

## Planon named a Leader in Facility Management Applications by IDC MarketScape

1 year ago



[Planon has been named](#) a Leader in the IDC MarketScape: Worldwide SaaS and Cloud-Enabled Facility Management Applications 2024–2025 Vendor Assessment (doc # US52038324, February 2025). Planon believes this recognition underscores its customer-centric approach and global market reach in the facility management (FM) software landscape.

Following a comprehensive evaluation of vendors, IDC MarketScape positioned Planon in the Leaders Category.

‘Planon’s commitment to innovation and customer satisfaction is evident in its highly configurable solutions and strong customer support,’ said Brian O’Rourke, Research Manager, Enterprise Asset Management & Smart Facilities, [IDC](#). ‘With its [open platform](#) strategy and extensive [partner ecosystem](#), Planon continues to provide organisations with scalable and flexible FM solutions to optimise their operations.’

Strengths highlighted by IDC MarketScape:

- Customer support: Customers praised Planon for its high level of FM customer support, emphasising the speed and complete nature of the response. Planon provides strong dedicated account management, live chat, chatbot, and 24/7 live support for multiple languages. The company also received high marks from customers for consideration of customer ideas and a willingness to implement them.

- Global reach: Planon boasts a significant [global presence](#) and an ambitious growth strategy, maintaining over 20 offices across Europe, North America, and Asia. Planon is consistently expanding its clientele, attracting both multinational and regional customers, and collaborates with implementation partners worldwide.
- Configurability and flexibility: Planon is one of the more configurable FM solutions available, with strengths including the ability to change field labels, create custom fields, configure access based on role, personalise each user's landing page, and configure custom workflows and approval processes.

Peter Ankerstjerne, CEO of Planon, commented, 'We believe being recognised as a Leader in the IDC MarketScape for Facility Management Applications underscores our consistent performance and unwavering commitment to excellence. Being a Leader in this space is not a one-time achievement, but the result of our continuous focus on innovation and supporting our customers in driving efficiencies within their FM operations. We take immense pride in helping organisations worldwide to optimise their facilities and create seamless, efficient workplace experiences.'

A free excerpt of the report on Planon can be obtained via the link below:

- [IDC MarketScape: Worldwide SaaS and Cloud-Enabled Facility Management Applications 2024-2025 \(doc #US52038324; February 2025\)](#)