



Matterport

Reviews, tips, and advice from real users



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Product Recap



Matterport

Matterport Recap

Matterport offers an advanced 3D platform for capturing and sharing immersive spaces, facilitating enhanced engagement across multiple sectors.

Specializing in 3D rendering, Matterport transforms spaces into interactive digital twins, offering significant advantages for real estate, construction, and retail. Its platform supports rapid space capturing, viewing, and sharing, which streamlines project visualization and decision-making processes. This enhances communication and marketing efforts, providing a comprehensive view of physical environments to stakeholders offsite.

What are Matterport's most important features?

- **3D Capture Technology:** Generates interactive models through easy scanning.
- **Cloud-Based Hosting:** Ensures easy access and sharing of digital spaces.
- **Measurement Tools:** Allows precise measuring within the digital twin.
- **Integrations:** Compatible with popular apps for seamless workflow integration.
- **Virtual Tours:** Offers immersive virtual experiences to engage audiences.

What benefits should users look for?

- **Enhanced Visualization:** Provides clear project insights and feedback opportunities.
- **Time Efficiency:** Helps reduce the need for physical site visits.
- **Increased Engagement:** Interactive content leads to higher audience interaction.
- **Cost Savings:** Minimizes resources spent on traditional imaging and visits.

Matterport is widely applicable in real estate for virtual home tours, in construction for progress tracking and collaboration, and in retail for showcasing stores and enhancing online customer engagement. Its versatile nature and comprehensive features provide value across these sectors.

Valuable Features

Excerpts from real customer reviews on PeerSpot:



“Matterport has given me an option to document site progress without having to use cameras and rely on subcontractors who often miss out on imagery.”



Callen Allen

Resource Technology Senior Vdc Engineer at reiSource



“I estimate that we save about 60% of the time that would be spent going back to the site to keep re-measuring and confirming.”



John Gashoka

BIM Manager at Parallel Consultants



“In our project Naiken Labo, by filming with Matterport, I have seen benefits such as increasing customers' visitation rates and making it easier for them to come to the stores.”



Mikawa 三河

COO

- ✓ “Matterport positively impacts my organization because what you see is what you get, capturing the authenticity of the spaces, thereby cutting down potential client issues since the representation is true to the actual space.”



Muslimsaad Saad

Software Developer / AI Engineer and Business Developer at MRT Net Solutions

- ✓ “Matterport has impacted my organization positively because we don't have to all go to the construction sites.”



O Oghi

Architect at Impresa di ristrutturazioni

- ✓ “Matterport was the first company for a virtual tour that I worked with and I think it is the only one that I am going to keep using because it is really the best.”



Alex Zi Cabrera

Quality Control at Spaces808

- ✓ “Matterport is basically an international standard that allows, in and of itself, to make contact with customers, create new customers and retain them, and offer cutting-edge technology.”



Verified user

Fundador at a consultancy with 11-50 employees

What users had to say about valuable features:

“I think Matterport's best feature lies not only in being able to look around 360 degrees and walk through the space but also in the variety and flexibility of features, such as being able to add tags to highlight specific points in the captured space.

In Naiken Labo, as our own project, I go to film our clients' stores, turn them into 3D tour data, and use it to increase visitation rates and the transparency of those stores.

In our project Naiken Labo, by filming with Matterport, I have seen benefits such as increasing customers' visitation rates and making it easier for them to come to the stores..”

Mikawa 三河
COO

[Read full review](#) 

“The best features Matterport offers are a high grade of precision, outdoor performance, long range, and superior HDR quality.

“Matterport positively impacts my organization because I can perform many scans, and these scans are registered in an app that I can check in real time. I can see the scans and all of these details, which is helpful because it provides an easy way to review them.

“I have conducted different scans, and other employees in the offices can check the scans that I completed and assess whether they are good or not. This gives me a lot of flexibility..”

AlexAlex10

software engineer at Lucatia

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“For real estate, it is a good thing because many people want to visit a home just because they are curious about the home. When you have a Matterport, the curiosity stays there at Matterport. You do not have to go to their home and you save time because people that really saw Matterport and ask for a visit to the home already know what is going on and they are really more interested in the home. You know that the person is really interested in the home. I think you make it more selective.

“Another feature that I appreciate is one that I do not think is used a lot in the US, but in South America, they use it on WhatsApp. You can copy the link and send it to clients on the phone on WhatsApp. This is really easy.

“I think the measurements feature is really nice. You can order a plant from the home also with measurements. I think we are using that a lot for clients that are selling their home. Everything is really nice..”

