

presented by



2025 State of Enterprise Asset Management REPORT

A Letter from Our CEO

To our community of equipment managers, operations leaders, and innovators –

At Cheqroom, we believe that equipment isn't just a line item – it's the backbone of your operations. Whether it's powering productions, supporting students, enabling research, or keeping teams moving, equipment plays a critical role in your organization's success. But managing that equipment? That's getting more complex every year.

That's why we created *The State of Enterprise Asset Management 2025*.

This report is more than just stats and charts – it's a reflection of what we're seeing in the field, in conversations with customers, and across the industry. We talked to real professionals – people like you – about what's working, what's broken, and where they're headed next. The result is a clear-eyed look at the biggest challenges and most exciting opportunities in equipment management today.

Inside, you'll find:

- Exclusive data on how teams are tracking and reserving high-value equipment
- Trends shaping the future of asset management
- Practical insights from teams on the front lines

Our hope is that this report doesn't just inform you – it equips you. Because when you have the right tools and the right strategies in place, you can stop reacting to problems and start making bold, proactive moves.

Thank you for letting us be part of your journey. Here's to smarter systems, stronger teams, and better-managed equipment in 2025 and beyond.

With appreciation,
Jim Hite
CEO, Cheqroom

Executive Summary

Asset management isn't just important – it's make-or-break. For organizations that rely on equipment to get work done, managing that equipment well is mission-critical. In fact, 85% of professionals we surveyed said asset management is either “very” or “extremely” important to their organization's success. Still, it's an area where many teams still struggle.

That's where this report comes in. We take a closer look at what's working, what's not, and where to focus next.

From our research, a few clear themes emerged:

There's no one-size-fits-all tool – and that's okay.

While many people think a single enterprise asset management system will solve all their problems, those using multiple integrated solutions actually tend to see the best results.

Processes matter – big time.

Effective organizations have systems in place for everything from maintenance to check outs. Undefined processes make issues like broken or missing gear more common.

Equipment is only useful if it's at the right place at the right time.

Tracking assets in real time – often with barcodes – is strongly linked to better performance. When you don't know where your gear is or who has it, delays and costs stack up fast.

People want better – especially when it comes to check outs.

While at a surface level respondents said their current process is working “well enough,” the majority of them also said they wanted to improve how they reserve and check out equipment.

Integration and training can make or break a solution.

Perhaps the most important considerations when onboarding a new asset management software are integrations and the onboarding and training process. The best systems are those that don't just work – they work well with others and are easy to adopt.

In short: managing equipment is more complex than it looks – but there's a clear path forward. Whether you're starting from scratch or refining a mature system, this report offers the data, insights, and advice you need to build a smarter, more effective approach.

Table of Contents

5 The Critical Role & Future of Asset Management
Explore how important asset availability is and what happens when things go wrong.

7 The State of Asset Management in 2025
Understand what systems and software are being used and are bringing success.

15 Key Challenges in Asset Management
Delve into the frustrations and challenges facing the asset management space.

19 Best Practices for Asset Management
See which processes organizations are struggling with and the impact.

21 Selecting the Right Asset Management Solution
Understand what organizations are looking for in asset management solutions.

24 Where to Go From Here
Practical tips for translating the information in this report into action.

25 Final Perspective
Summary and actionable takeaways.

26 Demographics & Methodology
View information about who was surveyed for this report and how it was conducted.

The Critical Role & Future of Asset Management

From drones to film gear to hospital machines, physical equipment powers our daily work across industries. But what happens when it's broken, missing, or simply unavailable? Work stalls. Deadlines slip. Frustration builds. And yet, for something so essential, physical asset management often goes under the radar.

That's what this report aims to change.

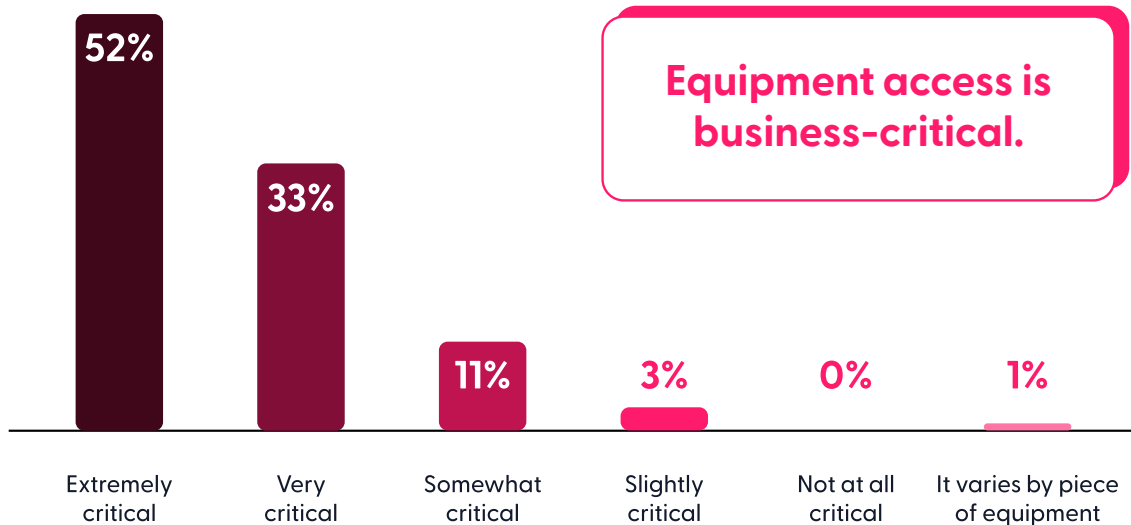
We surveyed hundreds of professionals whose jobs rely on managing and using equipment that changes hands and locations regularly. What we found is a field full of opportunity – but also real pain points, gaps, and hidden inefficiencies. This report brings those insights together to help you:

- Understand what systems and processes actually work
- Spot the biggest blockers to success
- Learn what to prioritize when choosing tools
- And walk away with practical ways to improve

Whether you have a well-defined process for asset management you've been using for years or are setting up a system from scratch, these insights will guide you towards better processes and results for your organization.

The Importance of Equipment Management is Underestimated

In general, how critical is it to your job that this equipment be readily available and in working order?



For the vast majority of businesses, it's critical that their physical equipment be available and in working order. 85% of people surveyed reported that it was extremely or very critical while not a single respondent said it was not critical at all.

