



State of Maintenance Report **2025**

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Introduction from Ryan Chan

As we step into 2025, it's an opportunity to reflect on the journey of maintenance and reliability teams over the past year—a journey marked by determination, resilience, and progress amid evolving challenges. The 2025 State of Maintenance Report shines a light on these experiences, offering both a celebration of successes and a roadmap for future growth.

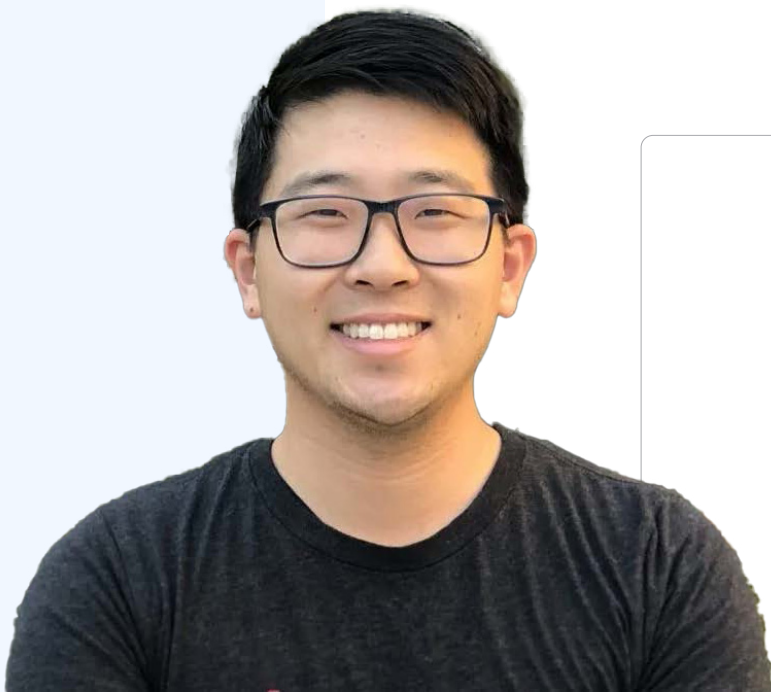
This past year, we've seen cautious optimism as teams navigate increasing budgets, yet grapple with persistent uncertainty. Maintenance professionals have made notable strides in adopting proactive strategies, improving visibility, and prioritizing workforce development, all while managing the realities of unplanned breakdowns, talent shortages, and shifting workforce dynamics.

UpKeep's mission remains steadfast: to empower maintenance teams with the tools, knowledge, and community they need to thrive. Each interaction with our incredible community—maintenance managers, technicians, and leaders—reinforces our commitment to creating solutions that address your most pressing needs and amplify your impact.

This report is a testament to your dedication and insight. It captures not only where we stand today but also how we can collectively shape the future—by investing in technology, building supportive cultures, and fostering the next generation of maintenance professionals.

To everyone who contributed to this report: thank you for sharing your experiences, challenges, and triumphs. Your hard work drives progress, and we are honored to be part of your journey. Together, let's continue building a stronger, more resilient maintenance industry in 2025 and beyond.

Wishing you success and growth in the year ahead.



Ryan Chan

CMRP

CEO and Founder of UpKeep

Core Demographics

Our 2025 State of Maintenance Report survey respondents were primarily small to mid-sized businesses. **78%** of participants represented companies with up to 1,000 employees, with **45%** having 200 or fewer employees and **19%** having between 201-500 employees. Most respondents' organizations have small to medium-sized maintenance teams, with 2-5 members being the most common size (**43%**).



78%

of participants represented companies with up to 1000 employees



43%

of maintenance teams have 2-5 members

Approximately one quarter of respondents were employed at organizations with annual revenue between

\$1 million

to

\$100 million,

reflecting a strong representation of small to mid-sized businesses.

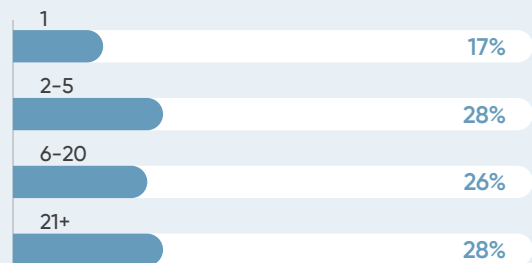
13% of respondents' organizations had annual revenue under \$1 million and **22%** over \$100 million.

This distribution highlights the diverse economic scale of organizations involved in maintenance and reliability, emphasizing the need for solutions that cater to both small businesses and large enterprises.

A significant portion of respondents (39%) are unsure of their organization's revenue, indicating a potential knowledge gap or varied levels of access to financial data within the maintenance and reliability industry.

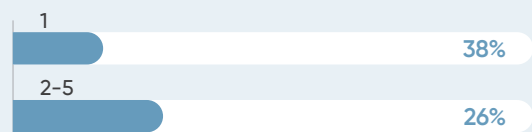
Annual maintenance budgets similarly fall along a broad spectrum, with the largest group of respondents (**37%**) unsure of their organization's budget, pointing to a potential lack of visibility into financial planning for maintenance operations. Among those who provided specific figures, most have budgets ranging between \$100K-\$1 million, with **19%** reporting \$100-500K and **13%** reporting \$500K-1 million.

How many locations are managed by your organization?



Organizations managing 2-5 locations and those overseeing 21+ locations each account for **28%** of respondents, indicating that both localized and widespread operations are common.

How many locations does your maintenance team manage?

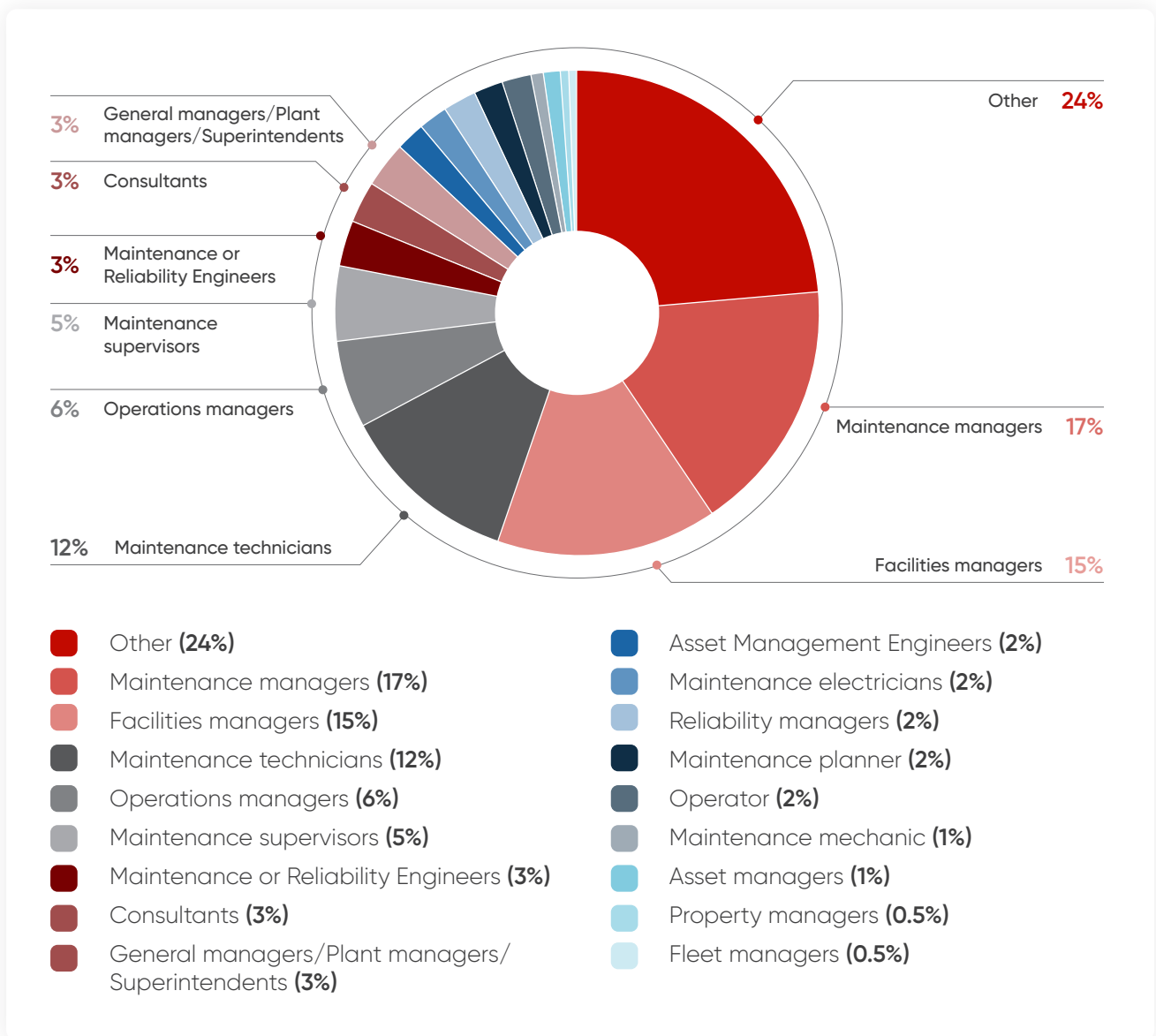


This distribution highlights the varying levels of complexity and geographical spread that maintenance teams face, reinforcing the importance of scalable tools that can efficiently support both single-site teams and those managing multi-location portfolios.