Alex Zi Cabrera

Quality Control at Spaces808

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“The best features Matterport offers are that it was the first in the field at the market and that its name is massively used for virtual tours.

“Matterport being the first in the field and its recognition for virtual tours has helped me because I didn't have to explain too much about what it was. People already knew what I was talking about, and I was able to apply my knowledge to an already existing culture.

“Matterport has impacted my organization positively because we don't have to all go to the construction sites. Sometimes we just send one person who creates a space in Matterport, and then we all can see it and have everything on our computers in our office.

“This change has had a measurable impact in saving time and reducing costs for my team. Instead of going through a thousand pictures of a site, we directly go to the place we need on the site and look for the details we need for designing or better understanding. Matterport is really crucial in that field..”

O Oghi

Architect at Impresa di ristrutturazioni

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“Matterport is very useful in terms of site documentation and visualization, facility inspection, or site inspection with the ability to get it through. I can also get a walkthrough of the MEP layouts throughout the overall site area or the plant area so that everything can be explained to the higher authorities or the client perspective as well, making it very handy in terms of site visualization.

In terms of inspection, Matterport is helpful for navigating. Since I am using Matterport from the company's account, it enables different features of navigation, and I used different types of scales for measuring the areas. I use different sets of angles in terms of inspection for getting to know things about the ducting, such as what type of ducts are placed within that area above the ceiling and what it looks like below the ceiling, what type of pipe it is—whether it is oval-shaped, rounded, or a different type—and what type of duct, whether it is oval-shaped, circular, or rectangular. Everything was very much easier to navigate while using this platform, which also has very good features for measuring scales and going through different angles for visualization.

Matterport's main purpose was to build a BIM model, so I have to build a proper model of the site through inspecting it using Matterport. My main agenda for using Matterport is basically building this main model, so I have to use it with whatever the conditions are..”

Verified user

CMMS Engineer

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Matterport's valuable features are basically the ability to know where it is, the ability to do a very large stitch, and also the possibility of creating more plans and multiple levels of a multilevel building.

Matterport has been a technology that has allowed me to offer one more service and even sometimes to attract clients who directly asked for Matterport service, with the brand being very well known, even among people who are not in the audiovisual sector. It has also allowed me to work with large luxury property sales platforms that directly ask for a Matterport link to embed on their website. Matterport is basically an international standard that allows, in and of itself, to make contact with customers, create new customers and retain them, and offer cutting-edge technology.

“Work efficiency is key with Matterport because the report done with Matterport is done at the same time as the photos and drone work, since the home staging is done only once for everything. Then, I notice that I am delivering a product that I charge the same as I charged for the photographic report, but in reality, Matterport does all the work autonomously and there is no more field work than those few minutes needed to do the field captures. In terms of lead generation, I cannot give a disaggregated metric, but aggregated with the professional images plus the virtual tour, we are basically talking about, according to what my clients tell me, tripling visits. .”

Verified user

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Fundador at a consultancy with 11-50 employees

Other Solutions Considered

“Matterport is the first solution we implemented, discovered through research, and we did not consider other options as we found it to be an immediate fit for our needs..”

Muslimsaad Saad

Software Developer / AI Engineer and Business Developer at MRT Net Solutions

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“We evaluated other options such as OpenSpace, but the point cloud generated from that and drone captures from that wasn't as accurate as we expected it to be..”

John Gashoka

BIM Manager at Parallel Consultants

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“Matterport was the first company for a virtual tour that I worked with and I think it is the only one that I am going to keep using because it is really the best. I am a photographer, so if I am not doing the virtual tour, I am photographing the homes..”

Alex Zi Cabrera

Quality Control at Spaces808

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“We did not evaluate many other options aside from Matterport since our discovery was made through random research, but the analysis indicated it was more than sufficient for what we wanted, leading us to invest in the cameras and services..”

Muslimsaad Saad

[Read full review](#) 

Software Developer / AI Engineer and Business Developer at MRT Net Solutions

Before choosing Matterport, I actually considered using Matterport platform with a Ricoh camera, the Theta, and other types of cameras, but in the end, since I came from GigaPan, which at least had high quality, I did not want to lower the quality. I decided to buy the device and pay for the platform to have everything done with high-quality captures from the beginning.

Verified user

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Fundador at a consultancy with 11-50 employees

I have used GigaPan before Matterport. GigaPan is a tool that lets you take high-resolution photos, that is, photos made by stitching different frames together. Obviously, GigaPan is called that because they sell the idea that you can, for example, take a telephoto lens and shoot a landscape with so many small telephoto images and then stitch them to create an image of virtually infinite resolution.

