

AWARD REPORT AND FINDINGS

IDC 2025 SaaS CSAT Award for EAM/ALM

Presented to IFS, October 2025

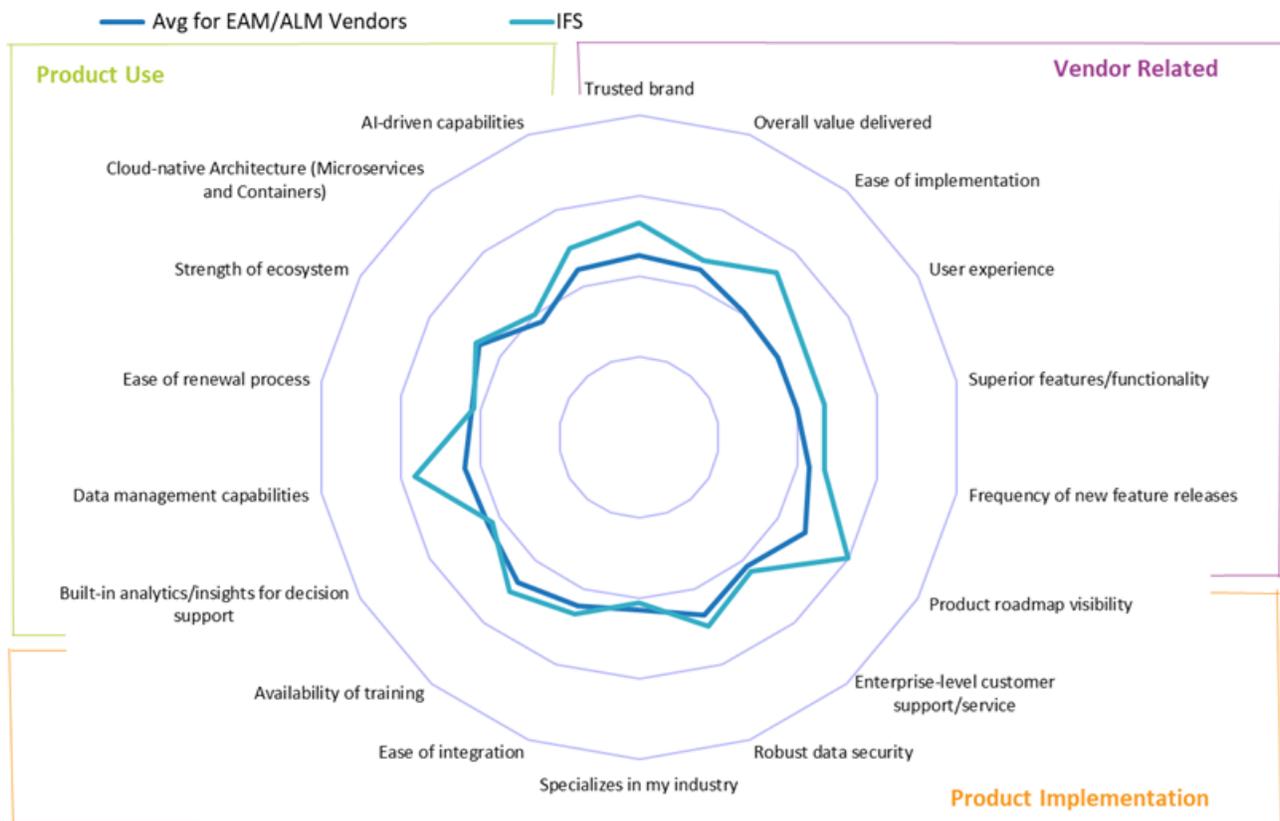
Based on ratings collected in IDC’s 2025 SaaS Path Survey, IFS placed in the highest scoring group for vendors serving the Enterprise Asset Management/Asset Life-cycle Management application market and has been awarded IDC’s 2025 SaaS EAM/ALM Customer Satisfaction Award.

IDC’s customer satisfaction award program, the CSAT Awards, recognizes the leading software-as-a-service (SaaS) vendors in each application market who receive the highest customer satisfaction scores based on IDC’s SaaS Path survey. SaaS Path is a global survey of approximately 2,900 organizations across all geographic regions and company sizes, where customers are asked to rate their vendor on more than 30 different customer satisfaction metrics.

How Customers Rate IFS

Figure 1 shows how IFS scored in each of the customer satisfaction categories, relative to the overall average scores in each category across all vendors that were reviewed. The inner line represents the overall group averages, while the outside line depicts IFS scores.

FIGURE 1: IFS Customer Satisfaction Ratings vs. Average Ratings for EAM/ALM Vendors



Source: IDC SaaS Path Survey, 2025

EAM/ALM Market: Spending Priorities, Value Realization, and Additional Needs

Businesses using EAM/ALM software around the world (provided by all EAM/ALM vendors, not just IFS), were asked about their EAM/ALM application spending. When asked how they expect their organization's SaaS EAM/ALM spending to change over the next 12 months 61.9% of companies stated they expect their spending to increase and 33.3% expect it to remain unchanged. Only 4.8% of respondents expected a decline in spending. Of those companies planning to increase their spending, the three most likely areas of additional spending included adding additional modules, adding new features (UI, reporting, OCR, etc.), and adding innovative capabilities (AI/ML, analytics, etc.). Increased spending vendor's ecosystem partners also ranked very highly.