The estimated average number of technicians per location is approximately **7.25 technicians per location.**

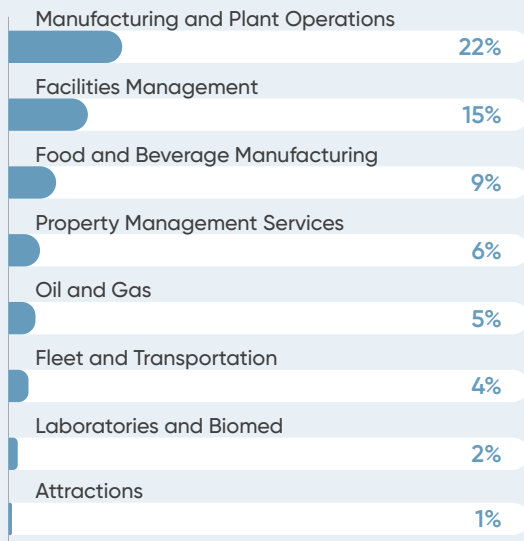
In terms of the respondents themselves, the majority (**52%**) hold managerial or supervisory roles, highlighting the prominence of decision-makers and team leaders in the maintenance and reliability industry.



The largest group of respondents, at **24%**, identified their roles as “Other,” with a wide array of specific responses including quality control, custodial, detention officer and many more. This extensive variety of roles highlights the diverse responsibilities and job functions that intersect with maintenance and reliability, extending beyond traditional titles.

Among defined roles, maintenance managers (**17%**) and facilities managers (**15%**) represent significant portions, followed by maintenance technicians (**12%**). Other key roles include operations managers (**6%**), maintenance supervisors (**5%**), and maintenance or reliability engineers (**3%**). Specialized roles, such as asset management engineers (**2%**), and emerging ones, like automation engineers, further illustrate the evolving complexity of the field.

How many locations are managed by your organization?



Industry-wise, manufacturing and plant operations dominate the maintenance and reliability landscape, representing the largest segment at **22%** of respondents. Other notable industries include facilities management (**15%**), food and beverage manufacturing (**9%**), and property management services (**6%**). Also represented are traditional heavy industries like oil and gas (**5%**) and fleet and transportation (**4%**).

The diversity of industries highlights the widespread importance of maintenance and reliability across both industrial and non-industrial sectors, emphasizing the need for adaptable solutions tailored to unique operational challenges.

The majority of respondents are based in the United States, accounting for **73%** of the total, followed by Canada at **10%**. Also represented are Nigeria (**2%**), India (**2%**), and Saudi Arabia (**2%**). Remaining respondents hail from countries, such as Norway, South Africa, and several others. This global reach demonstrates that maintenance and reliability are universal priorities, with a strong concentration in North America but increasing interest and engagement from regions around the world.



Executive Summary

Takeaway 01

Over 80% of Maintenance and Reliability Teams Sustained or Increased Budgets in 2024, Projecting Positive Industry Growth for 2025

In 2024, **84%** of maintenance and reliability teams sustained or increased their budget from the previous year, similarly to last year's findings (**85%**).

19% reported a large budget increase from 2023 to 2024 compared to **5%** reporting a large increase from 2022 to 2023. A notable **33%** were unsure about changes to their budget, reflecting a potential lack of clarity or visibility into financial adjustments.

68% of Maintenance Teams Project Further Increases in 2025.

The outlook for maintenance budgets in 2025 indicates a mixed but generally positive expectation for investment growth, with **68%** expecting an increase. Among these, **10%** anticipate a large increase, **24%** foresee a moderate increase, and **33%** predict a slight increase.

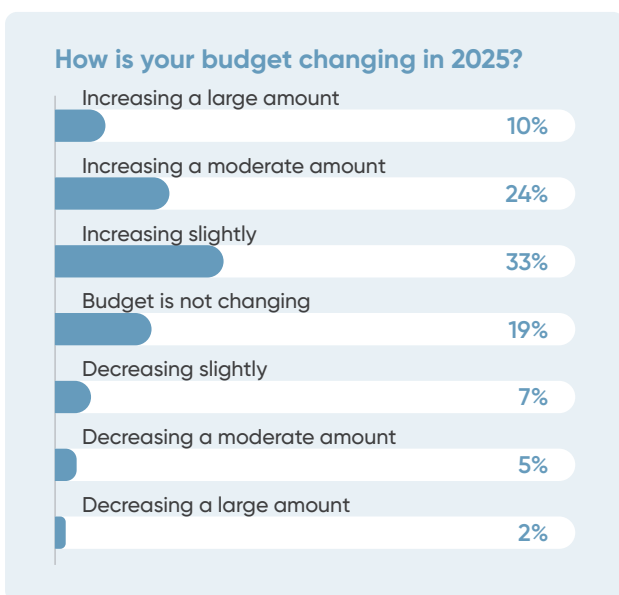
However, a significant proportion of respondents were unsure of 2025 budget adjustments, indicating a high degree of uncertainty. These results suggest a cautiously optimistic outlook for maintenance funding in 2025, but the high uncertainty underscores the need for organizations to improve budget communication and planning to align with operational priorities.

We can contextualize these responses within the economy. According to the [Deloitte Global Economics Research Center](#), the US economy has had the strongest recovery from the

COVID-19 pandemic of any major developed economy. Annual inflation approaches the Federal Reserve's target without a recession, non-managerial real wages surpass pre-pandemic levels, and investment in factories is at record levels. Business investment, especially in manufacturing construction, machinery and equipment, and intellectual property, has been strong.

Against this backdrop, the maintenance industry experienced significant growth, driven by increased adoption of digital technologies, and the manufacturing sector experienced a moderate expansion, with production growing by **2%** and capacity utilization averaging **78%**.

These findings suggest a generally positive trend toward increased or sustained investment in maintenance for 2024, reflecting a heightened recognition of its critical role in operational efficiency and reliability across industries. However, the uncertainty among many respondents indicates a need for greater communication and transparency regarding budget planning in organizations.





“For me, the client base is spending money. Right now we’re seeing clients understand the necessity to operate reliably, and that they can gain market share if they can produce reliably. And in the past that wasn’t quite as much of a challenge, but I think the competitive advantage of being available with your product is meaning more and more to consumers.”

• **George Williams**

Chief Executive Officer, ReliabilityX



Actionable Recommendations:

<p>For Organizations with Decreasing or Uncertain Budgets:</p>	<ul style="list-style-type: none"> • Improve Budget Visibility: Increase transparency by holding regular budget review sessions with finance and operations teams. • Link Budget to Operational Impact: Showcase the ROI of maintenance investments by highlighting how budget cuts may increase downtime and reactive repair costs. • Prioritize Critical Investments: Focus spending on high-impact areas like predictive maintenance technology or workforce training to drive long-term gains.
<p>For Organizations with Stable Budgets:</p>	<ul style="list-style-type: none"> • Identify Cost-Saving Opportunities: Conduct cost audits to identify areas for efficiency gains (e.g., optimizing spare parts inventory) and reinvest savings. • Leverage Existing Resources for Upskilling: Use existing budget to enhance training programs for predictive maintenance and advanced CMMS usage. • Explore Grant and Subsidy Opportunities: Research available government grants or industry incentives for adopting maintenance technology.
<p>For Organizations with Increasing Budgets:</p>	<ul style="list-style-type: none"> • Expand Investment in Predictive Technologies: Allocate increased funds toward IoT-enabled sensors, AI-driven CMMS, and predictive maintenance tools. • Invest in Workforce Development: Use budget increases to fund technical training, certifications, and workforce development initiatives. • Upgrade Maintenance Infrastructure: Modernize legacy equipment and invest in digital solutions to reduce long-term operational costs and downtime.
<p>Cross-Cutting Recommendations for All Organizations:</p>	<ul style="list-style-type: none"> • Improve Budget Forecasting: Use historical spending data to project future budget needs and create a clear justification for budget requests. • Align Budget Planning with Strategic Goals: Collaborate with leadership to align budget allocation with broader business objectives, ensuring maintenance supports production, quality, and efficiency. • Communicate Budget Changes Effectively: Ensure timely communication of budget changes to all stakeholders, reducing uncertainty and enabling better planning.

Takeaway 02

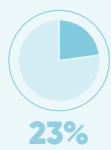
One in Three Maintenance Teams Still Relies on Manual Methods to Manage Maintenance Operations

35% of respondents reported they manage maintenance work manually. Such organizations are hindered by cost, uncertainty of benefits, training requirements, and lack of leadership buy-in.

For organizations that are not using a digital maintenance tool, several key reasons contribute to this decision:



Cost of implementing new technology is the most common barrier, highlighting budget concerns as a significant challenge for organizations considering digital solutions.



Uncertainty about the benefits of digital tools – Respondents expressed doubt about the advantages of such systems.



Training requirements for the team and lack of buy-in from leadership indicate that both internal resistance and perceived complexity of implementation are critical hurdles.



Preference for current methods suggest some organizations are satisfied with their manual processes and see little need to change.



Concerns over data security and previous experiences with **low adoption rates** point to past challenges and apprehensions about new technology.



Of those who had implemented a tool before but experienced low adoption rates, reasons included:

- Tool complexity and user-friendliness
- Resistance to change among team members
- Insufficient training or support for the team
- Lack of leadership buy-in or support
- Limited resources to support full implementation
- Tool not meeting specific maintenance needs

Other responses mentioned using a mix of tools, being a small company, or facing issues like staffing challenges, platform selection difficulty, and internal resistance to change.

Overall, while some organizations are open to adopting digital tools, barriers such as cost, uncertainty about benefits, and resistance to change continue to prevent many from fully embracing digital maintenance solutions. Addressing these concerns, especially around cost and leadership buy-in, could help drive adoption of more structured maintenance management systems in the future.

Among the **35%** respondents who rely on manual methods (such as pen and paper or spreadsheets), communication issues between maintenance teams and other departments remain a common challenge.