The use case that was used indoors or in architecture was more the spherical photography, that is, 360 x 180, and the work is very manual, involving several programs, specifically KRpano and a stitching program, which also has its cost. But above all, it is manual work and subject to stitching errors when the photos are not taken properly. If the photos are not taken properly, many times it is not possible to retake them. Meanwhile, with Matterport, I feel reassured because the device and the online ecosystem ensure that everything goes well from the field capture to the final product. .”

Verified user

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Fundador at a consultancy with 11-50 employees

ROI

Real user quotes about their ROI:

“I have seen a return on investment, but I don't know if my employer really saw the benefit of it. In the end, they went with the higher priced product..”

O Oghi

Architect at Impresa di ristrutturazioni

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I notice a return on investment using Matterport, with time saving being significant. When I worked with GigaPan, I had to do the image stitching and professionals, when they stitch images that were not taken by them and if there are parallax problems, problems always arise. Thus, you always consider the option of doing it yourself or at least having the person who does the capture also do the stitching. The metric for Matterport is obviously a time saving, because the stitching is done automatically.

Verified user

Fundador at a consultancy with 11-50 employees

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“For ROI, I cannot comment on that specifically, but a lot of time has been saved because I had projects back and forth, and it was very cost-effective while using Matterport and doing the projects for the client. So it was basically saving a lot of money, but it is a 50-50 situation for Matterport because I cannot comment on it since my main type of work was on Revit; Matterport is just a subsidiary platform for those purposes..”

Verified user

CMMS Engineer

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“We have seen the return on investment from the client end paying for the as-built capture and the initial cost of setting up and doing the capture. There's been a lot of time saved by all the subcontractors needing to go to the site to verify what they are working on, so there's been a saving of about 30% on transportation cost. There's also been a return on investment from the client hiring us to do the as-built captures..”

John Gashoka

BIM Manager at Parallel Consultants

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“We have not received concrete numbers from our clients, but it seems that one change is that more people are coming from distant locations than before.

We have not produced detailed figures, but despite the relatively low investment, there seems to be considerable demand in many situations, so from my perspective, it is a very helpful service..”

Mikawa 三河
COO

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“I think the example I mentioned really worked out. But as I said, in Brazil and South America, people are not used to working with Matterport and I think they believe it is really pricey. In Hawaii, we use it a lot and it really works very nicely. I do not have numbers, but I remember selling homes from a distance. Somebody from Canada bought a home looking at Matterport. I think for Airbnb, I tried to call the numbers here in Brazil, and the people that have Airbnb, I create a QR code for the virtual tour, and I think a regular Airbnb home gets at least a visit a day of Matterport. I think it really helps for Airbnb. But people are not used to it because if you think about it here in Brazil, I think only 2% of the Airbnb homes invest in professional photography here in Brazil..”

Alex Zi Cabrera
Quality Control at Spaces808

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Use Case

“My main use case for Matterport is importing spherical images and renders. I render full spherical 360 images and then import them into Matterport to create a space that I share with clients. The resolution I work with is 16K. Regarding my main use case with Matterport, it has become expensive lately, which is the only issue I face..”

O Oghi

Architect at Impresa di ristrutturazioni

[Read full review](#) 

“My main use case for Matterport is to create digital twins of rooms for video games. I use Vuforia Engine, which needs the point clouds that Matterport creates with Leica. The process is straightforward. First, I scan the room and pass the scanned room to the software development team for video games. In the video game software, I use these point clouds to create real-time tracking with AR games. I only use Matterport to create twins for video games..”

AlexAlex10

software engineer at Lucatia

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“At Northern Inc., my primary use case for Matterport is offering a product called 'Naiken Labo' (Viewing Lab), where we film our clients' stores in the hope that we can help increase store awareness and transparency.

Matterport is also used by MUJI, a Japanese variety goods store, for things like 'MUJI House,' and in hotel industries, where you can look around the rooms by rotating 360 degrees and walking around them like on Google Maps..”

Mikawa 三河
COO

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My main use case for Matterport is with real estate agencies on the Andalusian coast, primarily to create virtual tours for remote sales or at least remote lead generation for foreign clients.

In a recent real estate transaction, as well as in others, luxury real estate agencies normally ask for a photographic report and drone work, because these houses usually have very interesting exteriors. They also ask for a virtual tour with Matterport, which is used basically for virtual tours, although sometimes it is used later to download floor plans. .”

Verified user

Fundador at a consultancy with 11-50 employees

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“I was working as a BIM modeler and mechanical engineer, with my main role handling the MEP perspective of the BIM models. While using Matterport, which is very user-friendly, it showed me the real working space in 3D visionary visualization and gave proper visualization data of the site where I could see through pipes, ducts, and all these sorts of assets in the construction buildings. It was a very good experience while using Matterport.

