

CAFM Software Comparison

	Microsoft Dynamics 365	MRI Evolution (Concept Evolution)	Planon	Concerto	QFM (Service Works Global)
Primary Focus	End-to-end business platform combining CRM, ERP, Field Service and AI	CAFM and FM operations	Integrated Workplace Management System (IWMS)	Estates and facilities management	CAFM and maintenance management
Best Suited To	FM providers and organisations wanting a connected business platform	FM providers, property and engineering services	Large enterprises, corporate estates, NHS and universities	Public sector, NHS, education and housing	Commercial property, healthcare, education and FM providers
Work Order Management	Excellent	Excellent	Excellent	Excellent	Excellent
Mobile Engineer Capability	Native Dynamics 365 Field Service mobile app with offline support	Strong	Strong	Good	Good
Scheduling & Dispatch	AI-assisted scheduling, Resource Scheduling Optimisation and Copilot	Advanced scheduling	Advanced scheduling	Good	Advanced scheduling
Planned & Reactive Maintenance	Excellent	Excellent	Excellent	Excellent	Excellent
Asset Management	Strong	Excellent	Excellent	Excellent	Strong
Compliance Management	Strong with configurable workflows, inspections and audit trails	Excellent	Excellent	Excellent	Excellent
Customer CRM	Native Dynamics 365 Sales and Customer Service	Limited	Limited	Limited	Limited
Finance & ERP	Native Business Central or Finance integration	Requires integration	Requires integration	Requires integration	Requires integration
Contract Management	Native CRM and ERP capabilities	Strong	Strong	Good	Good
Inventory & Purchasing	Native ERP functionality	Limited	Moderate	Moderate	Moderate
Power BI Reporting	Native integration	Via integration	Available via integration	Available via integration	Available via integration
Microsoft 365 Integration	Native	Limited	Moderate	Moderate	Moderate
AI Capabilities	Native Microsoft Copilot, AI Agents and Power Platform AI	Emerging	Emerging	Limited	Limited
Workflow Automation	Native Power Automate with thousands of connectors	Limited	Moderate	Moderate	Limited
Low-code Development	Native Power Apps	Limited	Limited	Limited	Limited
Third-party Integrations	Extensive Microsoft ecosystem and APIs	Good	Good	Moderate	Moderate
Scalability	Mid-market to enterprise	Mid-market to enterprise	Enterprise	Mid-market to enterprise	Mid-market to enterprise
Key Strengths	Unified platform for customer management, field service, finance, reporting and AI	Mature FM functionality with strong UK market presence	Comprehensive workplace and estate management	Strong public sector capabilities	Mature maintenance and compliance functionality
Potential Limitations	May require configuration to for niche CAFM requirements	Separate CRM and ERP typically required	Higher complexity and cost	Less suited to commercial FM providers	Less comprehensive business management capabilities