44% of respondents indicated that they don't experience communication issues, which suggests that some organizations have managed to establish effective communication despite not using a dedicated maintenance management system. However, for those who do experience communication challenges, key issues include:

- Delays in sharing updates on maintenance status (**13%**)
- Difficulty in coordinating maintenance schedules with production needs and miscommunication of maintenance priorities and urgency (**26% each**)
- Lack of real-time communication tools (**19%**)
- Insufficient information provided to complete tasks (**16%**)
- Difficulty in accessing shared maintenance records (**15%**)

Smaller percentages also noted challenges like language or terminology differences (**7%**) and other unspecified issues (**5%**).

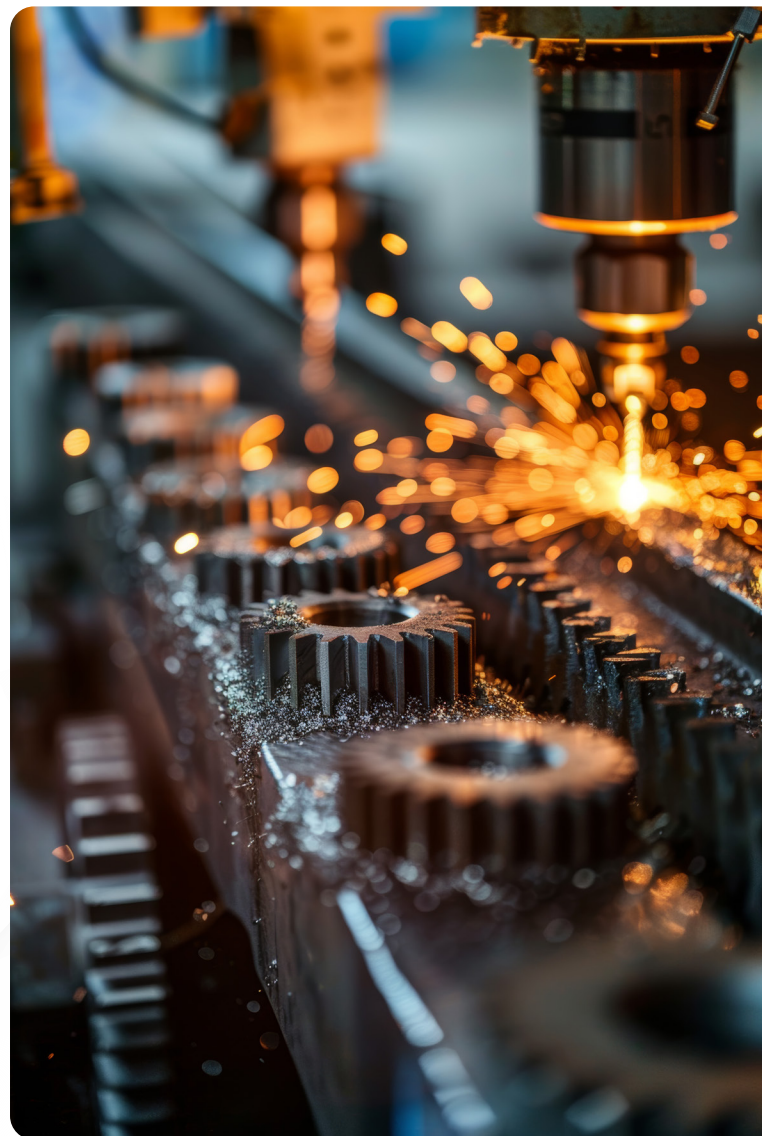
These communication barriers show the need for better integration between departments, which could be alleviated with effective communication tools, real-time updates, and a structured system to ensure all teams are aligned on maintenance priorities and schedules.

Transitioning to a more centralized and digital system like a CMMS could address many of these pain points by streamlining communication and providing up-to-date, accessible information across teams.



40% of UpKeep users report having no communication issues, while only **10%** of non-UpKeep users say the same.

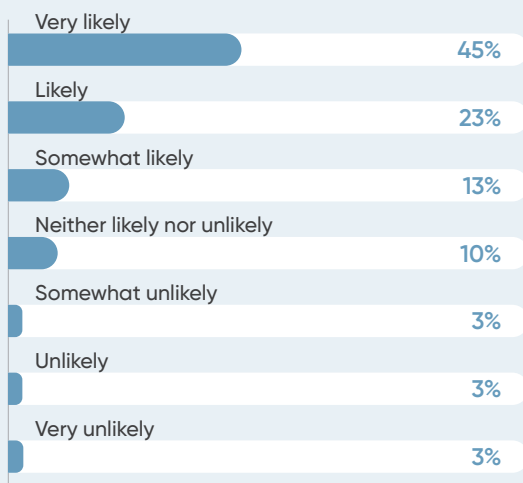
Fewer UpKeep users experience scheduling conflicts or delays in issue reporting than non-UpKeep users (-25% and -20% respectively), indicating that UpKeep might lower communication barriers and improve task visibility for maintenance teams.



Training & Education Issue

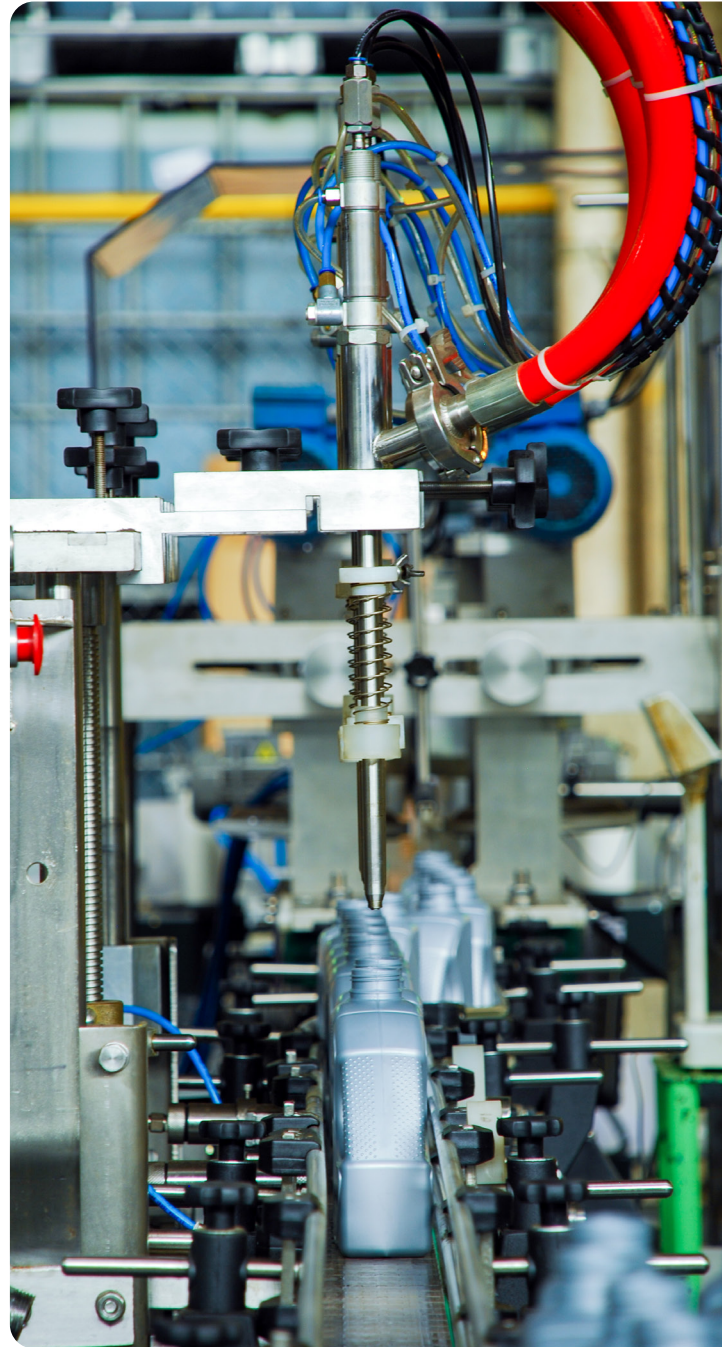
When asked how likely they would be to consider adopting digital maintenance tools if provided with resources and training, the responses suggest a strong interest in adoption among those who have not yet implemented digital solutions:

If you were provided with resources and training, how likely would you be to consider adopting digital maintenance tools?



68% of respondents (45% “Very likely” and 23% “Likely”) expressed a high likelihood of adopting digital maintenance tools with the proper support.

This data underscores the potential for digital maintenance adoption, highlighting that effective resources and training could significantly influence the decision-making process for a large portion of the maintenance teams who are not yet using digital solutions.





