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THE 2025 FIELD SERVICE BENCHMARK REPORT

THE DATA IS CLEAR: ADAPTING NOW MEANS LEADING THE FIELD INTO THE FUTURE.

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The field service industry is navigating unprecedented challenges, from soaring customer expectations to a growing Service Expertise Gap™ fueled by a skilled labor crisis. But the future is bright: **AI technology, particularly AI for Service Professionals, is reshaping the landscape.**

With 33% of service queries solvable without a service professional's help and 14% of truck rolls deemed unnecessary, there's a big opportunity for AI-driven strategies like Shift Left Method to reduce costs, improve efficiency, and boost customer satisfaction. **When using AI for service professionals, there is a 39% improvement in Resolution Time** vs. traditional methods of solving service problems.

CONTENT

The data is clear: adapting now means leading the field into the future.

INTRODUCTION

Bridging the **Service Expertise Gap**™: How AI is Redefining Field Service in 2025

Field service is undergoing a seismic shift as the industry grapples with challenges and unprecedented opportunities. In 2025, service leaders face the dual pressures of soaring customer expectations and the increasing complexity of machinery. Compounding these challenges is the skilled labor crisis—an aging workforce and a shrinking pool of qualified technicians are creating a widening Service Expertise Gap™.

But the story isn't all about challenges; it's also about transformation. AI technology, particularly AI for Service Professionals, is stepping in as a game-changer, reshaping how field service organizations operate and thrive.

- **33% of all service interactions are simple, informational queries that could be self-solved with smarter tools**, saving valuable time and resources. Automating these responses frees up call center agents to focus on complex troubleshooting, driving efficiency across the board.

- When using AI, **Aquant customers experienced a 39% improvement in Resolution Time and a 21% increase in accuracy**. These results translate to faster resolutions, reduced customer downtime, and fewer errors—all critical to meeting today's heightened service demands.

Meanwhile, inefficiencies persist. On average, **14% of all truck rolls are unnecessary, meaning that 1 in 7 on-site visits could be avoided with better tools and processes**. For top-performing companies, Avoidable Dispatch Rates drop to just 3%, making them eight times more efficient than the bottom 20%. The financial upside is clear: **even a modest 1% increase in Remote Resolutions can save organizations $1.1 million annually**.

The Shift Left Method is a pivotal strategy when paired with AI for Service Professionals. By addressing issues earlier, organizations can reduce resource strain, minimize downtime, and meet customer expectations faster and more effectively. This can be done through self-service tools, remote diagnostics, or enhanced call center support.

This isn't just about technology; it's about transformation. AI for Service Professionals enables service organizations to scale expert knowledge across their workforce, empowering customers, call center agents, and technicians alike to resolve issues faster and more effectively. In the process, it bridges the Service Expertise Gap™, ensuring that service teams are equipped to deliver exceptional results even as seasoned technicians retire.

The data is clear: **organizations embracing these innovations are not only closing gaps but also pulling ahead.** Reduced service costs, shorter Resolution Times, higher First Time Fix Rates, and greater customer satisfaction are just the beginning.

THE ROADMAP FOR FUTURE-READY SERVICE

The good news is that your path to improvement is laid out in your data. This report provides actionable insights to help you close these gaps and unlock the full potential of your organization's service operations. **Here's how to use the findings to get started:**

Benchmark your KPIs against the best in the industry—understand key metrics like Avoidable Dispatch Rate, First Time Fix Rate, Time Between Service Visits, and Resolution Time.

Embrace AI for Service Professionals and see how it can scale expertise, democratize knowledge, and reduce the burden on your workforce.

Focus on efficiency—find ways to reduce unnecessary dispatches and boost your service team's productivity while maintaining the highest levels of customer satisfaction.

Address the Service Expertise Gap™—invest in tools that empower every technician with the expert knowledge they need to resolve complex issues quickly and efficiently.

KEY FINDINGS

Top-performing organizations are pulling further ahead of their peers by adopting **AI for Service Professionals** and improving service operations for greater efficiency and effectiveness. These leaders leverage AI to enhance every aspect of the service journey, from addressing basic queries to resolving complex issues.

Best-in-class organizations demonstrate:

- **Higher First Time Fix Rates:** Top performers boast a First Time Fix Rate of 87%, significantly higher than the 59% in the bottom 20% of organizations. This is primarily driven by better tools, training, and real-time access to diagnostic data.

- **Faster Resolution Times:** On average, top-performing companies resolve issues in three days, compared to 11 days for the bottom performers. Faster resolutions reduce downtime and drive customer satisfaction.

- **Fewer service visits:** Top performers achieve a Time Between Service Visits of 131 days, compared to just 50 days for bottom performers. By addressing issues proactively and remotely through AI-powered tools, best-in-class organizations minimize disruptions, extend equipment uptime, and lower operational costs.

