

<p>planning. Work scheduling, workforce/skills management, and mobility also scored below average among the sample of reference customers.</p>	<p>own customer base. With the acquisition of Birst Technologies (June 2017) as an example, Infor EAM can build on its already robust output options by adding a market-leading (and Gartner Magic Quadrant for Business Intelligence) solution to build out a customer need for thematic inference about its asset inventories and all elements that surround them. Especially frustrating is the “low scoring” items called out in this caution, as solutions like Infor EAM Mobile have had numerous successful case study deployments, mountains of value savings amounts, and several awards won for its category. Although we have not seen or heard of the feedback that Gartner provides in this caution, we will continue to build on these already successful features and functions around analytics, work planning, scheduling, and mobility in the years to come.</p>
<p>Infor has two products—Infor EAM and Infor Public Sector, with some overlap in terms of maintenance capabilities but based on different technologies and platforms. The assessment given here is solely on Infor EAM.</p>	<p>This caution is the most frustrating as although nearly all providers in this review have multiple solutions for asset management (IBM, Oracle, ABB, etc.), Infor is given a caution as its “focus on multiple platforms limits its ability to focus on a single EAM solution.” As stated in our response to the first caution in this review, Infor will continue to build out and market Infor EAM as a leader in the world-wide enterprise asset management, asset performance management, and field service markets with strategic focus and investment by both Infor executives and investors for many, many years to come.</p>

Additionally, you should be prepared for a response as to why IBM Maximo has “jumped above” Infor EAM in this Magic Quadrant vs. its position in the prior year.

Although we remain quite proud to continue our leadership position in the “Leaders” quadrant of the 2018 Gartner Magic Quadrant, we do feel is quite odd to see such a massive jump by the only other EAM provider in this section of the Magic Quadrant from 2017 to 2018. This is odd, as when we do see IBM Maximo in competitive sales campaigns or as a legacy incumbent in an account, what we find is a competitive solution that remains disjointed, requires a significant amount of investment to deploy, implement, and maintain, and is not actively focused on by IBM. Additionally, we remain quite proud in our continued leadership position despite the difference in focused investment that IBM makes in its Gartner relationship vs. Infor’s.

We will remain diligent in bringing about customers success in many ways—how we market, how we deploy, how we implement, how we develop, and how we ultimately build out the ecology that surrounds a world-class Enterprise Asset management solution like Infor EAM. In doing so, we intend on furthering our focus on building upon our “Ability to Execute” and “Completeness of Vision” attributes and the relationship with Gartner itself further our position in this Magic Quadrant in 2019.

## Summary of research

### Infor

Infor is a privately held enterprise applications vendor with total revenue close to \$3 billion in 2017. Gartner estimates Infor's EAM-related software revenue to be \$150 million for 2017. The company is headquartered in New York City. Infor's EAM product supports multiple industries, including manufacturing, utilities, healthcare, facilities, transit, public sector (including state/local, federal and transit), life sciences, and transportation.

Infor EAM v11.3.2.3, the latest release (April 2018), is provided as a cloud solution or on-premise. Infor EAM supports all core EAM functionality plus support for linear assets and fleet management. The product also provides basic condition-based maintenance, plus predictive analytics, and partners for RCM capabilities, plus an established mobile capability on the Android™ platform, iOS, and Windows Mobile.

### Strengths

- Infor EAM is a long-standing product with broad capability across multiple industries, regions, and languages. It is also highly scalable, affording it wide applicability.
- Infor has a good understanding of the markets it serves. Although it doesn't lead in terms of innovation, it has a strong cloud presence, claiming three-quarters of its customers are cloud-based, which is significant compared to most of its contemporaries.
- Infor EAM's overall functionality is considered very capable by customer references, and the product scored second-highest among this list of EAM vendors for asset tracking.
- Infor is also favored by customer references in areas such as work management, preventative maintenance (time-based), as well as unplanned reporting/requesting.
- Customer satisfaction ranked above average when customer references were asked about the overall relationship with the vendor.

### Cautions

- Infor declined to respond when asked how much it spends on R&D (and marketing). Prospective and current customers should pressure the vendor for a formal forward roadmap to ensure the product is developed in line with expected future industry needs.
- Despite Infor's apparent focus on customer satisfaction, some customer references rank it low in contract negotiation and its flexibility related to pricing.
- Infor provides three levels of support, Essential, Premium, and Elite. Only Elite provides access to a customer success manager—something that might account for why two-thirds of customers questioned rated Infor's technical support as just satisfactory.
- Functionally, analytics, and reporting scored poorly, as did shutdown planning. Work scheduling, workforce/skills management, and mobility also scored below average among the sample of reference customers.
- Infor has two products—Infor EAM and Infor Public Sector, with some overlap in terms of maintenance capabilities but based on different technologies and platforms. The assessment given here is solely on Infor EAM.



Gartner has made reviews of the products included on the Magic Quadrant publicly available on its peerinsights site, <https://www.gartner.com/reviews/home>. There are 21 reviews available for Infor EAM, summaries of some of which are shown below. They are valuable proof points of the value Infor EAM brings to its customers.

**Infor EAM**

★★★★☆  
Jun 15, 2018

**Out-of-the-box functionality great, flexibility exceptional. Mobile has come a long way.**

– *Manager, Operations Support in the Services Industry*

**Infor Public Sector EAM**

★★★★☆  
Jun 17, 2018

**EAM is a great solution for maintenance needs plus it can solve more problems out of scope**

– *Planner in the Government Industry*

**Infor EAM**

★★★★★  
Jul 25, 2017

**Infor is accessible and listens to our needs more than most other vendors**

– *Head of Asset and Maintenance Management in the Miscellaneous Industry*

## What Gartner says about our competitors

The Magic Quadrant contains useful information about Infor's competitors in the EAM Market.

Competitor	Cautions
eMaint	<ul style="list-style-type: none"> <li>• There are a limited number of eMaint customers with large-scale deployments, so it does not have proven scalability.</li> <li>• Complex maintenance (linear and fleet) and MRO supply chain capability are limited compared with other EAM systems.</li> <li>• Availability of third-party consulting and integration resources are limited.</li> <li>• The product ranks toward the bottom of the survey results in procurement, work scheduling, and workforce/skills management.</li> </ul>
IBM Maximo	<ul style="list-style-type: none"> <li>• References, customers, and prospects report that costs and time to deploy and maintain are at the high end of the EAM market.</li> <li>• The product can be very complex to configure and support the extensive features offered.</li> <li>• Customer references report below-average satisfaction with IBM contract engagement and with product support.</li> <li>• Maximo Anywhere's scaled performance is unproven, with reports of dissatisfaction from the customer base and third-party options being sought.</li> <li>• Customers have reported low satisfaction with the analytics and reporting offering.</li> </ul>
IFS	<ul style="list-style-type: none"> <li>• Customer references rate IFS' adherence to SLAs in the bottom three of EAM vendors compared here, and the quality of its technical support in the bottom two. The overall rating for support was very low by comparison with most other vendors in the assessment.</li> <li>• Customer references ranked IFS relatively low in terms of the overall product meeting their needs. The capability of subcontractor management was rated the lowest of all vendors based on references, while the product's mobility enablement was second to last in terms of scores.</li> <li>• Analytics and reporting, and condition-based maintenance capability, also registered below average.</li> <li>• The vendor was very late, by comparison to other vendors, in launching its cloud offering. As a result, IFS has hardly any SaaS customers.</li> </ul>

Should you have any further questions or needs for clarification on the 2018 Gartner Magic Quadrant for EAM, please contact:

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