Actionable Recommendations:

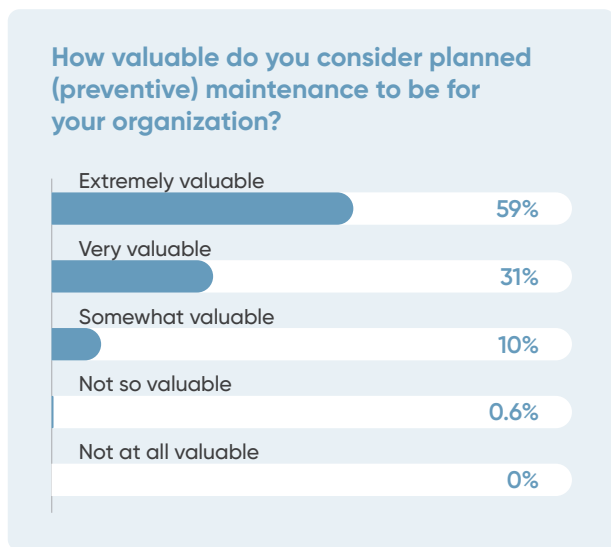
- **Showcase ROI to Leadership:** Present clear cost-benefit analysis and success stories from similar organizations to secure executive buy-in and funding for digital tools.
- **Start with a Pilot Program:** Launch a small-scale pilot using a CMMS for high-impact assets to demonstrate tangible benefits and build confidence in larger rollouts.
- **Simplify Onboarding & Training:** Select user-friendly platforms and provide accessible training to reduce complexity and ensure smooth team adoption.
- **Use Champions to Drive Adoption:** Identify internal champions who can promote the system's benefits and support peers during the transition.
- **Address Cost Concerns:** Explore scalable pricing models or grant opportunities to reduce upfront costs and ease financial barriers to entry.
- **Enhance Communication & Visibility:** Adopt CMMS tools with real-time notifications to improve task visibility and reduce miscommunication across teams.



Takeaway 03

90% of Teams Consider Planned Maintenance to be Very to Extremely Valuable, But Only About Half of Companies Plan the Majority of Their Maintenance Activities

The vast majority of respondents recognize the value of planned (preventive) maintenance. **59%** consider it extremely valuable, believing it would have or has had a significant positive impact on their organization. Another **31%** find it very valuable, seeing it as beneficial for their operations.



A smaller group, **10%**, consider preventive maintenance somewhat valuable, believing it helps but is not critical. Very few respondents, under **1%**, see it as not so valuable, and none reported that preventive maintenance is not at all valuable.

This data underscores the strong belief in the benefits of preventive maintenance, with the majority viewing it as essential for improving efficiency, reducing downtime, and optimizing asset performance.

Only 55% of companies plan the majority of their maintenance activities in 2024.

55% is only a slight increase from our findings in 2023 (**53%**), yet planned maintenance was the top prioritized metric. While organizations recognize the value of planned maintenance, execution gaps remain due to resource constraints, lack of tools, or insufficient prioritization.

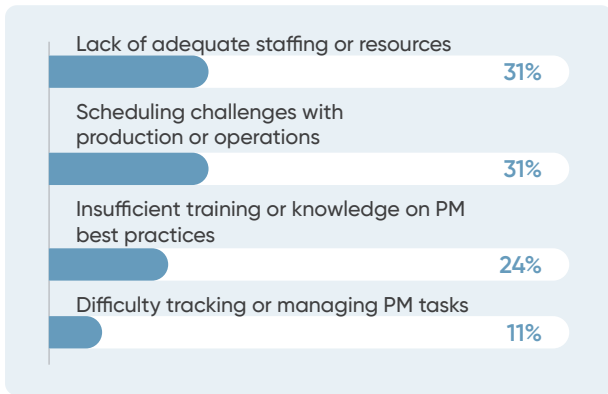
However, the data indicates that proactive maintenance leaders are emerging. Nearly one in five organizations consistently meets their maintenance schedules and goals. These organizations likely benefit from higher reliability, reduced reactive spend, and improved operational efficiency, serving as benchmarks for others.

In 2024, many organizations either maintained or increased their commitment to planned maintenance (PM) compared to 2023. **38%** of respondents report that the amount of planned maintenance is about the same as in 2023, while **31%** indicate they are doing more planned maintenance this year, reflecting a positive trend toward adopting proactive maintenance practices.

However, **13%** report doing less planned maintenance in 2024, suggesting challenges or setbacks in maintaining planned maintenance levels. A notable portion, **18%**, are unsure about the changes, indicating some uncertainty around the impact or consistency of their maintenance efforts.

This data suggests a growing focus on planned maintenance, though some variability exists based on operational priorities or resource constraints.

Challenges to implementing planned maintenance include lack of resources, scheduling challenges with production, and insufficient training on PM best practices.



These challenges in implementing PMs indicate a need to educate all stakeholders in the PM process.

Further insights show resistance to change from reactive to proactive maintenance (16%) and lack of understanding of the long-term benefits of PM (13%), highlighting the strategic and cultural barriers to PM adoption.

Lack of support or prioritization from leadership (15%) and limited budgets (15%) for PM activities remain important factors.

Several "Other" responses shed light on additional hurdles, such as a maintenance backlog, equipment schedules varying with busy and slow times, and challenges in change management and process changes. These factors emphasize the complexity of maintenance operations, where fluctuating workloads and evolving processes may complicate the implementation of consistent preventive maintenance.

It's not uncommon for companies to show strong enthusiasm for an innovative approach while falling short in the implementation process. [McKinsey in their 2018 Digital Manufacturing: escaping pilot purgatory](#), calls out the phenomenon of "pilot purgatory." Companies prioritized digital manufacturing processes and launched pilots but less than a third managed a large-scale rollout and realized benefits impacting their bottom line. At the same time, more than 90% of companies believe that they are either at the forefront of digital manufacturing in their industry or, at least, on par with the competition.

To escape pilot purgatory, McKinsey recommended organizations:

- **Approach innovative opportunities from the "bottom-line value backwards" rather than technology forward.** Be clear on how solutions should address key operational pain points and know the ROI.
- **Establish a vision and roadmap.** Look beyond an immediate fix and showcase the benefit through pilots to train and inspire the organization.
- **Drive the transformation from the top.** There needs to be executive-level leadership and P&L commitment
- **Get ahead of the capability gap.** Foster a culture that encourages training and innovation.

Taken together, these insights underline the need for a balanced approach that addresses resource constraints, aligns with operational schedules, and focuses on cultural shifts to support proactive maintenance practices.



UpKeep users experience significantly fewer barriers to proactive maintenance compared to non-UpKeep users, suggesting that UpKeep may help mitigate many of the common barriers to proactive maintenance.

For example, only **30%** of UpKeep users cite “lack of staffing/resources” as a barrier, compared to **70%** of non-UpKeep users.

Barriers (UpKeep vs. non-UpKeep)

- **Lack of staffing/resources:** Cited 40% less by UpKeep users
- **Scheduling conflicts with production:** Cited 30% less by UpKeep users
- **Difficulty tracking PM tasks:** Cited 30% less by UpKeep users
- **Resistance to change:** Cited 20% less by UpKeep users
- **Lack of leadership support:** Cited 25% less by UpKeep users



Actionable Recommendations:

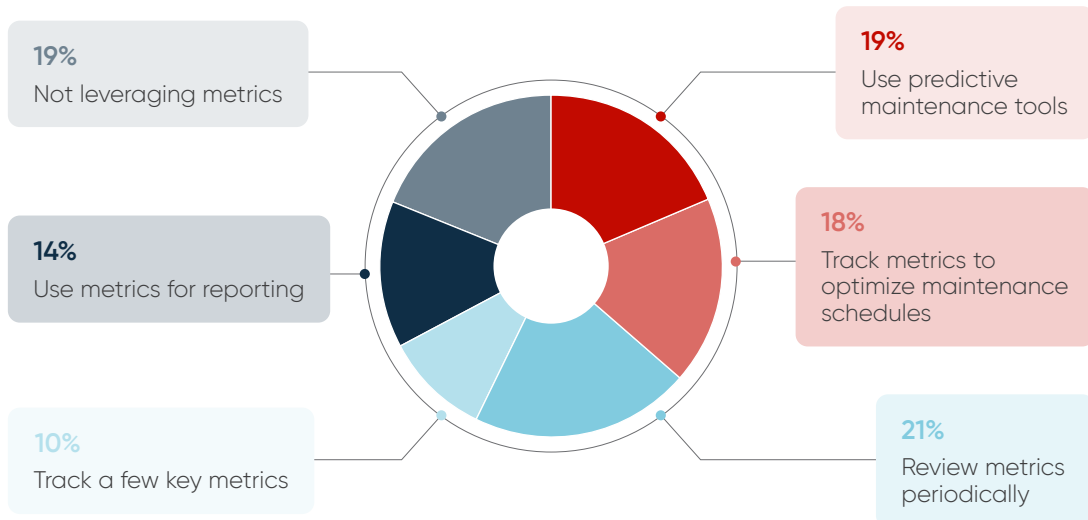
<p>For Organizations with Low Planned Maintenance Adoption</p>	<ul style="list-style-type: none"> • Build a Business Case for PM: Highlight cost savings, reduced downtime, and increased asset lifespan to secure leadership buy-in. • Start Small with Critical Assets: Pilot PM on high-impact assets to showcase quick wins and build momentum for broader adoption. • Simplify Processes with Basic Tools: Use simple scheduling tools or entry-level CMMS to track and manage PM activities efficiently.
<p>For Organizations with Moderate Planned Maintenance Adoption</p>	<ul style="list-style-type: none"> • Optimize Scheduling with Production Alignment: Collaborate with production teams to coordinate PM schedules and minimize operational disruptions. • Enhance Workforce Training: Train technicians on PM best practices to increase compliance and execution accuracy. • Track and Report PM Compliance: Monitor PM completion rates and share progress with leadership to sustain support and accountability.
<p>For Organizations with High Planned Maintenance Adoption</p>	<ul style="list-style-type: none"> • Advance to Predictive Maintenance: Leverage condition-monitoring devices and predictive analytics to further optimize PM schedules. • Automate PM Tracking: Use advanced CMMS features to automate notifications, work order creation, and reporting. • Refine and Review PM Strategy: Conduct periodic reviews to assess PM effectiveness, identify improvement areas, and optimize asset-specific schedules.