What happens when physical assets aren't available?

"We are forced to wait until it's available leading to missed deadlines and delayed output."

"When I can't access the equipment I need for work, [it] creates a cascade of frustrating roadblocks. Projects stall, deadlines are missed, and the momentum of my entire work flow grinds to a halt."

"Production deadlines get postponed which then dominos down the line affecting everything from production times, to finishing times, and even to the customer receiving it."

The takeaway: equipment is not just a line item – it's central to productivity, reputation, and customer success.

How Equipment is Really Being Managed in 2025

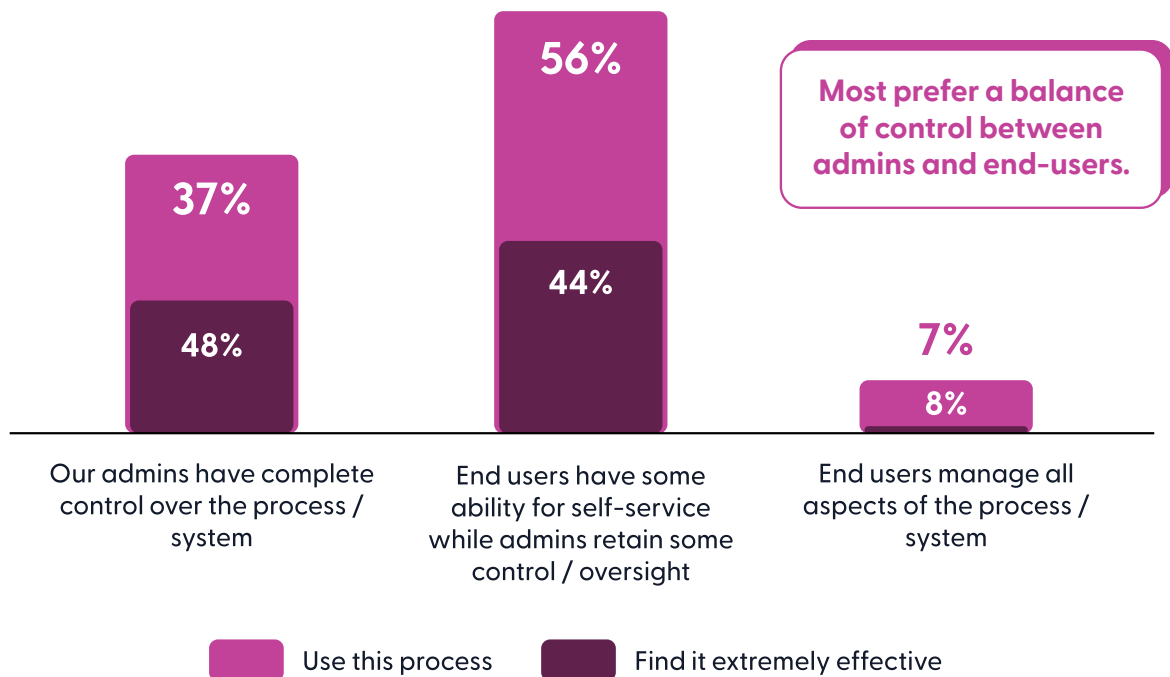
(And why many systems still fall short)

When it comes to managing physical equipment in 2025, success isn't just about the tools — it's about *how* those tools are used, who controls the system, and whether there's a clear process behind it all.

Here's what we found when we asked people how they're actually managing their gear today — and what separates the systems that work from the ones that don't.

Tools Alone Aren't Enough – It's the Setup That Matters

Which best describes how your organization currently manages the way equipment is reserved and checked out?



There's no single "best" setup for equipment control, but some patterns stood out.

The most popular – and most effective – approach was a **hybrid system**, where both admins and end-users have some level of control. Systems that were admin-only also performed reasonably well. But when systems were left fully in the hands of end-users? That's where things started to fall apart.

So it's not just about who's using the system – it's about having clear roles, shared visibility, and structure.

CMMS Tools Deliver – But Most Are Still Stuck with Spreadsheets

What system do you currently use to manage your equipment?

	Use this solution	Find it extremely effective
Computerized Maintenance Management System	41%	53%
Spreadsheets	38%	36%
Enterprise Resource Planning System	34%	44%
Enterprise Asset Management System	28%	30%
Paper-based records or logs	25%	27%
Custom-built software or database	24%	23%
No formal system	6%	5%

*respondents could select more than one

Computerized Maintenance Management Systems (CMMS) stood out for a reason:

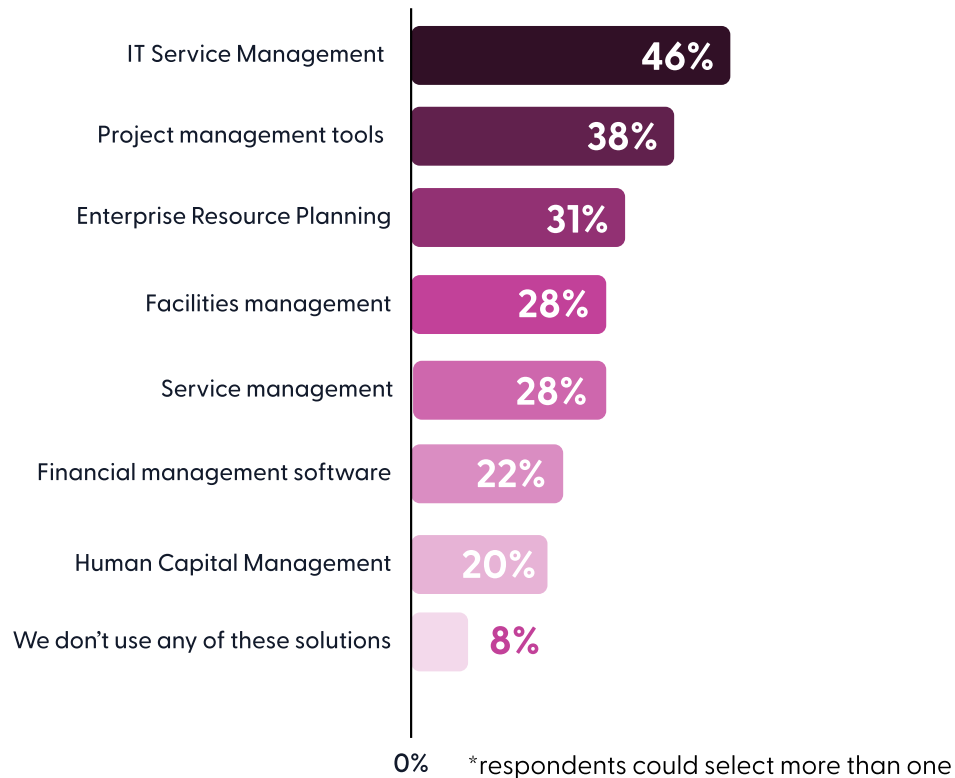
Over **half of CMMS users** said their system was extremely effective. That's a big deal in a world where many teams still feel like they're flying blind.