- **Lower Avoidable Dispatch Rates:** Leading organizations have an Avoidable Dispatch Rate of just 3%, compared to 24% among bottom performers. On average, 33% of service interactions are simple, informational queries that could be resolved with self-service tools or smarter call center processes, freeing technicians to focus on more complex issues. This efficiency is powered by AI diagnostics and remote troubleshooting tools, allowing many problems to be resolved without an on-site visit.

These findings underscore the transformational impact of AI for Service Professionals. By addressing every level of the **Service Request Funnel**—from self-solving simple informational queries to guiding technicians through advanced diagnostics—top-performing organizations are reducing costs, improving efficiency, and closing the Service Expertise Gap™.

33% OF SERVICE QUERIES ARE SOLVABLE WITHOUT A PROFESSIONAL'S HELP.

The Service Expertise Gap™ and its Cost Impact

The widening Service Expertise Gap™ remains a crucial challenge as seasoned technicians retire and fewer new entrants have the skills to fill their shoes. Best-in-class organizations have addressed this by leveraging AI for Service Professionals to scale expert knowledge across all technicians, regardless of experience level.

- High-performing organizations show more uniformity in service costs across their workforce. On average, the Cost Per Work Order for top performers is 23% less than the median and 34% less for bottom performers.

- If the entire workforce could operate at the level of the top 20%, **service costs would be reduced by as much as 23%**.

- The cost gap between top and bottom performers at low-performing organizations can be as much as **$1.8 million**.

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Looking Forward

AI for Service Professionals has emerged as a powerful tool. It allows organizations to "Shift Left" by addressing issues earlier in the service process. This strategy reduces the number of on-site visits and ensures that technicians can resolve complex problems more efficiently with AI-enabled, contextual, expert guidance.

The future of field service hinges on embracing AI-driven solutions and scaling expertise through technology. Organizations that capitalize on these opportunities can expect faster Resolution Time, reduced costs, and increased customer satisfaction. This report offers actionable insights into how service organizations can close the expertise gap and achieve service excellence.

How We Compiled the Data

Aquant gathered and analyzed real, anonymized data from:

- **157 service organizations**, including service divisions within OEMs and third-party service organizations across manufacturing, medical devices, commercial printing, industrial machinery, food service equipment, and more.

- More than **21 million** service events spanning **6.5 million** assets

- Over **602,000** technicians

- Nearly **$9.5 billion** in service costs

- An average of **3 years of service data** per company

**THE FUTURE OF FIELD SERVICE HINGES ON EMBRACING AI-DRIVEN SOLUTIONS AND SCALING EXPERTISE THROUGH TECHNOLOGY.**

SERVICE BENCHMARKS ACROSS 4 KPIS

AVOIDABLE DISPATCH RATE

What is it?

The percentage of on-site visits that could have been resolved remotely. This metric highlights how often a technician's trip wasn't necessary, emphasizing the potential for improved troubleshooting tools and training for call center staff to resolve issues without an on-site visit.
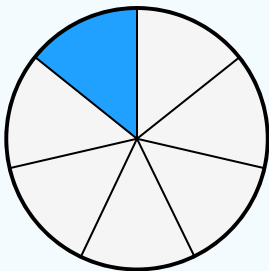
ONE IN SEVEN

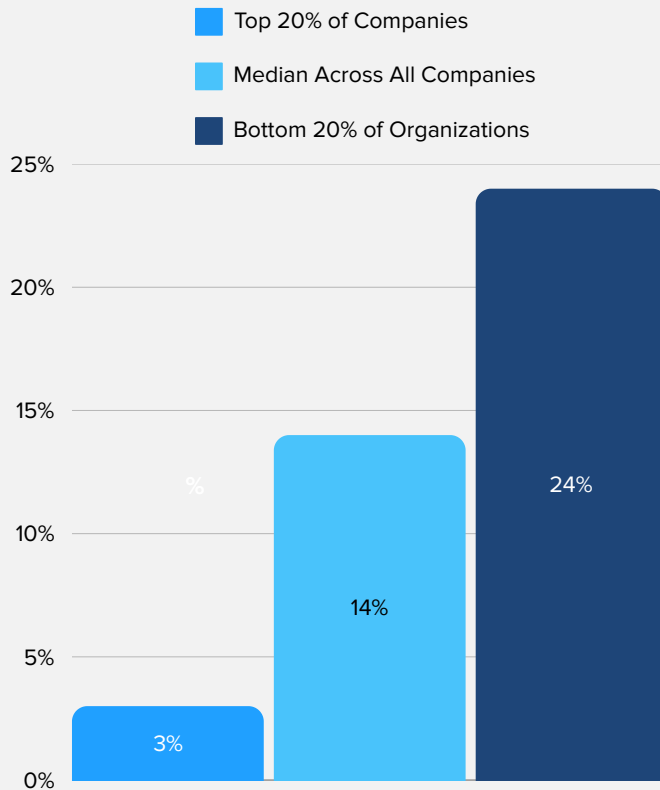ON-SITE VISITS COULD HAVE BEEN AVOIDED WITH BETTER TROUBLESHOOTING TOOLS AND TRAINING.