Takeaway **04**

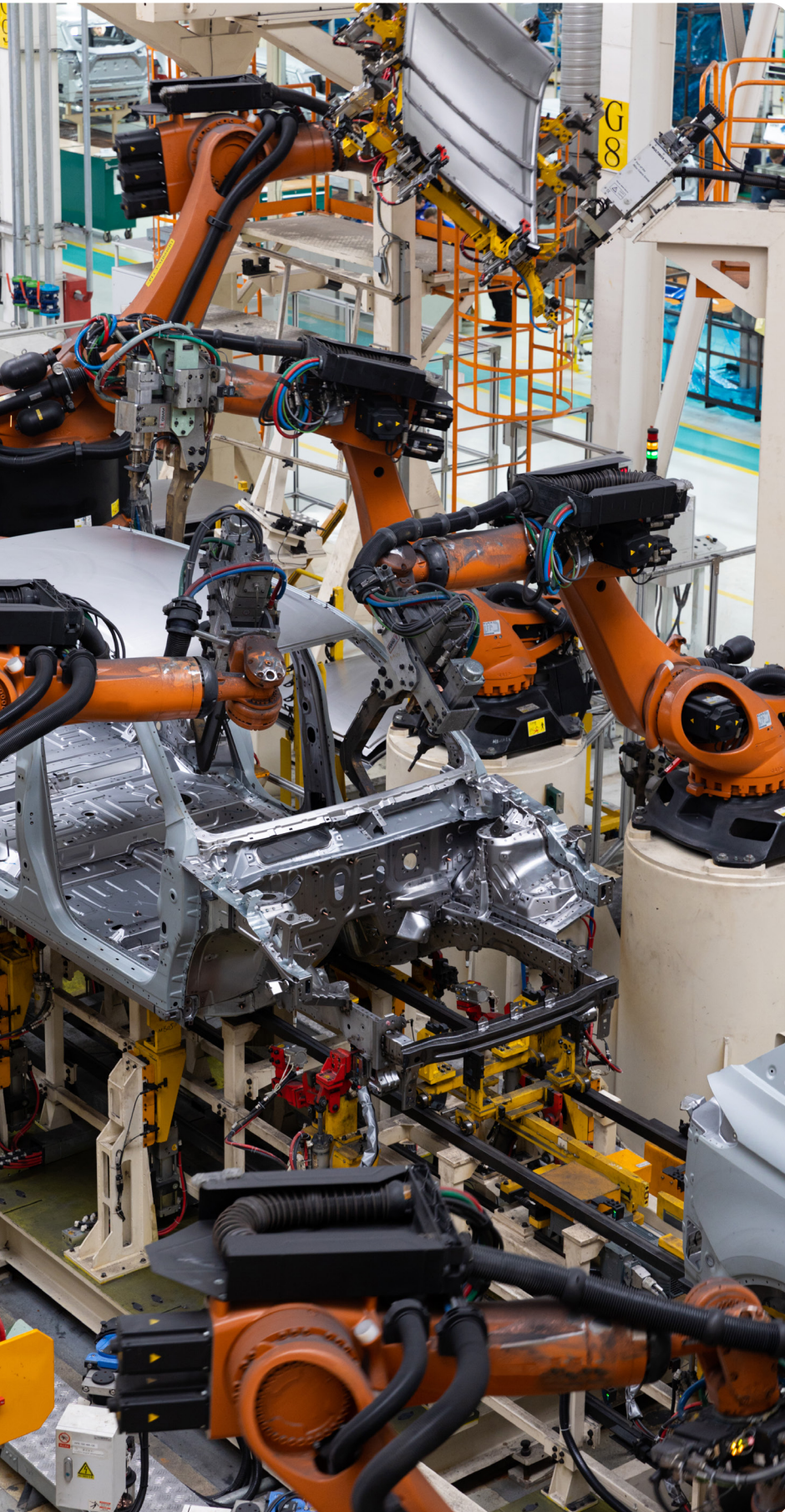
Data Maturity is Evenly Split Across Stages, From Predictive Maintenance at 19% to Minimal Metric Use at 19%

Predictive maintenance, an approach using data and analytics to anticipate equipment failures before they occur, has been generating significant buzz in the maintenance industry. Many consider predictive maintenance the next big breakthrough, but what proportion of companies are truly prepared to take that next step?

We sought to understand how teams leverage metrics and data to improve their maintenance programs and found responses spread across multiple stages of maturity.



- We use predictive maintenance tools (e.g. condition-monitoring devices) and analyze data to make proactive decisions, predict equipment needs, and optimize schedules. **(19%)**
- We track metrics regularly and use them to adjust and optimize our maintenance schedules. **(18%)**
- We review metrics periodically to identify and address major problem areas. **(21%)**
- We track only a few key metrics and use them when needed for reactive adjustments. **(10%)**
- We collect metrics but use them primarily for reporting rather than decision-making. **(14%)**
- We don't currently leverage metrics to improve our maintenance program. **(19%)**



Takeaways:

1. Diverse Maturity Levels

The fact that responses are spread across multiple stages (from highly advanced to low maturity) implies that organizations are not uniformly adopting or utilizing metrics in the same way. This could reflect:

- **Varied technological adoption:** Some organizations have adopted advanced tools (e.g., predictive maintenance), while others may still rely on basic data collection methods.
- **Different levels of resources and training:** Teams with more advanced systems might have more resources, staff training, or leadership buy-in, while others are still working with basic systems or manual processes.
- **Organizational culture and priorities:** Some companies may prioritize data-driven decision-making and continuous improvement, while others may be focused on immediate, reactive needs or simply haven't yet realized the full potential of their metrics.

2. Mixed Progress

The even split shows a mix of:

- **Advanced** - Proactive and Data-Driven Teams (High Maturity) (**37%**) who are leveraging metrics for continuous improvement and proactive maintenance.
- **Intermediate** - Reactive Teams (Moderate Maturity) (**31%**) who are in transition but may not be fully capitalizing on the potential of their data.
- **Beginners** - Low Maturity (**33%**) who still have significant room for improvement in using metrics strategically.

3. Implication for Strategy

If you were guiding a company through the journey of improving its maintenance program:

- **Organizations in the middle** might benefit from focused initiatives to encourage more regular use of metrics and move them toward proactive, predictive maintenance.
- **Organizations at the lower end** would need foundational steps, such as training and improving data collection practices, before they can leverage metrics to make impactful decisions.
- **Advanced users** could focus on refining predictive models, integrating more advanced technologies, or automating decision-making processes.

The even spread suggests a fragmented landscape where organizations are adopting data-driven approaches to maintenance at different rates. Some are already optimizing their operations using metrics, while others are in the early stages of understanding or implementing these practices. This highlights a significant opportunity for improvement and guidance, with organizations at various points of readiness for more advanced maintenance practices.



Actionable Recommendations:

For Low Maturity Teams:

- **Start with Key Metrics:** Identify 2-3 essential KPIs like Mean Time Between Failures (MTBF) to establish a foundation for data-driven maintenance.
- **Invest in Simple Tools:** Use entry-level CMMS or simple tracking tools to start automating data collection and reduce manual effort.
- **Promote Basic Data Literacy:** Provide foundational training on metric interpretation and analysis to build confidence in data usage.

For Moderate Maturity Teams:

- **Expand Data Collection & Analysis:** Use CMMS tools to enhance data granularity and automate reporting, enabling faster decision-making.
- **Improve Data Visibility:** Create dashboards tailored to the roles of operators, supervisors, and managers, offering clear, actionable insights.
- **Conduct Root Cause Analysis (RCA):** Use RCA methods to analyze trends and anomalies, helping to move from reactive to proactive maintenance.

For High Maturity Teams:

- **Advance to Predictive Maintenance:** Leverage condition-monitoring devices and predictive analytics to anticipate failures before they occur.
- **Automate Insights with AI/ML:** Adopt AI-driven tools for predictive maintenance scheduling and automated insights.
- **Foster a Culture of Continuous Improvement:** Conduct regular reviews of data usage, refine predictive models, and aim for ongoing optimization of maintenance practices.

Takeaway 05

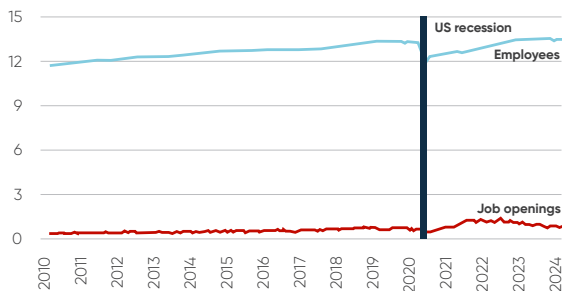
Staffing Challenges Persisted in 2024, with 67% Turning to Contractors and 54% Struggling to Attract New Talent

Staffing continued to be a pressing issue in 2024, with organizations facing challenges in attracting and retaining maintenance professionals amid labor shortages and evolving workforce dynamics.

According to [McKinsey Operations](#), US manufacturing companies in most sectors struggle to fill job openings, which have been increasing steadily since 2010 and have grown even more rapidly after the COVID-19 pandemic while the number of manufacturing employees remains stable.

The US labor supply hasn't caught up with manufacturing job openings.

Manufacturing job openings and manufacturing employees, millions



Source: Federal Reserve Bank of St. Louis

While nearly three-quarters of organizations reported some success in employee retention, attracting new talent—particularly from younger generations—remained a significant hurdle, with over 54% of respondents identifying the process as difficult or very difficult.

The challenges in filling maintenance roles echo broader trends in manufacturing, where the sector faces a persistent struggle to overcome outdated perceptions and position itself as an attractive, technology-driven career path. Early in 2024, a [National Association of Manufacturers Outlook Survey](#) confirmed that more than 71 percent of manufacturers have difficulty attracting and retaining employees.