But here's the surprising part:

56% of respondents said they're still using spreadsheets, paper forms, or no system at all. That means a huge number of teams – even those who say equipment is mission-critical – are relying on tools that can't scale. For instance, some organizations are still using spreadsheets to track thousands of dollars and pieces of equipment.

Most People Use Multiple Tools – And That’s Not a Bad Thing

What type of solutions are you using in conjunction with this system?



A big myth? That one tool can do it all.

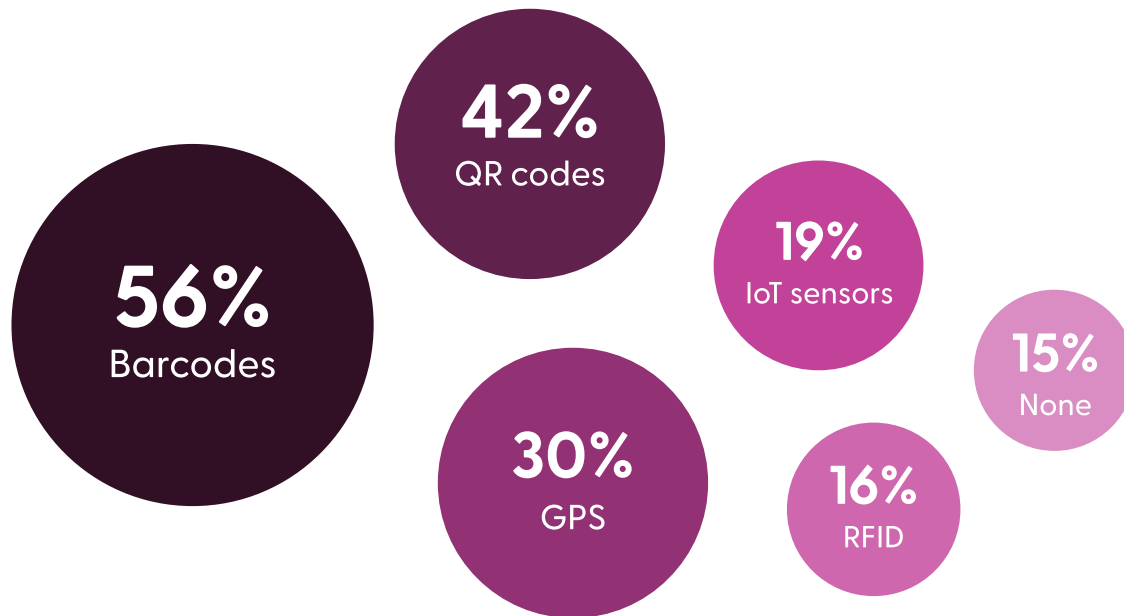
92% of respondents said they use more than one tool to manage equipment. And here’s the kicker: the 8% who said they rely on a single solution? **Only 3%** of them said it was extremely effective.

That tells us something important:

Modern equipment management is complex. It usually takes a combination of tools to get it right – and it’s crucial that those tools are connected and work well together.

Barcodes Work – But Many Still Don't Use Them

What technology or method do you use to track the location of each piece of equipment?



*respondents could select more than one

Tracking where gear is and who has it shouldn't be a mystery. But for a lot of teams, it still is.

Barcodes were the most common and most effective tracking method we saw – especially in systems people rated highly. They're simple, they scale, and they make a difference.

But plenty of respondents said they don't use any location tracking tools at all. Unsurprisingly, those teams were far less likely to report success.

“[We need] a good tracking system and [...] a software to effectively communicate that helps us track all [our] equipment.”

People Want Control

How would you prefer your organization manage the way equipment is reserved and checked out?

	Respondent preference	Find it extremely effective
Our admins have complete control over the process / system	38%	56%
End-users have some ability for self-service while admins retain some control / oversight	50%	35%
End-users manage all aspects of the process / system	8%	6%
It does not matter to me	4%	3%

Whether you ask the admins or end-users, most prefer a hybrid system that gives everyone at least some level of control and oversight. That seems balanced and fair. But when you look at which system actually brings results, a different story emerges.

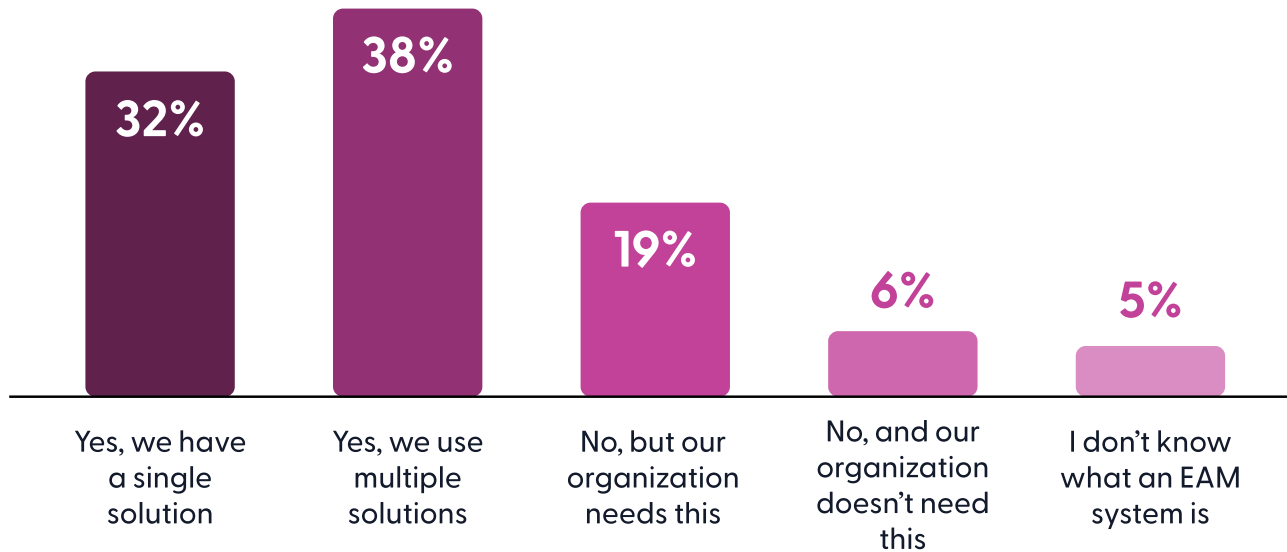
While on the surface it appears that systems where admins have complete control are preferred over hybrid systems, that's likely because admins tend to be super-users -- highly trained experts who understand the system inside and out. On the other hand, end user-controlled platforms are not rated as being as effective by respondents, often not because the model itself is flawed, but because training and adoption fall short. Most end users simply don't receive the level of onboarding or ongoing support needed to use these tools effectively. **It's a reminder that even the best systems won't succeed without proper training, change management, and ongoing support.**

