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Is poor asset data hampering your CMMS and AI goals?

Why the eleventh system won't fix what the first ten didn't.

Presenters
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OUR PROMISE FOR THE NEXT 45 MINUTES

What you'll leave with

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1

Why your CMMS keeps letting you down

It manages work well. It was never built to establish what you own — a structural gap, not a vendor failure.

2

The four data failure patterns

The quiet defects that break every report you run, no matter which system you're on.

3

A five-step sequence — no migration

How to make the CMMS you already own defensible, without another implementation.

4

TCO and risk that survive a budget hearing

Asset-level numbers you can put in front of a CFO, board, or superintendent.

THE PATTERN

We’ve all done this before

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Count your own. Most facilities organizations land on four or five.

1

Paper

Work orders on clipboards. Institutional memory as the database.

2

Spreadsheets

Finally sortable. Also finally forkable — six versions, one truth.

3

A work order system

Real workflow. Asset list imported from the spreadsheet, as-is.

4

Enterprise consolidation

IT standardizes the portfolio onto a platform facilities didn't choose.

5

A module swap

The vendor got acquired. Migrate again, lose history again.

Every transition promised a single source of truth. Every one ended the same way: the work orders flow, the reports mostly balance, and nobody trusts the asset list.

POLL 1 — LET'S START WITH YOU

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How many different maintenance or asset systems has your organization used in the last 15 years?

- 1
- 2–3
- 4 or more
- **Honestly, I've lost count**

Why we ask

Whatever the results say, they are about to prove the entire premise of this session — in your own hands, not ours.

Watch the bottom option.

THE INDUSTRY RECORD

And it isn't because your team got it wrong

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50–80%

of CMMS implementations are characterized as failures across industry estimates

66%

of software projects are canceled or challenged — late, over budget, or low quality (CISQ)

~70%

of large-scale transformations miss their original objectives (McKinsey)

Notice what these failures are not about.

They are almost never feature failures. The post-mortems land on the same short list every time: unclear objectives, weak change management, no executive sponsorship — and bad data going in.

Sources: CISQ, Cost of Poor Software Quality in the US; McKinsey transformation research; widely cited CMMS failure-rate estimates (range varies by definition of failure).

WHERE IMPLEMENTATIONS ACTUALLY BREAK

The driver nobody buys software to fix

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Relative weight in practitioner failure post-mortems

You can buy your way out of a feature gap. You cannot buy your way out of an asset register nobody took.

Directional weighting synthesized from published CMMS implementation post-mortems — present as pattern, not precise measurement.

THE STRUCTURAL GAP

Work management is not asset truth

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What your CMMS is built for

Route a request

Assign a technician

Log labor and parts

Close a ticket

Report on work performed

What almost no CMMS is built for

What we own, completely

Where exactly it is

What condition it's in

What it costs to replace

When it was last assessed

Assessment is a bolt-on in most systems. It needs to be a system.

FOUR PATTERNS YOU WILL RECOGNIZE

What that looks like in the wild

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The register is incomplete

Assets commissioned after go-live were never entered. Assets removed in a renovation were never retired. Nobody knows the delta.

Location is a text field

“Boiler Room” is not a location. Across 40 buildings, “Boiler Room” is 40 locations.

History attaches to the wrong thing

Work orders pile onto generic parents — “RTU,” “Misc. Equipment” — so cost can't be attributed to an actual unit.

Nothing decays

A condition score entered five years ago reads as current fact to every report that touches it.

Every one of these is invisible in a work order queue — and fatal to a forecast.

THE COST OF FRAGMENTATION

This has always been expensive

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$15.8B

annual cost of inadequate interoperability in the U.S. capital facilities industry

NIST GCR 04-867

Who pays for it

2 / 3

of that cost is borne by owners and operators — and it is incurred mostly during ongoing operations and maintenance.

Not during design. Not during construction. During the twenty-five years you own the building.

That study is more than twenty years old. Since then the buildings got older and the number of systems went up.

WHAT CHANGED

Then AI showed up — and pointed a magnifying glass at your data

60%

of AI projects unsupported by AI-ready data will be abandoned through 2026.

Gartner, February 2025

63%

of organizations either do not have — or are not sure whether they have — the data management practices AI requires.

Gartner survey of 248 data management leaders

For years, bad asset data was a slow leak you could live with. AI turned it into a hard stop.

Source: Gartner, "Lack of AI-Ready Data Puts AI Projects at Risk," February 2025.

READ THE DEFINITION CAREFULLY

“AI-ready” is a description of your asset register

1	**Aligned to a specific use case**	Not a data lake. Data assembled for the decision you're trying to make.
2	**Governed at the asset level**	Ownership and accountability per record — not per system.
3	**Automated quality gates**	Validation at the point of entry, not a cleanup project later.
4	**Continuously quality-assured**	Not audited annually. Not reviewed quarterly. Continuously.

Traditional facilities data management runs on assessment cycles. AI runs on currency.