To address these challenges, companies employed strategies such as:

- **Hiring Contractors:** A majority (**67%**) preferred contractors over full-time employees for their specialized skills, flexibility, and cost-effectiveness, reflecting a notable shift in workforce composition, but it also underscores a potential loss of institutional knowledge and long-term loyalty.
- **Youth Engagement Initiatives:** Efforts like apprenticeship programs (**38%**), partnerships with schools (**25%**), and mentorship opportunities (**21%**) were cited as effective in bridging generational gaps. Yet, at least **20%** of organizations reported making no effort to engage younger talent, revealing an untapped opportunity to cultivate the next generation of maintenance professionals.
- **Retention Through Knowledge Transfer:** While **68%** of respondents acknowledged the importance of internal experience for skill development, this marks a decline from **80%** in the previous year. This trend highlights a growing challenge in maintaining institutional knowledge—a critical resource for developing internal expertise in rapidly evolving fields.
- **Wage Adjustments:** Rising wages (reported by **66%** of respondents) offered both an opportunity and a challenge. Economic conditions, industry demand, and the increasing complexity of technology-driven skills requirements were key drivers of wage adjustments. However, dissatisfaction persists among those who feel salary increases do not adequately reflect the growing demands of the industry.

These findings align with industry-wide trends emphasizing the need for investment in training, upskilling, and innovative approaches to employee development.



“Employers are not finding enough qualified staff, so they are hiring for general competency and training up. The trouble is that most training budgets have not kept pace with the skills shortage.”

• **JD Solomon**

Founder, JD Solomon Inc.



Actionable Recommendations:

- 1. Focus on Generational Recruitment:** Expand youth engagement strategies by partnering with educational institutions and promoting maintenance roles as viable STEM careers. Highlight how emerging technologies like AI and IoT create opportunities for innovation and career growth.
- 2. Prioritize Retention and Upskilling:** Invest in mentorship programs and structured knowledge transfer initiatives to preserve institutional expertise while developing the next generation of skilled professionals.
- 3. Address Contractor Trends:** Examine the long-term implications of relying on contractors, including potential trade-offs in skill retention and workforce continuity.
- 4. Monitor Wage Trends:** Provide competitive compensation strategies supported by benchmarking data and insights into economic conditions to attract and retain top talent.
- 5. Promote Mental Health Support:** Tackle workplace stress, fatigue, and burnout by implementing robust mental health resources and fostering a sense of community within maintenance teams.

A Crucial Moment for Change

The next two decades will demand fresh mindsets and skill sets from maintenance professionals as technology and business models evolve. Leaders in manufacturing and maintenance must take proactive steps to address these workforce challenges. This includes cultivating managers who can adapt to new technologies and fostering a workplace culture that appeals to the values of younger generations, such as flexibility, meaningful work, and opportunities for advancement.

With these strategies in place, organizations can transform maintenance into a forward-looking, dynamic field that appeals to a tech-savvy workforce while ensuring resilience and productivity in the face of industry challenges.

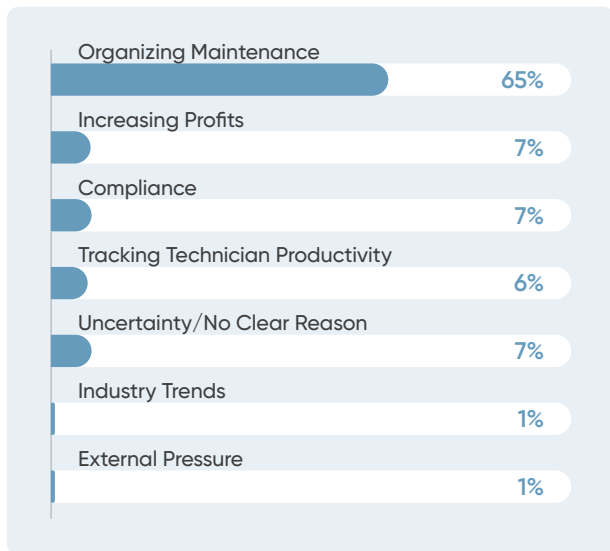
Investing in Maintenance

Trend 01

65% of Companies Use CMMS or Maintenance Software to Streamline Maintenance Operations

65% of companies surveyed rely on CMMS or other maintenance software solutions to track their maintenance activities.

This percentage remains approximately the same as prior years despite a desired shift from more traditional methods, indicating that there may be barriers to technology adoption despite recognition of best practices.



- 1. Organizing Maintenance:** The most common reason, with **65%** of respondents, is to track and store all maintenance activity and data in one centralized system. This shows that the primary motivation is to have a comprehensive and easily accessible record of maintenance operations.
- 2. Increasing Profits:** **7%** of respondents are using CMMS to reduce maintenance costs and increase efficiency, which directly impacts the profitability of their operations.
- 3. Compliance:** Another **7%** are using it to ensure compliance with audits, safety regulations, or other standards, including SQF (Safe Quality Food) audits, indicating the importance of meeting industry regulations.

- 4. Tracking Technician Productivity:** **6%** are interested in using CMMS to track productivity of technicians, such as viewing time spent on work orders or wrench time.
- 5. Uncertainty/No Clear Reason:** **7%** of respondents are unsure about the exact reason for using CMMS.
- 6. Industry Trends:** **1%** mentioned they are using CMMS to stay relevant, likely because it has become a standard practice in the industry.
- 7. External Pressure:** Only **1%** noted that the software is used to appease external parties, like auditors or customers.

By size:

- Smaller Companies (1-50 employees) prioritize basic asset tracking and efficiency.
- Mid-Sized Companies (51-500 employees) prioritize preventive maintenance, scheduling, and cost control.
- Larger Companies (501-5,000 employees) prioritize predictive maintenance, reporting, and proactive strategies.
- Enterprise Companies (5,001+ employees) prioritize global coordination, enterprise-wide visibility, and AI-driven maintenance.

The overwhelming focus is on improving operational efficiency through better organization and record-keeping of maintenance activities. There is also an emphasis on financial and compliance benefits, showing a growing recognition of CMMS as a tool that supports both cost reduction and regulatory adherence.

Digitizing Maintenance

Trend 02

Maintenance Teams Prioritize Enhanced Visibility as the Top Benefit of a CMMS

Organizations leveraging CMMS or maintenance software report several key benefits that enhance operational efficiency and decision-making. Relative to last year's findings, the top benefit of increased visibility into completed work remains constant, but enhanced documentation for asset information is now viewed as a significant benefit versus increased team communication, which was ranked second in 2023.

Teams have additionally highlighted:



1. Increased Visibility into Completed Work

The ability to track and review completed maintenance tasks enhances operational transparency and provides actionable data for continuous improvement. Teams use reporting features in CMMS to generate summaries of completed tasks and leverage visibility to identify patterns, such as frequently recurring issues or underperforming assets.



2. Enhanced Documentation for Asset Information

CMMS enables detailed and centralized documentation of asset information, reducing dependency on manual records and improving access to critical data. Teams regularly update asset information in the CMMS, including maintenance history, manuals, and warranties.

Companies can train teams to access and utilize documentation for troubleshooting and planning.



3. Reduced Unplanned Downtime

By providing better scheduling, monitoring, and insights, CMMS helps organizations proactively address maintenance needs, reducing unexpected failures. Teams can use predictive analytics features in CMMS to forecast potential failures, as well as set up alerts and notifications for critical maintenance tasks to avoid delays.



4. Data and Insights into Maintenance Activities

CMMS tools provide valuable data for understanding maintenance trends, asset performance, and resource allocation. Teams can use dashboards and reports to identify inefficiencies and areas for optimization, as well as use insights to justify budget increases or changes in resource allocation.



5. Increased Transparency into Maintenance and Asset Histories

Transparency into past maintenance and asset performance helps organizations make informed decisions and improve reliability. Teams can ensure all asset histories are updated and accessible in the CMMS and use historical data for predictive maintenance planning and lifecycle management.

Preventive Maintenance

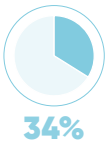
Trend **03**

Equipment Breakdowns, Staffing Issues, Accurate Documentation, and Work Interruptions Challenge Maintenance Teams' Efficiency



Unplanned Equipment Breakdowns

Unplanned equipment breakdowns continues to be the most reported challenge, though to a lesser extent (**41%** compared to **50%** respondents mentioning last year). This issue emphasizes the ongoing struggle (though some progress is being made) to shift from reactive to proactive maintenance strategies, as unplanned disruptions impact productivity and escalate costs due to emergency repairs, downtime, and potential ripple effects across operations. Addressing this challenge requires investments in more preventive strategies, better planning, improved monitoring, and predictive maintenance tools to reduce the frequency and impact of unexpected failures.



Reduced Staff

Workforce shortages continue to strain maintenance teams, as reduced staff levels make it increasingly difficult to meet operational demands and respond to issues quickly. This challenge could be related to budget constraints, recruitment challenges, or turnover. Organizations might need to explore ways to improve workforce efficiency through automation, better scheduling, or cross-training staff.

This issue not only affects the ability to complete scheduled tasks but also amplifies the impact of unplanned breakdowns, further stretching already thin resources. Organizations must explore creative solutions, such as contractor partnerships, automation, and staff training, to mitigate the impact of workforce reductions.



Consistent Documentation of Completed Work

The inability to ensure consistent documentation of maintenance activities represents a major challenge for organizations. Missing or incomplete records hinder data-driven decision-making, compliance, and process optimization. Implementing streamlined digital solutions and fostering a culture of accountability could help organizations bridge this gap.