"[We need a system that requires] individual capabilities or delegated authority to check out equipment."

"I would like if we integrated more self service into our system."

The Myth of the Single Solution

Does your organization have an Enterprise Asset Management (EAM) system?



This data might look straightforward, but it points to a deep misunderstanding in the asset management space. Nearly a third of respondents said they used a “single solution,” but earlier in our report, 92% of respondents claimed elsewhere that they **use other tools alongside their main system**.

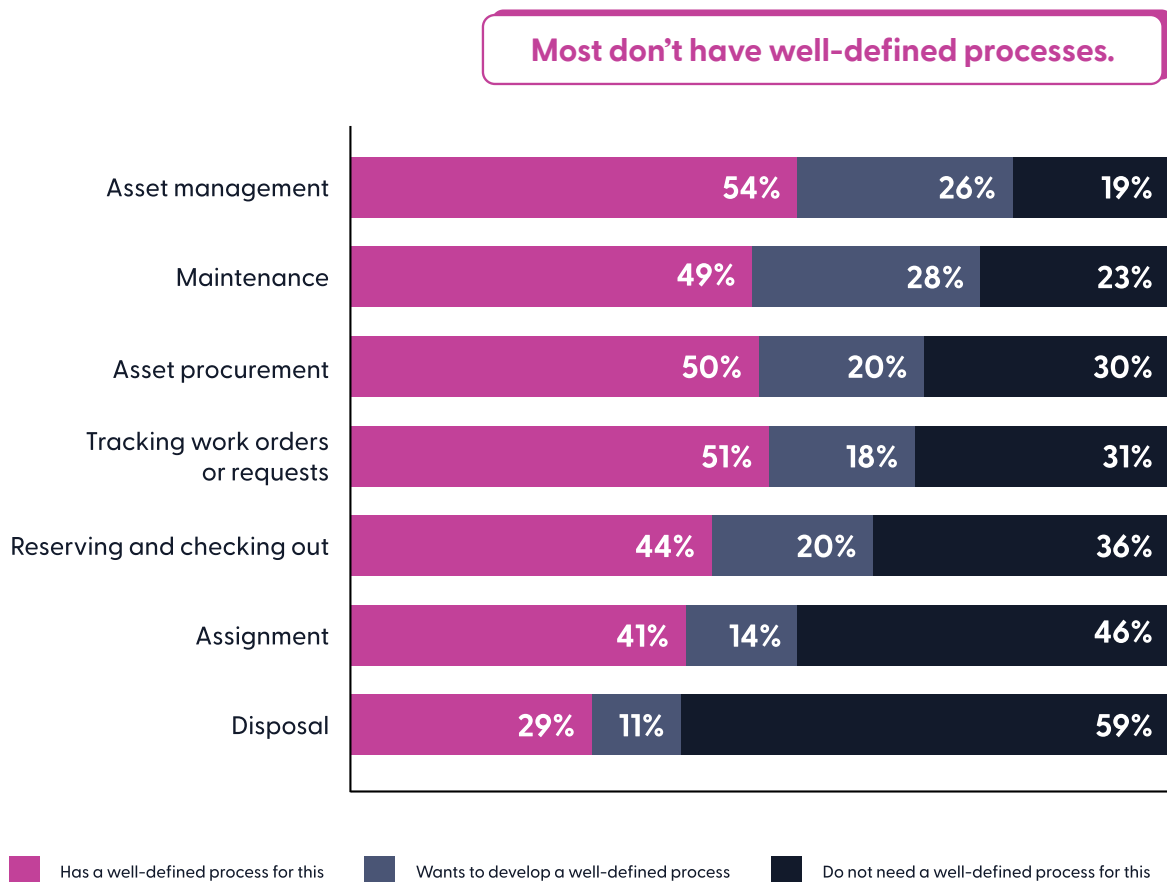
What explains the weird discrepancy?

Clearly most people don't think of things like ITAM platforms or ERPs as a part of their asset management system. But the reality is that building an interconnected system of systems like this contributes majorly to overall success.

In other words, it's clearly time to shift how we think about equipment management from a one-off point solution to an end to end ecosystem.

Why *Well-Defined* Translates to *Effective*

We asked those we surveyed which of the following they had a well-defined process for, and here's what they had to say:



We know a lot of organizations still use ad hoc processes for things like maintenance and disposal of assets. But we were still surprised to find that most organizations don't have well-defined processes for most things.

Why does that matter?

Across the board, respondents **who had well-defined processes in each of these areas were more likely to rate their overall systems as extremely effective.** So if you're looking for ways to improve your asset management systems, developing clear processes for these areas is a great place to start.

Key Challenges in Asset Management

At first glance, it seems that asset managers and users are quite satisfied with the status quo. But we wanted to go deeper with this report. There, we discovered that the surface level satisfaction was hiding a range of challenges.