I used Matterport at the Travel America site. I was doing the warehouse and Travel America project, one of their major warehouse projects with different warehouse sites and different MEP ducts, pipes, electrical systems, and sanitation systems as well as washrooms and everything else. It was all displayed through Matterport's user interface, and it was very easy to locate, allocate each asset, and navigate every asset present on the site so that I could model it in Revit for my BIM perspective.

Matterport is basically owned by the company that has its package for Matterport; they don't use any other cloud servers. I haven't chosen any other option..”

Verified user

CMMS Engineer

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“My main use of Matterport is for real estate, for selling or for Airbnb homes.

“For clients like those in Hawaii, you are far away from the continent, so it is much easier if you do a Matterport so people, instead of traveling, can visit the homes. Or for Airbnb, people that are going to travel to a home need to make sure it is what they are looking for. Matterport really makes the process more safe because they can see what is going on at the home and if it is really what they want.

“The walkthrough is perfect and you are able to look around, up and down. You really have the feeling of what is going on inside the home. I appreciate the new features, including the ability to unfurnish the home. Sometimes you are doing a Matterport for a home that is for sale, but it has all the furniture inside. This feature is really good because you can take all the furniture out of the home.

“For the quality control that I do for Space 808 in Hawaii, we create a website for the clients and then we have the link so people can open the property website with all the photos and Matterport together. Sometimes the clients already have a Matterport account, so we just photograph, scan, and then transfer to the client. Here in Brazil, we send the link and they use it on their websites for real estate agents.

“One time in Hawaii, we did a Matterport for a coffee house company that, instead of sending a person to check the construction, asked me to scan the construction and send it to them. This way, everybody can visit the construction. I think this is a great idea and it really saves a lot of time and money for the companies..”

Alex Zi Cabrera

Quality Control at Spaces808

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Setup

The setup process involves configuring and preparing the product or service for use, which may include tasks such as installation, account creation, initial configuration, and troubleshooting any issues that may arise. Below you can find real user quotes about the setup process.

“When introducing Matterport, I had to buy a camera, which cost 500,000 yen and was quite expensive. However, without that, filming with Matterport would probably only cost about 5,000 yen, so I felt that the low ongoing cost is an attractive point. You can shoot with a smartphone..”

Mikawa 三河
COO

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“My experience with pricing, setup cost, and licensing involves seeing billing spaces and pricing increase some years ago. These changes took considerable thought at the top office. Management had to consider cutting Matterport entirely or just cutting some active spaces. In the end, I don't know what decision they made..”

O Oghi
Architect at Impresa di ristrutturazioni

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“It was easy. The only thing is I first started working with Matterport in Hawaii, and it is much easier there. When I moved back to Brazil and started working in Brazil, it is really expensive for the Brazilians and for South America. In Hawaii, we shoot at least three Matterports per week with just one photographer. Here in Brazil, sometimes one a month, because of the cost and because people are afraid..”

Alex Zi Cabrera

Quality Control at Spaces808

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Customer Service and Support

My experience with Matterport's customer support has been generally positive, as they respond quickly and know the product perfectly, providing very quick solutions. I remember that at the beginning I had doubts when I had to configure, but normally it has not been necessary. However, I do remember that at the beginning they were very efficient.

Verified user

Fundador at a consultancy with 11-50 employees

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“They answer fast, but sometimes there is nothing that they can do. Sometimes you have to go back and reshoot something, especially when you have a problem going from the inside to the outside. That is why you have to have a methodology on what to do because in the beginning you can make mistakes and then you have to go back and redo it.

“The thing is, here in South America, I was trying to be one of the guides for Matterport because there is nobody here. You have to speak English. When I have a problem, I have to send emails and speak in English with the technical support. I think they could invest more in South America and have people like me that use Matterport to guide other people and help other photographers that really want to try Matterport.

“They offered me a gift card, but I really appreciate talking about Matterport and I even tried to get feedback from them to work for Matterport here in South America because I really felt that there is missing technical support here in South America. I think it is a huge market, but you need somebody here to try to help and teach other people and show other clients how powerful Matterport is..”

Alex Zi Cabrera

Quality Control at Spaces808

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Other Advice

“I would recommend starting without spending too much on initial costs by using only a smartphone and paying the Matterport shooting fee to keep the initial cost low. Then later, for users who want higher quality, they could flexibly respond by buying the proper Matterport camera and so on. I would rate this review an 8 overall..”