Accurate Information on Work Orders

Accurate work order information is critical to effective maintenance planning and execution. This challenge suggests issues with data management or communication, leading to errors in execution, inefficiency, or missed maintenance tasks. Improving work order accuracy through better systems to track and document maintenance activities, implement standardized procedures, and enhance training programs can address this issue.



Constant Interruptions or Disruptions to Work

Frequent interruptions and disruptions pose a significant obstacle to team productivity. Whether caused by urgent breakdowns, communication gaps, or shifting priorities, these interruptions undermine team focus and efficiency. Organizations must prioritize clear workflows, better communication tools, and proactive scheduling to minimize disruptions.

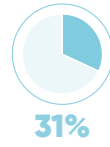
Reducing asset downtime, increasing productivity, and retaining staff remain top of mind in 2025.

Similar to last year, the following concerns are expected to dominate in 2025.



1. Reducing Asset Downtime

Minimizing asset downtime remains the top priority for maintenance teams. Downtime not only affects productivity but also impacts operational costs and customer satisfaction. Teams will need to invest in predictive maintenance tools and robust scheduling to tackle this issue effectively.



4. Operating Below or Within Department Budget

Balancing operational needs with budgetary constraints remains a persistent challenge. Teams are expected to optimize their resources, adopt cost-effective strategies, and leverage data-driven approaches to meet financial goals without compromising on performance.



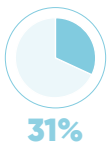
2. Increasing Team Productivity

With maintenance teams often working under tight constraints, improving productivity is a critical focus area. This challenge underscores the need for better workflow management, training programs, and team collaboration tools to enhance efficiency.



5. Reducing Costs

Cost reduction continues to be a significant concern, driving organizations to explore new efficiencies. Maintenance teams must identify areas of waste, streamline processes, and invest in technologies that deliver long-term savings.



3. Staff Retention and Turnover

Retention challenges and high turnover rates continue to pressure organizations, as skilled labor shortages hinder operational continuity. Addressing this concern requires fostering a positive work environment, offering competitive benefits, and providing career development opportunities to retain top talent.

Data-Driven Maintenance

Trend **04**

M&R teams Prioritize Tracking Planned Maintenance, Uptime, and Unplanned Asset Downtime

Based on survey data, the top 3 prioritized metrics in 2024 are planned maintenance, uptime, and unplanned asset downtime. Significantly, the latter two are closely related, indicating the focus on making sure equipment is functioning as intended.



51%

Planned maintenance

Planned maintenance % = (planned maintenance hours / total maintenance hours) * 100%

- Calculates the % of overall maintenance time into planned maintenance. Evaluates the effectiveness of maintenance planning and helps identify opportunities to minimize reactive maintenance.

Over half of respondents prioritize planned maintenance, showcasing a strong shift toward structured and proactive maintenance strategies.

Tips to track planned maintenance:

- Implement a robust CMMS (Computerized Maintenance Management System) to schedule, track, and analyze planned maintenance tasks.
- Develop preventive maintenance schedules based on asset performance data.
- Train teams on the importance of adhering to planned maintenance schedules to reduce emergency repairs.



31%

Uptime

- Uptime = the time the system or service was available and operational
- Calculates operational reliability. High uptime means facilities and equipment are consistently operational, directly impacting productivity and revenue.

Tips to track uptime:

- Use predictive maintenance tools to anticipate potential failures and schedule timely interventions.
- Monitor equipment health in real-time through IoT sensors.
- Regularly analyze downtime data to identify patterns and root causes.



29%

Unplanned Asset Downtime

- Quantifies impact of unexpected equipment failures or interruption

Tips to track UAD:

- Implement a condition-based monitoring program to track asset health continuously.
- Conduct regular root cause analyses for downtime events to prevent recurrence.
- Establish emergency response protocols to minimize recovery time during failures.



25%

Work Order Backlog

- List of tasks or work orders that are ready to be performed to repair or maintain equipment, but have not yet been completed

Tips:

- Use CMMS to prioritize and streamline work order scheduling based on criticality.
- Allocate resources effectively by reviewing backlog data regularly.
- Set realistic KPIs for backlog reduction and monitor progress.



23%

Overall Equipment Effectiveness (OEE)

- Incorporates availability, performance, and quality
- Recognized for aligning maintenance objectives with operational goals

Tips:

- Track OEE components separately (availability, performance, and quality) to identify areas of improvement.
- Integrate OEE data into maintenance planning to align efforts with production goals.
- Use OEE trends to guide investments in equipment upgrades or replacements.

Maintenance Talent

Trend 05

An Increasing Proportion of Companies Report Difficulty in Attracting New Talent into the Workforce

Attracting new talent is an increasingly significant challenge for most organizations. A greater proportion of companies in 2024 reported encountering hurdles in attracting the younger generation. **Over half** of respondents reported medium to very high difficulty, and less than **5%** of respondents found the process easy or very easy (compared to **15%** from last year.)

This suggests that the maintenance industry is facing significant challenges in attracting skilled talent, possibly due to factors such as labor shortages, competition from other sectors, or perceptions of the industry.

According to [McKinsey Operations](#), the poor perception of careers in production has been drilled into generations, creating a legacy preference to work in finance, advisory, and technology roles instead. However, modern manufacturing has as much, if not more, to offer as other sectors in terms of opportunities to learn, have tangible business impact, and work with some of the latest technological advancements, such as renewable energy, 3D printing, and AI.

However, when we asked what initiatives organizations were engaging in to encourage younger individuals to pursue careers in maintenance, reliability, and operations, at least one in five said their organization was not making any effort.

Other initiatives mentioned to promote trade careers include:



Apprenticeship programs that provide hands-on training and mentorship opportunities



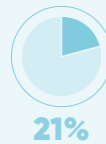
Collaboration with local schools and colleges to promote maintenance careers through workshops and career fairs



Creating internship programs to expose young individuals to the maintenance and reliability field



Incorporating maintenance and reliability topics into STEM education initiatives



Establishing mentorship or shadowing programs to provide hands-on experiences for young individuals interested in the field



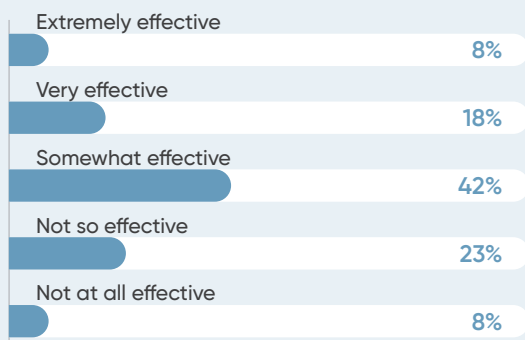
"The gap is a trailing indicator, and it's likely gonna get worse before it gets better. However, if we keep talking about it, promoting it, and bring back more shop classes and mentors speaking to student bodies at middle school and high school, it can help."

• **Greg Christensen**
Podcast Host, CMMS Radio

Three out of Four Organizations Succeed in Employee Retention

Although most organizations surveyed found themselves at least somewhat successful in retaining employees, the proportion appears to be shifting more negative compared to last year.

How would you rate your organization's ability to retain newer employees?



The top three factors Gen Z employees most prioritize in their jobs, according to McKinsey data, are workplace flexibility, career development, and the potential for meaningful work, in that order.

Companies need to create an attractive environment for the younger generation by investing in people, namely developing career paths to foster long-term productivity from long-term employees. Examples include:

- Training and development programs
- Job rotation opportunities
- Flexibility through shift-trading marketplaces
- In-house skills academies
- Discovering, shaping, and retaining good people managers

Maintenance teams' mental health is relatively positive with signs of stress.

Younger generations have also placed increasing importance on workplace mental health.

While about three out of five teams we surveyed report good to excellent mental health, two out of five teams report mixed levels of morale and resilience to high levels of stress, fatigue, or signs of burnout.



"Plain and simple, it takes strong leadership to recognize burnout and course correct for their team. Burnout is a product of a reactive culture; a leader must strive to build departmental symbiosis and reduce variability at every turn. If we show up for our team and build a stable work-life balance, they will show up for us."

Bryan Bieschke, CMRP
Head of Community & Partnerships, UpKeep

66% of Respondents Report Salary Increases in the Maintenance Industry

The responses indicate a clear upward trend in salaries and benefits within the maintenance industry, with **71%** of respondents seeing an increase. However, there is also a noticeable portion, **29%**, who report a downward trend. Some additional comments mention that salaries and benefits are about the same or not increasing enough to match the demands of the industry, highlighting some dissatisfaction despite the overall upward movement.



"Employers are not finding enough qualified staff, so they are hiring for general competency and training up. The trouble is that most training budgets have not kept pace with the skills shortage."

• **JD Solomon**
Founder, JD Solomon Inc.

Perceived Drivers

Economic Conditions

Over half of respondents (**50%**) identify economic conditions and inflation rates as the most significant factor influencing wage changes. Rising costs of living and broader economic pressures are pushing organizations to adjust compensation.

Industry Demand

Nearly as influential, industry demand and labor market dynamics were selected by **48%** of respondents. The growing need for skilled maintenance professionals amid labor shortages creates competitive pressure to offer higher wages.

Outsourcing and Subcontracting Impact Wages

A quarter of respondents (**26%**) highlight competition from outsourcing and subcontracting services as a factor. These external forces may drive organizations to reassess internal wages to retain talent and reduce reliance on external providers.

Workforce Demographics and Expectations are Changing

Shifts in generational expectations, such as a preference for better work-life balance and flexible schedules, were noted by **20%**. These changing dynamics influence wage negotiations and broader workforce strategies.

Technology Advancements Require Specialized Skills

Advancements in technology were identified by **18%** of respondents, reflecting the growing demand for maintenance professionals skilled in operating and maintaining modern, tech-driven systems.