It turns out, organizations are struggling with:

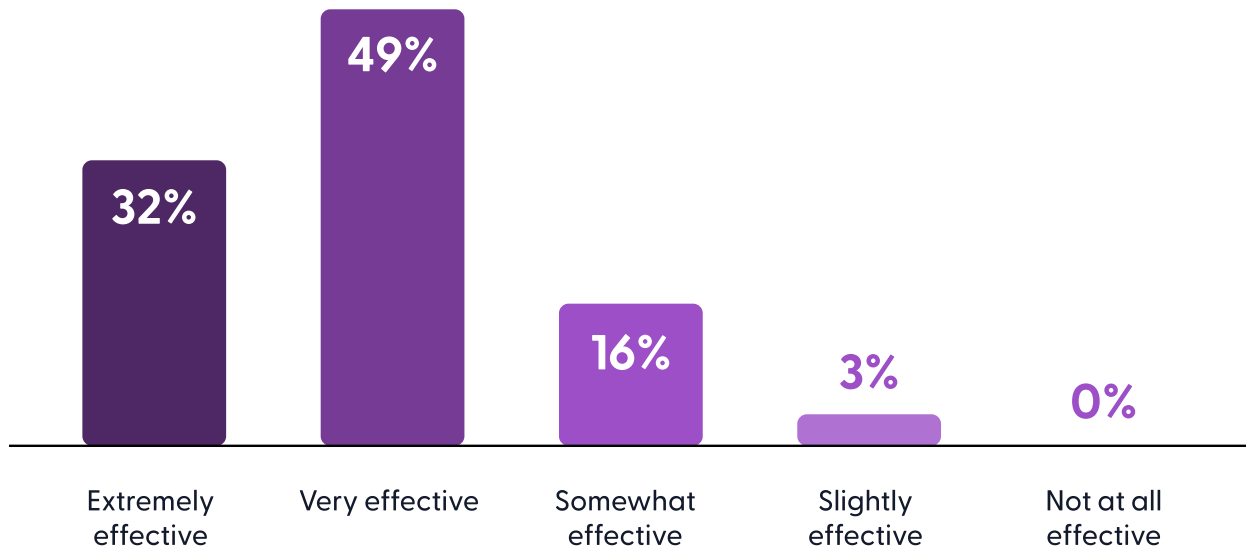
- Broken equipment
- Missing equipment
- Double booked equipment
- Difficult user experiences and processes
- Inadequate training
- And more

Taken together, nearly everyone we surveyed reported experiencing some challenges in their asset management.

So before you assume that your own management system is fine as is, we encourage you to explore the data presented here. You may be surprised to see what kinds of challenges you may actually be experiencing.

Beyond the Status Quo

In general, how effective is the process your organization uses to reserve and check out its equipment?



On the surface level, this data tells a clear story: admins and users alike feel their systems are working great.

Of course it's easy to express that confidence. But when we dug deeper into the problems they were experiencing and their desire to improve, another story emerged. Around 90% experience challenges and want to improve.

So even the vast majority who say their system is “extremely effective” are feeling some pain from challenges like broken or missing equipment.

The Reality: Your Time Is Getting Wasted

Looking beyond the confidence most respondents had in their asset management systems, how many are actually experiencing the kinds of problems that rob them of valuable time?

The short answer is most.

Respondents told us about what happens when they experience these problems.

“When I can’t access the equipment I need for work, [it] creates a cascade of frustrating roadblocks. Projects stall, deadlines are missed, and the momentum of my entire work flow grinds to a halt.”

What issues have caused you to waste time?

64%

reported that the equipment that was needed was broken or missing.

48%

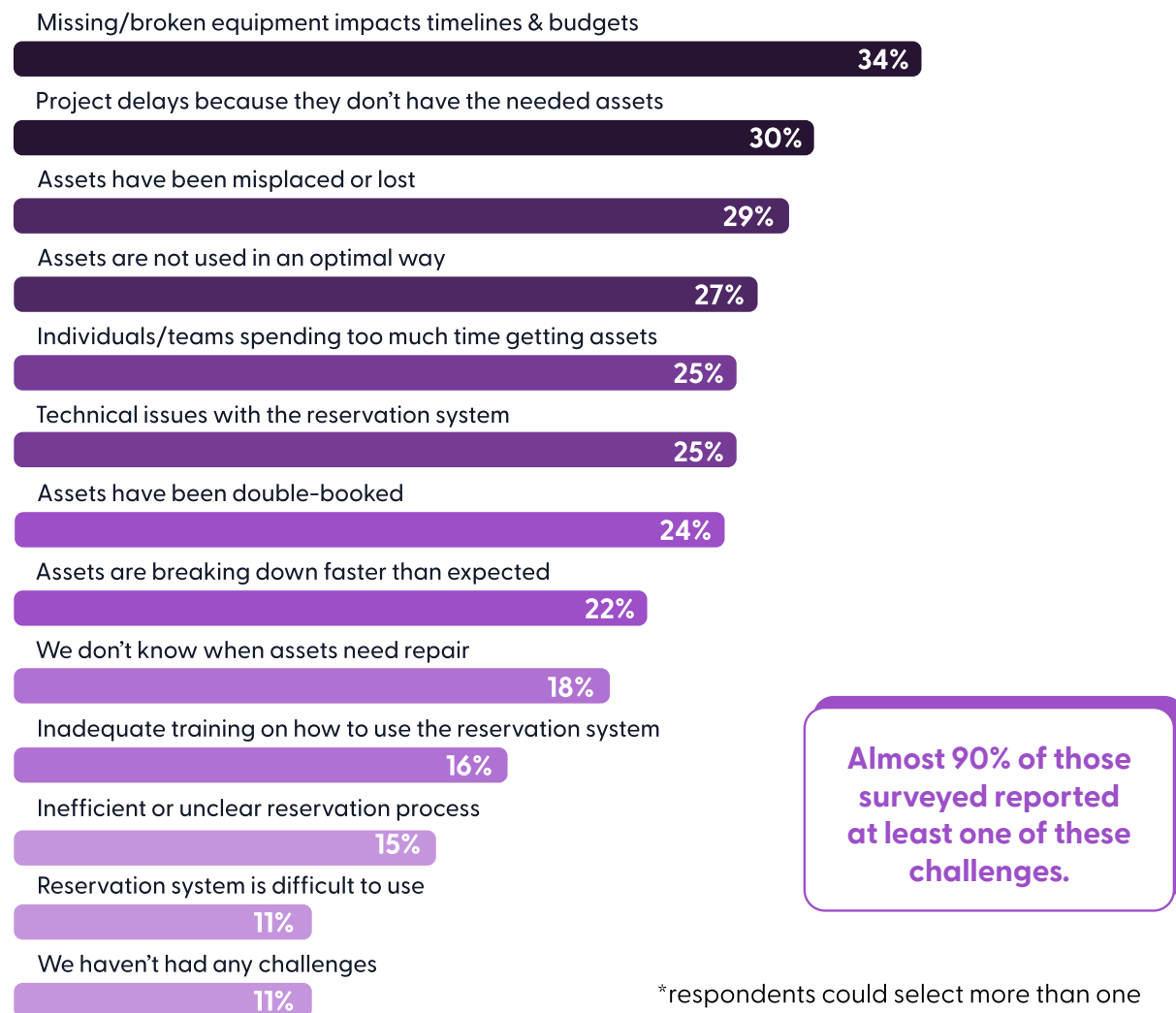
reported that the process to reserve or check out the right equipment is more difficult than it needs to be.