EAM/ALM vendors are delivering substantial value to their clients and continue to innovate to meet evolving customer expectations. When asked about the value being derived from their SaaS EAM/ALM applications, relative to the price they paid, 38.1% of companies said that the value delivered met their expectations, and 33.3% even said that their EAM/ALM application exceeded their expectations. While 23.8% of customers did say the value realized was less than expected, none of those customers stated they plan to switch EAM/ALM vendors as a result. However, some of the areas that these customers state they seek improvements include ease of implementation, more comprehensive customer support, cloud-native architecture, more AI-driven functionality, and a more enjoyable user experience. EAM/ALM vendors can take note of these areas and self-evaluate whether these are capabilities they could double down on to deliver even greater value to their customers.

What's Behind IDC's SaaS Award Program

SaaS Path is IDC's premier SaaS-specific benchmarking survey, providing demand-side guidance on the mind and journey of SaaS buyers, including a deep dive into 23 functional application markets, including Accounts Payable (AP), Accounts Receivable (AR), Contract Life-Cycle Management (CLM), Core Human Resources (HR), Enterprise Asset Management/Asset Life-Cycle Management (EAM/ALM), Employee Experience (EX), Enterprise Resource Planning (ERP), Facility Management (FM), Finance, Financial Governance, Risk, and Compliance (GRC), Learning Experience Management (LXM), Merger and Acquisition (M&A) Software, Payroll, Procurement, Product Lifecycle Management (PLM/CAD), Professional Services Automation (PSA), Supply Chain Management (SCM), Subscription Management (SM), Talent Acquisition (TA), Talent Management (TM), Tax, Travel and Expense (T&E), and Treasury & Risk.

Coverage includes application adoption, deployment models, budget plans and replacement cycle timing, purchasing preferences and attitudes toward SaaS buying channels, application migration strategy, drivers and inhibitors, packaging and pricing options, and in-depth vendor reviews, ratings, spend and advocacy scores for leading vendors in each of the 23 functional application markets.

The SaaS Path survey is conducted across all geographic regions of the world, all company sizes, includes roughly 51% IT leaders and 49% line of business leaders, and its respondent base ranges from senior managers up through chief experience officers (CXOs). All respondents go through an extensive screening process to ensure they are familiar with the technologies they are being asked about, are current users, and have influence on their company's technology buying decisions. Further, all customer satisfaction metrics and ratings are collected solely from current customers of the vendors being rated, to ensure the scoring reflects up-to-date customer sentiment based on proper vendor familiarity and knowledge. Each customer is asked to rate their primary application vendor on 32 different metrics, including 18 customer satisfaction metrics and 14 vendor vulnerability categories (listed below). These 32 metrics,

detailed below, span across 3 main categories of review, including the vendor itself and its relationship with the customer, several aspects of the product’s implementation, and a broad range of assessments examining the product’s usage and value. All these satisfaction and vulnerability metrics are aggregated and analyzed on more than 300 different software providers to identify the vendors with the highest overall customer satisfaction scores in each application market.

Customer Satisfaction Metrics

Q. Based on your experiences, rate [Vendor X] as a SaaS EAM/ALM vendor. Please use a 0-10 scale where 0 is ‘Poor’ and 10 is ‘Excellent’.

| | Customer Satisfaction Metrics |
|----|--|
| 1 | Trusted brand |
| 2 | Overall value delivered |
| 3 | Ease of implementation |
| 4 | User experience |
| 5 | Superior features/functionality |
| 6 | Frequency of new feature releases |
| 7 | Product roadmap visibility |
| 8 | Enterprise-level customer support/service |
| 9 | Robust data security |
| 10 | Specializes in my industry |
| 11 | Ease of integration |
| 12 | Availability of training |
| 13 | Built-in analytics/insights for decision support |
| 14 | Data management capabilities |
| 15 | Ease of renewal process |
| 16 | Strength of ecosystem |
| 17 | Cloud-native Architecture (Microservices and Containers) |
| 18 | AI-driven capabilities |

Vendor Vulnerabilities

Q. Which of the following issues has your organization experienced with [VENDOR X] as your SaaS EAM/ALM vendor? Select all the apply.

| | Vendor Vulnerabilities |
|----|--|
| 1 | Data loss or breaches |
| 2 | New functionality released too infrequently |
| 3 | High cost and fees |
| 4 | Poor customer service |
| 5 | Poor configurability |
| 6 | Difficulty migrating services and data |
| 7 | Poor availability and uptime |
| 8 | Price increases not accompanied by increased value |
| 9 | Unpredictable cost (e.g., consumption pricing) |
| 10 | Poor implementation experience |
| 11 | Roadmap transparency |
| 12 | Roadmap misalignment/relevancy |
| 13 | Unfair or overly complex contracts |
| 14 | Insufficient global footprint |

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