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FACILITIES-SPECIFIC EVIDENCE

Our industry already knows this

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~2 in 3

facility managers say their organization is already using AI to improve facility operation, utilization, and maintenance.

Johnson Controls, 2026 AI & Digitalization in Facilities Management Report

Biggest barriers to scaling AI — as ranked by FMs

1. **Data quality**
2. **Systems integration**
3. Budget
4. Cybersecurity
5. In-house expertise

Data quality and integration outrank budget, security, and expertise.

THE PREREQUISITE LIST

What predictive maintenance actually requires

- A complete asset inventory
- Verified physical location
- Accurate make / model / serial
- A real installation date
- A defensible condition score
- Clean cost history on the right unit

Every one of those is an assessment output — not a work order output.

You cannot predict the failure of an asset you never inventoried.

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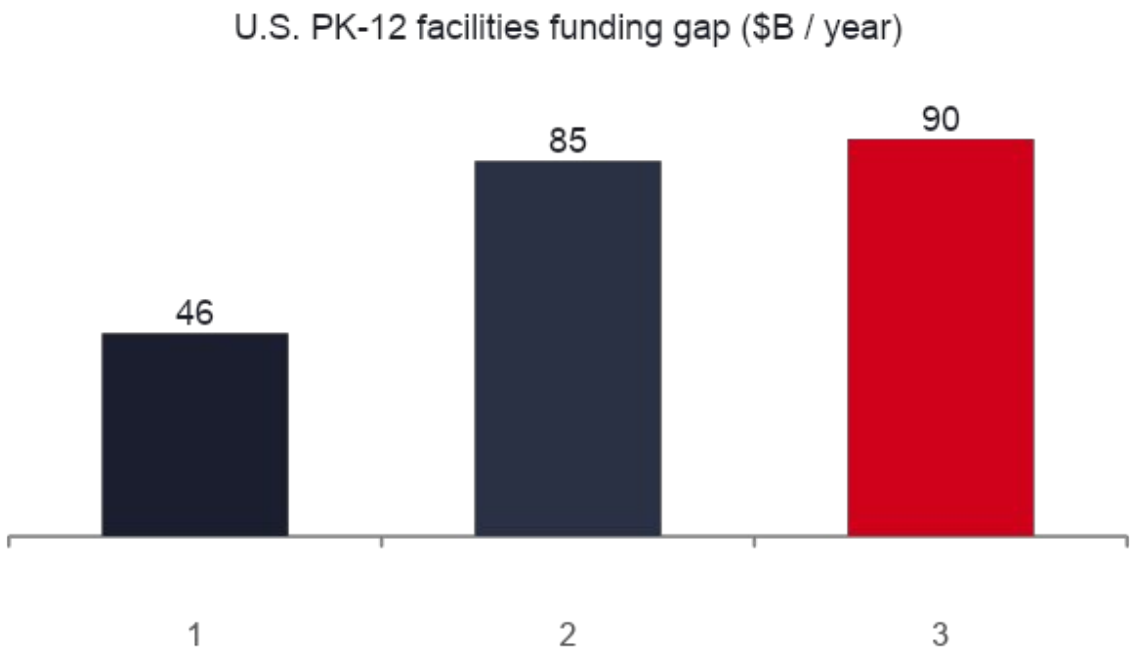
THE FINANCIAL BACKDROP

Meanwhile, the money got harder



$156 / GSF — deferred capital renewal on North American campuses — up 8% in a year

73.5% — of the reinvestment actually needed just to stop the backlog from growing

~$1 trillion — hidden physical-capital liability across the ~500 higher-ed institutions Moody's rates

Districts raised annual facilities spending from $95B to over $150B — and still fell further behind. More money is not the constraint. Defensibility is.

Sources: Gordian, 2026 State of Facilities in Higher Education; 21st Century School Fund / IWBI / NCSF, 2025 State of Our Schools; Moody's Ratings.

WHAT LEADERSHIP IS REALLY ASKING

So the ask changed

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Not ~~“give us more money.”~~

“Prove it.”

Three questions you will be asked, at asset level:

1

What is this asset actually costing us to own?

Cumulative labor, parts, and service events — to date, not modeled.

2

What is the risk if we defer it another cycle?

Condition, criticality, and consequence class if it fails.

3

Why this asset before that one?

A defensible ranking, not the squeakiest wheel.

You cannot answer any of these from a work order queue. A backlog list is a symptom log.

POLL 2 — BE HONEST, IT'S ANONYMOUS

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If you had to state today how many assets you own and where they are — how confident
are you in the answer?

- Very — our register is current and verified
- Somewhat — the big stuff is right
- Not very — it's stale or incomplete
- We don't really have a register

Everything after this slide

is about moving your answer up one line — without replacing the system you already own.

Don't replace the CMMS.

Fix the foundation under it.

The instinct when data is bad is to go shopping again — and then the fatigue takes over and nothing happens for another three years. There is a better sequence, and it does not start with a purchase order for a new platform.

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1

Collect against location — not a spreadsheet row

Every asset pinned to a specific point on a floor plan: building, floor, room. This is not cosmetic. Location is what makes a record verifiable.