*respondents could select more than one

This ties back to the findings around well-defined processes. Respondents with well-defined systems for maintenance and management overall were more likely to be successful and less likely to experience this kind of time waste. So if you’re feeling like your system is effective, **it’s worth asking yourself whether you’re actually wasting time you don’t have to.**

The Challenges Lurking Under the Surface

What challenges have you had with reserving and checking out equipment?



Nearly 9 in 10 respondents faced at least one of these common challenges. Every single one of them translates into lost time, lost revenue, frustration, and more for everyone involved.

The takeaway is simple: managing physical assets is harder than it should be, and there's a lot of room to make things better.

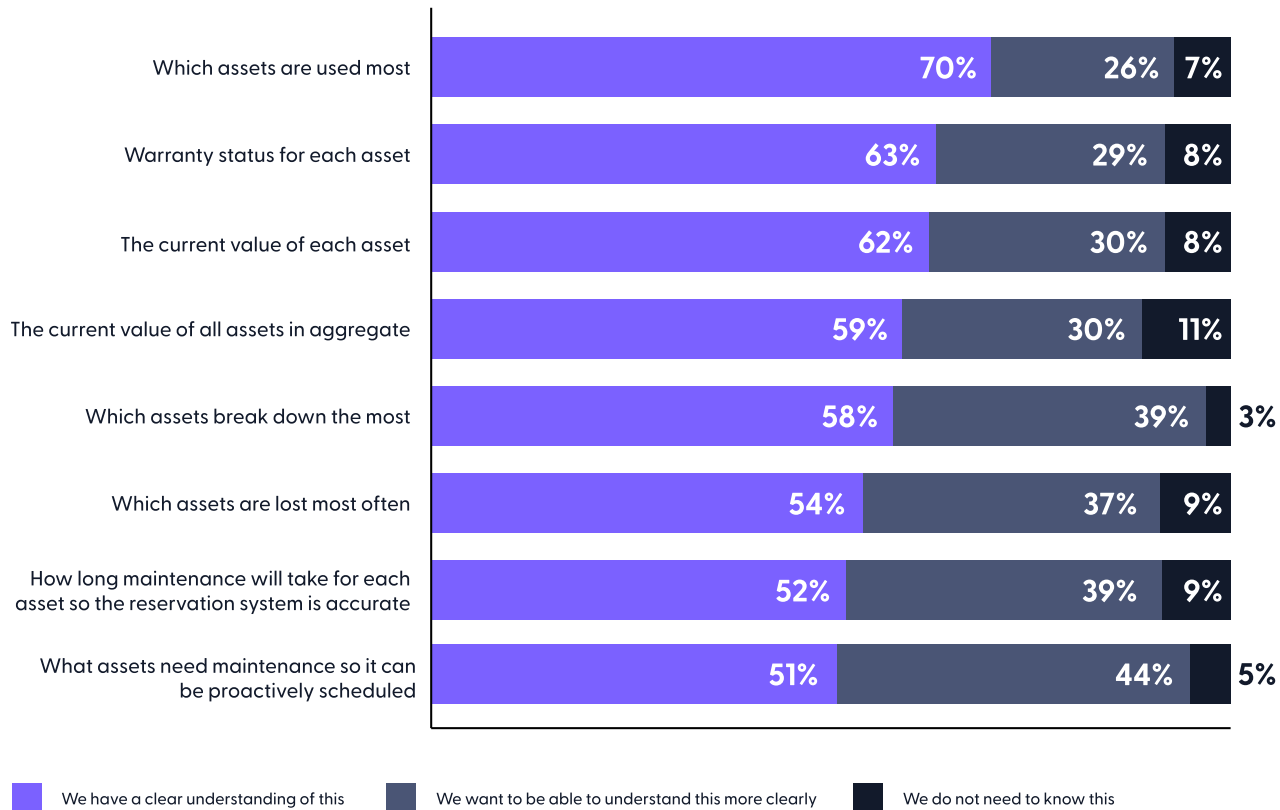
Best Practices for Asset Management

One of the foundations of effective asset management is a simple one: information. When you know who has your assets, their value, and when they need maintenance, etc. you're able to react accordingly. That might mean preventative maintenance or simply optimizing your insurance policy.

Of course, simply saying “you should have all the information” is one thing. Actually collecting that data in a usable form is another. That's why we're breaking down what kinds of information bring the most value to asset managers and users. Armed with this information, you can make better choices about where to invest resources to get the greatest return.

We Don't Know as Much as We Think

Which of these things do you have a clear understanding of – and which would you like to understand better?



Information about what assets are breaking down, getting lost, and actually getting used is all essential. **It's easy to say your system is effective when you don't actually know how much its flaws are costing you each month.**

Clearly a shockingly large segment of professionals who manage equipment still need to invest in the systems and tools that will enable them to track and react to this important information.

"I would like to keep an audit report snapshot at all times."

"I'd like more reliable real-time inventory reporting."

"[I want to] streamline maintenance and repair reporting."

Selecting the Right Asset Management Solution

Now that you have a far better understanding of what makes a difference in asset management, you may want to invest in a new solution. But how should you translate all this new knowledge into a focused buying strategy?