Mikawa 

COO

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I would mainly advise other professionals to buy the latest equipment available and to wait maybe until offers come out. Sometimes offers with discounts appear, and you can even find something second-hand, but always go for the latest device because Matterport is a product that will last many years, so it is worth making an investment with all the functions up to date.

I think it should also be said that the design of Matterport has become very nice lately, as they have improved the quality of the lenses and also the size, with increased quality and reduced size of the equipment, which is always appreciated in field work. I would rate this product nine out of ten. .”

Verified user

Fundador at a consultancy with 11-50 employees

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“The precision is good for my needs; it only failed by about one or two centimeters, if I remember correctly, but in my case, that does not matter.

“The advice I would give to others considering Matterport is to consider the software, the price, and the function. It depends on what you would like to do with Matterport.

“Regarding the AI when I finish the scan, it is really accurate. I would rate this review a 9 overall..”

AlexAlex10

software engineer at Lucatia

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“I think that you should try to photograph. It is easy. You just have to get used to the tool. But I think it is really interesting and I think you can use it for a lot of different things, not only real estate and hotels and everything. I think that gives to the client more security of what they are going to go through. I think the advice is to stay on Matterport because I think it is the best company for a virtual tour.

“I think the only issue is it is not every camera that can do the scans outside. I know because my clients are always asking. They want to do the outside areas. If the technology can improve for the outside, it would be fantastic. My review rating for Matterport is 10 out of 10..”

Alex Zi Cabrera

Quality Control at Spaces808

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“The features of Matterport are great, particularly its cameras and everything. I don't have anything to add or subtract, but the main issue now is that Matterport has competitors that are less expensive.

“Regarding Matterport's AI capabilities, I think its security is top-notch. The AI is

really great and useful in creating empty spaces. It's not perfect, but it's very useful in some cases.

“Regarding the accuracy and reliability of output from Matterport's AI capabilities, I cannot respond to this since I haven't used the Pro3. I have only used 360 cameras and render imports, so I cannot speak to precision in that field. However, I think it is also very reliable based on everything I have seen online.

“My advice for others looking into using Matterport is that you will not regret it if you try it. You will be pretty sure hooked on it quite fast.

“I have additional thoughts about Matterport that if it considered the outside US market a bit more differently with different pay grades and pricing structures, that would be beneficial.

“On a scale of one to ten, I would rate Matterport overall as seven because I think it lacks some things that other competitors have..”

O Oghi

Architect at Impresa di ristrutturazioni

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“I think everything is fine; I haven't worked a lot on Matterport, but I think it has very good features. It cannot be improved, but right now I don't have any comment on that.

Using Matterport basically saves time, not very specifically, but in general. It saves a lot of time because I am basically not present at the remote area; I am working in a different area, so I have the visualizations of the data that is visualized on the software, which is apparently in another country, but I have everything within my screen, which allows a lot of time to be saved, reduces a lot of errors, and facilitates good collaboration amongst the team. There is good coordination amongst the team as well, between the team lead and team members. If there is any error or anything left out in the model that I am building, a BIM model, it can be reviewed

and navigated through Matterport's user interface.

Matterport is a very handy software; it is very user-friendly, and I love using it while working. I would love to work more if I get the opportunity again.

Matterport's security is very good because it uses a company's account, so it cannot be shared with others. Every individual has their own account, so the security is good.

I use Matterport on-premises; I think it is on-premises at the office. It can be used as a private cloud as well because it is private to my firm.

Matterport has a different agenda; I have seen it used for construction, but I have used [Navisworks](#) for offshore plants in the oil and gas perspective, which has a different navigation style and different features. Matterport has a different navigating style, and everything has its own features, so I think it is pretty much good where they are.

Matterport is a very good software that will be very much helpful while gaining experience and navigating good projects like Travel America, Burlingtons, or whatever the sites are, such as Levi's Mall or any shopping mall. It can be very much helpful for the navigation perspective and for site inspection as well. I would rate this product an 8 out of 10..”

Verified user
CMMS Engineer

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Top Industries

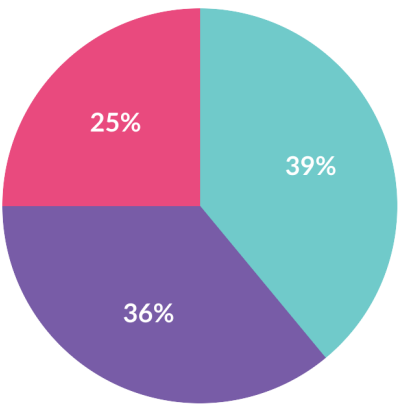
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Company Size

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Large Enterprise Midsized Enterprise Small Business

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