- A technician can be sent to confirm it exists
- A future assessor can find it without a scavenger hunt
- Two records for the same unit get caught
- Location-based data is auditable data

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2

Treat assessment as a system — not an event

A condition assessment that happens once and then rots is a liability disguised as an asset. It needs structure around it.

- A defined methodology and scoring standard
- An assessed-on date attached to every score
- A re-assessment interval per asset class
- Decay logic that flags records aging out of confidence

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3

Build for upkeep, not just capture

Collecting the data is the easy part — plenty of firms will do it for you. The hard part is that it's stale in eighteen months.

- New installs, replacements, retirements, renovations
- Routine work must update the record as a byproduct
- If upkeep needs a dedicated data role, it won't happen
- Data with no upkeep model has a short half-life

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4

Integrate — don't migrate

This is the step that dissolves the fatigue objection. Validated asset, location, and condition data syncs into the CMMS you already own, via API.

- Your team keeps the work order workflow they know
- Your CMMS gains a complete, located asset register
- Nobody re-implements anything
- The existing CMMS investment finally pays out

This is the answer to "leadership will never fund another system."

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5

Then produce numbers that survive a budget hearing

Once asset, location, condition, cost, and criticality live against the same record, Total Cost of Ownership and risk stop being estimates.

- PM scope justified by condition and consequence
- Backlog prioritized, not merely long
- TCO reported to date, from actuals
- And the stalled AI initiative finally has something to run on

LIVE WALKTHROUGH — 8 MINUTES · WHAT WE'LL SHOW YOU

The data integrity loop

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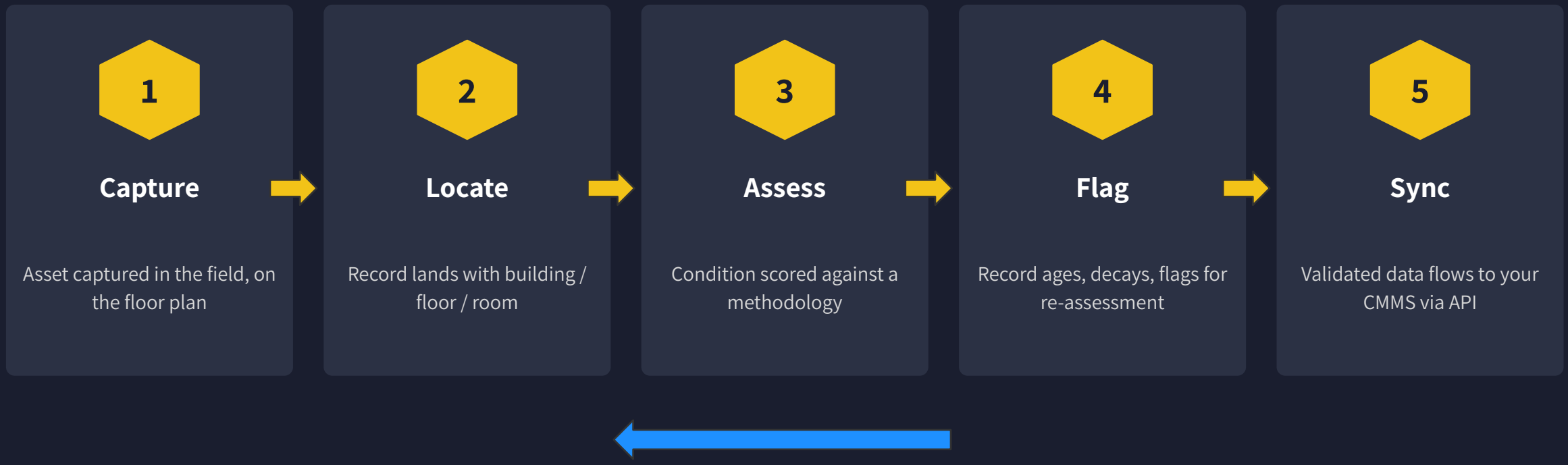
Not a feature tour. One loop, end to end.



and the loop runs again — that's the part most systems don't have

THE OUTPUT

What “defensible” actually looks like

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Asset-level Total Cost of Ownership

Cumulative labor, parts, and service events attributed to the actual unit — reported to date, from actuals rather than assumptions.

Risk and criticality scoring

Condition paired with consequence-of-failure, so “hurts” and “shuts us down” stop competing for the same dollar.

A prioritized backlog

Ranked by condition, risk, and cost — an argument rather than a list.

A PM program you can justify

This frequency, on these assets, because of this condition and this consequence — not a manufacturer default.

None of these require a new CMMS. All of them require an asset register you trust.

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Gartner's 60% won't be abandoned because the models underperformed.

They'll be abandoned because the data underneath was never built to support them.

The organizations that pull ahead won't be the ones with the newest system. They'll be the ones who know, at asset-level precision, what they own — and can prove what it's costing them.

Questions?

Drop them in the Q&A panel — we'll stay on until they're answered.

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