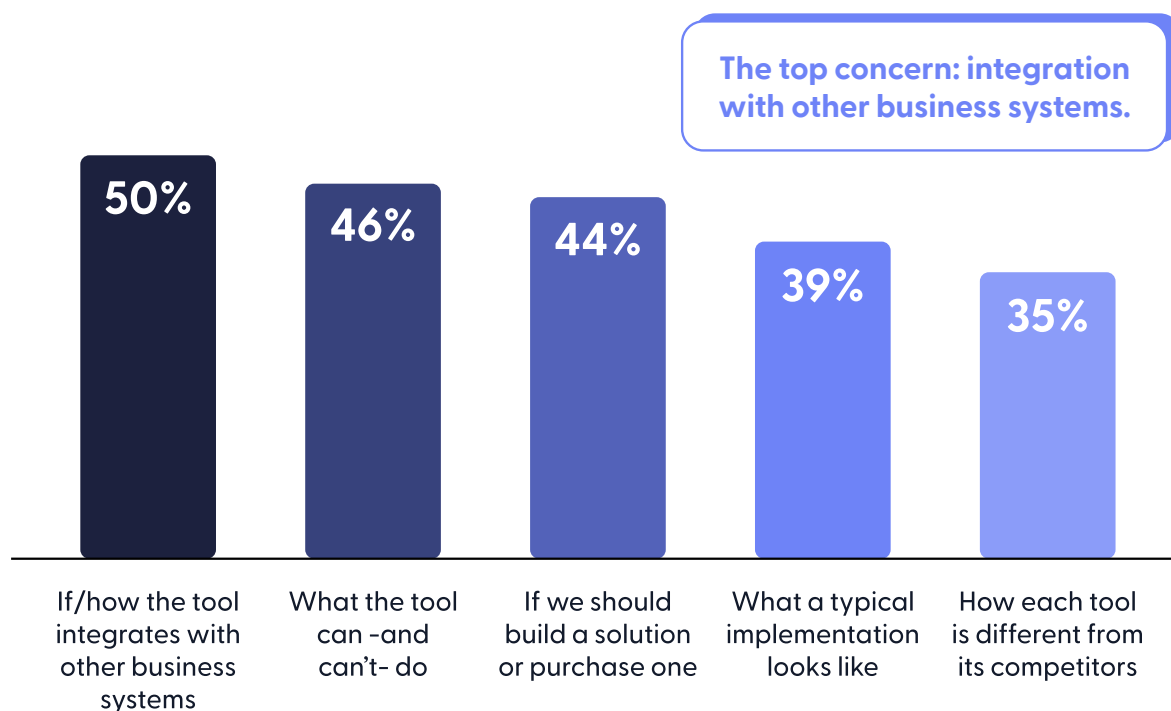
We did the work of asking respondents what they wished they had known more about when evaluating solutions, so you can keep these things in mind during your own discovery.

We also look at the challenges people report when choosing and implementing tools. This can help you know what to look out for when evaluating your options. For example, should you focus more on raw features or take things like onboarding support and training more seriously? How important are integrations?

By the end, you'll have a much clearer idea of what really matters when choosing an asset management solution (and what doesn't).

Why Integrations Are More Important than Capabilities

As you evaluate tools / software for managing your equipment, which of these things do you wish you understood better?



*respondents could select more than one

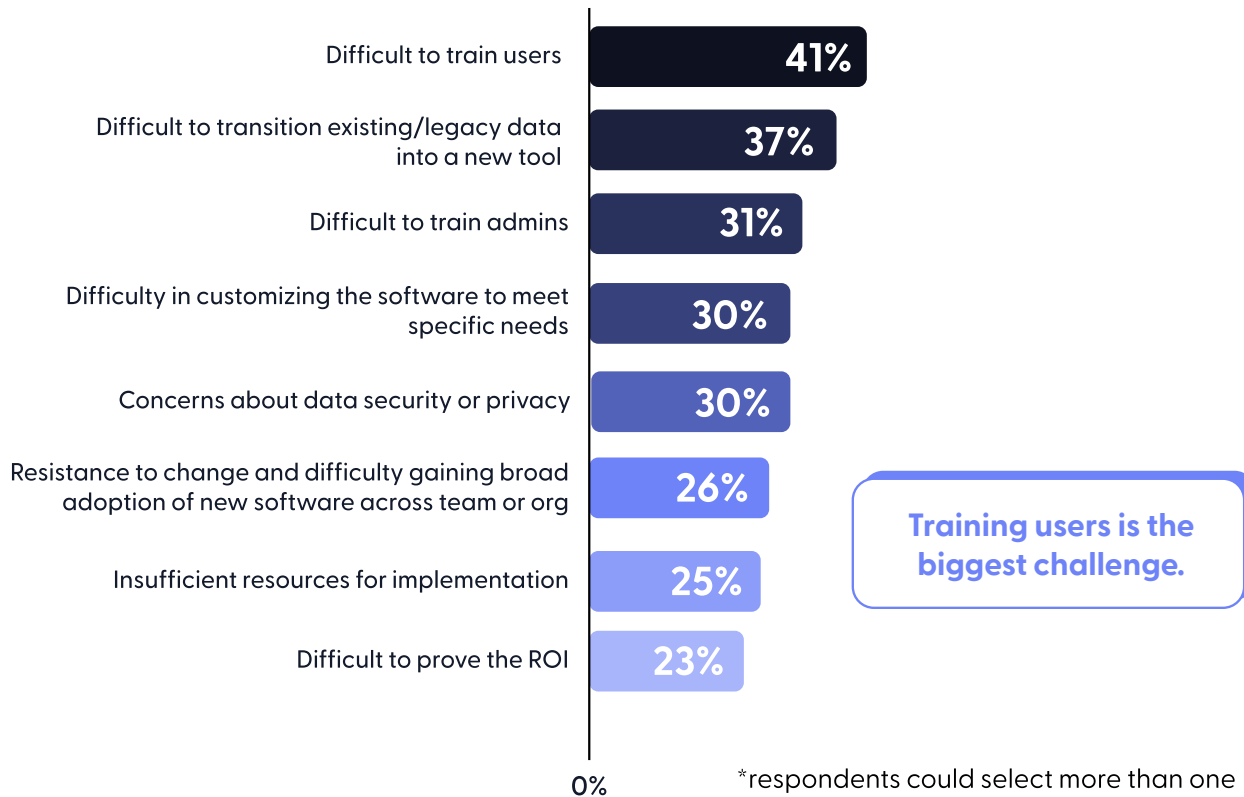
Somehow despite how many respondents talked about using a single solution to manage their equipment, the number one thing they wish they understood better was integrations. Those integrations even beat out the actual capabilities of the tool itself!

Clearly it's vital to think about asset management as an interconnected system of software rather than a single off-the-shelf solution. Even a piece of software with fantastic functionality isn't going to deliver if it can't integrate with all the other systems you're using.