Actionable Recommendations:

Adjust Wages to Align with Economic Realities	<ul style="list-style-type: none">Regularly review compensation packages to reflect inflation rates and maintain competitive positioning in the labor market.
Invest in Workforce Development	<ul style="list-style-type: none">Provide training opportunities to upskill employees in advanced technologies, ensuring they meet specialized skill requirements while remaining engaged and motivated.
Address Workforce Generational Preferences	<ul style="list-style-type: none">Adapt benefits packages to cater to diverse workforce demographics, such as offering flexible schedules or wellness initiatives that appeal to younger workers.
Build Internal Expertise to Reduce Outsourcing Reliance	<ul style="list-style-type: none">Focus on retaining talent by creating a compelling employee value proposition, reducing the need for subcontracting and associated wage pressures.
Leverage Data to Benchmark Compensation	<ul style="list-style-type: none">Use industry wage surveys and benchmarking tools to understand regional and sector-specific wage trends, ensuring your organization remains competitive.

Trend 08

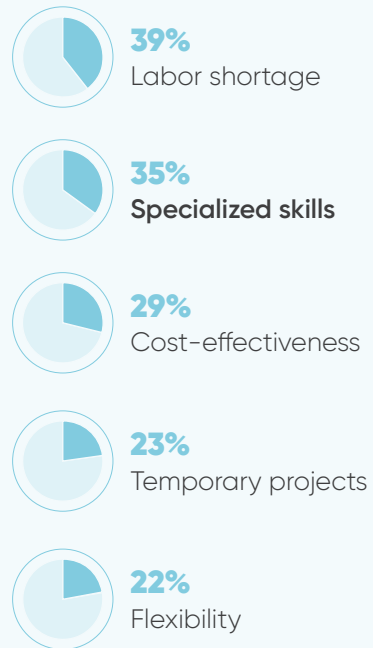
Maintenance and Reliability Teams Tend to Prefer Hiring Contractors over Full-Time Employees

The survey results show that **67%** of respondents have noticed a trend of more people and companies moving toward hiring contractors, which is an increase from 2023. **33%** have not observed this shift. This shift suggests a growing preference for contractors in the maintenance industry, likely due to factors such as cost efficiency, flexibility, or specialized skills required for specific projects.

Reasons respondents gave for preferring contractors include:



Compared to last year



Specialized skills shot up this year as the primary reason companies opt for contractors.

Conclusion

The 2025 State of Maintenance Report reveals a landscape characterized by cautious optimism and persistent challenges as organizations navigate the evolving demands of maintenance and reliability.

- 1. Budget Growth with Uncertainty:** A majority of teams anticipate increased maintenance budgets in 2025, but uncertainty remains high. This underscores the importance of aligning budget expectations with strategic priorities and improving communication around financial planning.
- 2. Barriers to Proactivity Persist:** Despite progress in adopting planned maintenance and proactive strategies, unplanned breakdowns, staffing shortages, and inconsistent documentation continue to impede operational efficiency. Teams are making strides, but deeper investments in technology, workforce development, and process optimization are needed.
- 3. CMMS Adoption Plateaus:** While CMMS usage remains steady at **65%**, barriers to adoption suggest a gap between recognizing its benefits and fully leveraging its capabilities. This highlights an opportunity for organizations to focus on addressing implementation hurdles and maximizing CMMS ROI.
- 4. Talent Shortages and Retention Concerns:** Recruiting and retaining skilled workers remains a critical issue, with organizations increasingly relying on contractors to bridge gaps. While salary increases and skill retention strategies offer some relief, broader efforts are needed to attract younger talent and reduce turnover.
- 5. Shifting Workforce Dynamics:** Generational changes and technological advancements are reshaping workforce expectations and skill requirements. Companies must adapt to these trends by offering competitive wages, flexible benefits, and upskilling opportunities.
- 6. Enhanced Focus on Visibility and Metrics:** Maintenance teams are prioritizing visibility into work activities and leveraging key performance metrics, such as planned maintenance percentages and asset uptime, to drive decision-making. However, addressing interruptions and inefficiencies in workflows remains essential for sustained improvement.
- 7. Mental Health Awareness:** While overall morale is positive, stress and burnout remain prevalent among maintenance teams. Organizations must continue to foster supportive environments that address mental health and workload balance.



Actionable Recommendations for Maintenance and Reliability Teams

Budget	<ul style="list-style-type: none"> • Improve Budget Visibility: Increase transparency by holding regular budget review sessions with finance and operations teams. • Link Budget to Operational Impact: Showcase the ROI of maintenance investments by highlighting how budget cuts may increase downtime and reactive repair costs. • Prioritize Critical Investments: Focus spending on high-impact areas like predictive maintenance technology or workforce training to drive long-term gains. • Expand Investment in Predictive Technologies: Allocate increased funds toward IoT-enabled sensors, AI-driven CMMS, and predictive maintenance tools. • Communicate Budget Changes Effectively: Ensure timely communication of budget changes to all stakeholders, reducing uncertainty and enabling better planning.
Digital Tool Adoption	<ul style="list-style-type: none"> • Showcase ROI of Digital Tools to Leadership: Present clear cost-benefit analysis and success stories from similar organizations to secure executive buy-in and funding for digital tools. • Start with a Pilot Program: Launch a small-scale pilot using a CMMS for high-impact assets to demonstrate tangible benefits and build confidence in larger rollouts. • Simplify Onboarding & Training: Select user-friendly platforms and provide accessible training to reduce complexity and ensure smooth team adoption. • Use Champions to Drive Adoption: Identify internal champions who can promote the system's benefits and support peers during the transition. • Enhance Communication & Visibility: Adopt CMMS tools with real-time notifications to improve task visibility and reduce miscommunication across teams.
Preventive & Predictive Maintenance	<ul style="list-style-type: none"> • Build a Business Case for PM: Highlight cost savings, reduced downtime, and increased asset lifespan to secure leadership buy-in. • Start Small with Critical Assets: Pilot PM on high-impact assets to showcase quick wins and build momentum for broader adoption. • Simplify Processes with Basic Tools: Use simple scheduling tools or entry-level CMMS to track and manage PM activities efficiently. • Optimize Scheduling with Production Alignment: Collaborate with production teams to coordinate PM schedules and minimize operational disruptions. • Advance to Predictive Maintenance: Leverage condition-monitoring devices and predictive analytics to further optimize PM schedules.

Data & Metrics

- **Start with Key Metrics:** Identify 2-3 essential KPIs like Mean Time Between Failures (MTBF) to establish a foundation for data-driven maintenance.
- **Invest in Simple Tools:** Use entry-level CMMS or simple tracking tools to start automating data collection and reduce manual effort.
- **Promote Basic Data Literacy:** Provide foundational training on metric interpretation and analysis to build confidence in data usage.
- **Expand Data Collection & Analysis:** Use CMMS tools to enhance data granularity and automate reporting, enabling faster decision-making.
- **Advance to Predictive Maintenance:** Leverage condition-monitoring devices and predictive analytics to anticipate failures before they occur.

Talent

- **Focus on Generational Recruitment:** Expand youth engagement strategies by partnering with educational institutions and promoting maintenance roles as viable STEM careers. Highlight how emerging technologies like AI and IoT create opportunities for innovation and career growth.
- **Prioritize Retention and Upskilling:** Invest in mentorship programs and structured knowledge transfer initiatives to preserve institutional expertise while developing the next generation of skilled professionals.
- **Address Contractor Trends:** Examine the long-term implications of relying on contractors, including potential trade-offs in skill retention and workforce continuity.
- **Monitor Wage Trends:** Provide competitive compensation strategies supported by benchmarking data and insights into economic conditions to attract and retain top talent.
- **Promote Mental Health Support:** Tackle workplace stress, fatigue, and burnout by implementing robust mental health resources and fostering a sense of community within maintenance teams.

These recommendations provide a comprehensive approach to improving maintenance operations, from increasing budget visibility to advancing predictive maintenance and addressing staffing challenges. By focusing on these areas, organizations can position themselves for greater operational efficiency, reduced downtime, and sustained growth into 2025 and beyond.

Learn More

As we wrap up the insights from the 2024 State of Maintenance Report, the industry's top priorities for the upcoming year address the pressing challenges of reducing asset downtime, the evolution of technology in maintenance operations, and the talent pool crisis. Organizations are gearing up to navigate the changing landscape by leveraging innovative solutions and strategic workforce management.

To delve deeper into industry trends, challenges, and opportunities, explore our [2024 State of Community Report](#)-a resource offering additional insights into the maintenance and reliability sector from our community members.

Discover more about UpKeep's commitment to unlocking the potential of maintenance and facilities teams, empowering them to manage work efficiently and make informed decisions. Join our journey in shaping the future of maintenance. Visit <https://upkeep.com/> to access additional insights, trends, and thought leadership from industry experts.



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About UpKeep

Founded in 2014 by Ryan Chan (Forbes 30 Under 30), UpKeep is unlocking the potential of maintenance and facilities teams by offering them the simplest and smartest way to manage their work and collaborate, all from their pocket. Unlike some clunky, legacy software vendors and DIY solutions, UpKeep was built to give technicians everything they need to manage their work on the go while empowering managers with the insights to make better decisions, faster.

UpKeep is backed by leading investors, including Insight Partners, Emergence Capital, Battery Ventures, YCombinator, Mucker Capital, and Fundersclub. The company is headquartered in Los Angeles, California with a remote workforce all across the globe.

UpKeep is the #1 Maintenance Management Software by Capterra/Gartner and named #1 Facility Management Solution by GetApp.