So while it may seem obvious to focus on capabilities, **integrations can't be overlooked.**

Change Management Can't be Overlooked

What challenges do you have when choosing and implementing a new tool/ software for physical asset management?



Like the importance of integrations, training and implementation can't be overlooked when selecting asset management software. Challenges around training dominated the responses here. That's not surprising because we've all seen fantastic software fall on its face when people fail to use it properly.

So when you're looking at potential software solutions, ask questions like:

“Do you assist in training and implementation?”

“Do you assist in transitioning legacy data into your tool?”

Where to Go From Here

Looking to improve your approach to asset management? Here's where to start.

1 Leverage Data

Do you have specific questions about your current asset management effectiveness, or are you curious how your approach stacks up against others? Now is the ideal time to delve into your own data and uncover ways to improve your asset management systems and processes.

2 Educate Yourself

Once you've begun using your data, it's time to leverage that momentum to seek out additional resources. Think of questions you still have and possible changes you may make to your toolset, processes, etc. From here you can revisit the relevant sections of this report or look for more resources to help answer any questions you may still have.

3 Evaluate Solutions

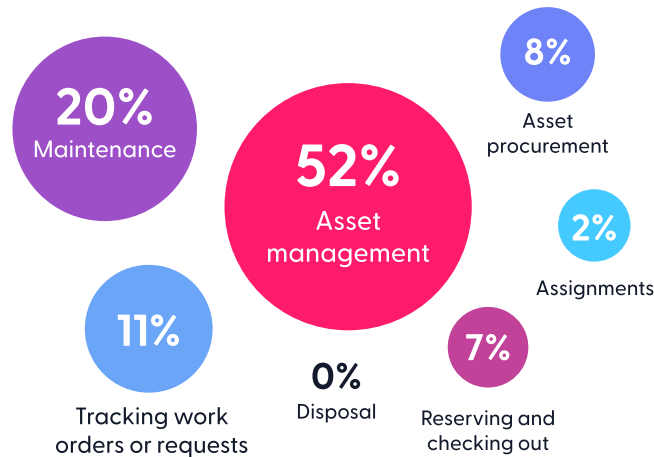
With a clearer understanding of your desired improvements, the next step involves identifying and evaluating potential EAM tools and solutions. Think critically about how different platforms align with your specific needs and objectives. Remember the key capabilities highlighted earlier in the report – these insights can serve as a valuable framework as you assess various options. Consider factors such as functionality, scalability, integration capabilities, and alignment with your long-term EAM strategy.

4 Get the Right Support

Our analysis underscores the critical role of comprehensive training and ongoing support in achieving EAM success. As you consider potential solutions, prioritize vendors who offer robust implementation resources, thorough training programs, and readily available support channels. A strong, integrated ecosystem will empower your team to effectively adopt and leverage your solution, ensuring a smooth transition and maximizing its long-term value.

Final Perspective

Of the following, which is the biggest priority for your organization in 2025?



Looking ahead to 2025, asset management is by far the greatest priority for those we surveyed. If that sounds like you, here's some takeaways to keep in mind:

There might be hidden opportunities for further improvement.

Take the time to take a deeper look at the areas where you might not think you have an issue. Even those who think their systems are effective reported waste, frustration, and challenges.

Knowledge is power!

Prioritize systems that give you access to real-time data – like where your equipment is located, who has it, and if it got where it needed to go and came back safe and sound in working condition. Additional data points like depreciation calculations and utilization will help you be able to justify ROI. The more information you have at your fingertips, the more empowered you'll be to make data-driven decisions.

Don't be afraid to create new processes.

Once you have the data, use it to create brand new processes that make your operations run more smoothly, and you'll reap the rewards to the tune of less downtime, better planning and fewer last-minute scrambles.

Don't end the conversation at capabilities.

A tool is only as good as your team's ability to use it, so once you select a solution, be sure to ask questions around training and onboarding to ensure it not only gets fully adopted, but that it's being used correctly.

Finally, don't be satisfied with the status quo. Challenge your assumptions and make sure your asset management approach is actually helping your team move faster, waste less, and stay in control.

Demographics & Methodology

The first annual State of Enterprise Asset Management Report is published by Cheqroom. This survey of 200 professionals who manage or check out/reserve physical assets was fielded in February 2025.

Approximately how many employees does your organization have worldwide?

10-49 employees	10%
50-99 employees	12%
100-199 employees	19%
200-4,999 employees	35%
5,000-9,999 employees	10%
More than 10,000 employees	14%

How would you classify your organization?

B2B	66%
B2C	55%
Nonprofit	10%
Government	10%
Other	3%

Choose the option that best describes your role.

C-Level / SVP	6%
VP / Director	27%
Manager / senior professional	51%
Individual contributor	16%

On average, how often are the physical assets your organization manages checked in and out?

Daily	46%
Weekly	32%
A few times a month	15%
Monthly	4%
Quarterly	3%

What is your primary role in physical asset management?

Operations: I enable end-users to reserve and check out assets	43%
IT: I support end-users by ensuring our approach to asset management is secure and integrated with adjacent solutions	39%
End-user: I check out and use the assets	18%

How many assets, items, or pieces of equipment does your team have that frequently change hands and locations?

1 - 99	33%
100 - 249	22%
250 - 499	15%
500 - 1,999	17%
2,000 - 4,999	8%
5,000 - 9,999	1%
10,000+	4%

What type of physical assets/ equipment do you personally manage, reserve, or check out in your role?

IT assets	68%
Manufacturing equipment	50%
Educational resources	37%
Media and production equipment	33%
Demo equipment	22%
Healthcare equipment	19%
Specialized sports equipment and gear	18%

State of Enterprise Asset Management 2025 | Cheqroom

About Cheqroom

Cheqroom is a leading asset management platform that enables organizations to maximize how they track, share, manage, optimize, and maintain their high-value assets.

Our purpose-built solution streamlines sharing and management of mission-critical equipment across teams and locations. We serve thousands of organizations – from media, entertainment, production, and broadcast to universities, government agencies and Fortune 100 companies – helping them manage over \$5 billion in equipment.

Cheqroom transforms asset management from reactive to proactive through seamless collaboration, enhanced visibility, and automated processes. We help organizations save time, minimize equipment loss, extend equipment life, and reduce project delays to help keep their work in motion.

Learn more at cheqroom.com.