Why It Matters

On average, **14% of truck rolls are unnecessary, meaning that 1 in 7 on-site visits could have been avoided with better troubleshooting tools and training.** This inefficiency doesn't just drive up costs—it creates delays, increases technician workload, and impacts customer satisfaction. Organizations that prioritize remote problem-solving, starting in the call center, see measurable benefits across the board:

- **Cost savings:** Reducing unnecessary dispatches minimizes travel expenses, labor costs, and wear-and-tear on vehicles.

- **Customer satisfaction:** Faster resolutions, with fewer disruptions, lead to happier customers.

- **Technician productivity:** Skilled technicians can focus on complex, high-priority tasks rather than unnecessary site visits.

Remote Resolution capabilities directly impact key metrics like First Time Fix Rate, Resolution Time, and Time Between Service Visits, allowing top performers to outpace their competitors consistently.

AVOIDABLE DISPATCH RATES (PERCENT)

Legend:
- Top 20% of Companies
- Median Across All Companies
- Bottom 20% of Organizations

Chart (Avoidable Dispatch Rates, percent):
- Top 20% of Companies: 3%
- Median Across All Companies: 14%
- Bottom 20% of Organizations: 24%

Y-axis scale: 0%, 5%, 10%, 15%, 20%, 25%

KEY OBSERVATIONS:

The top-performing companies are **eight times more efficient** than the bottom 20%, proving that significant gains are possible with the right tools and strategies.

PRO TIP:

Improve your Avoidable Dispatch Rates by empowering your call centers:

- **Enhanced troubleshooting tools:** Equip call center agents with the resources to diagnose and resolve issues remotely.

- **Comprehensive training:** Develop agents' technical expertise to increase first-call resolutions.

- **Embrace Shift Left strategies:** Move more problem-solving capabilities to the call center, reducing the need for on-site visits and minimizing customer downtime.
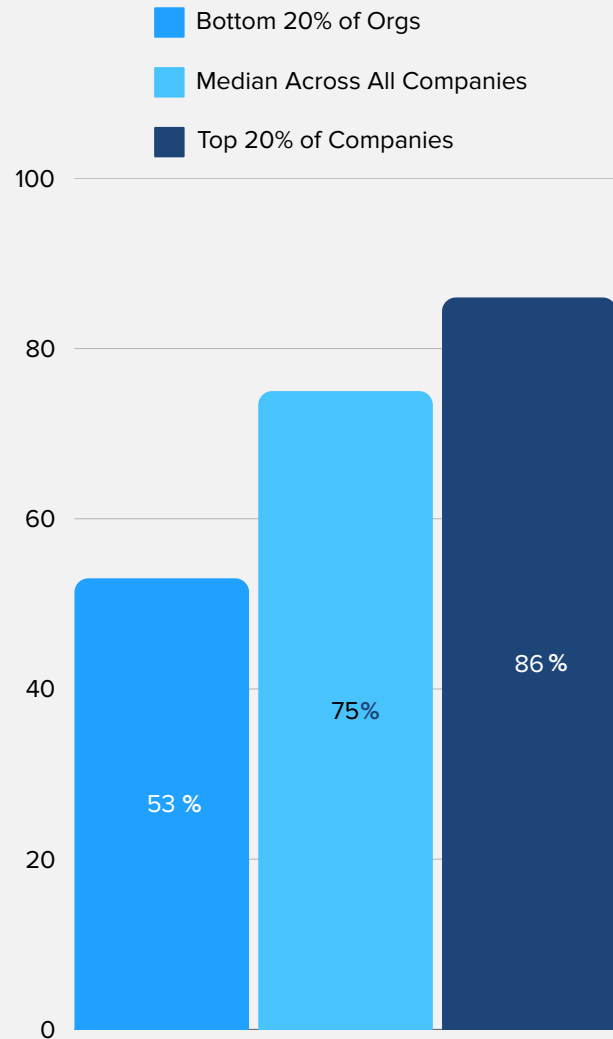
FIRST TIME FIX RATE

What is it?

First Time Fix Rate shows how often a technician can resolve an issue on the first attempt. Measuring this within a 30-day window offers the most accurate view of performance. Shorter or longer windows—like 5, 10, or 90 days—can skew results, either overestimating success by separating related issues or underestimating it by including unrelated, later problems. The 30-day timeframe provides a balanced perspective, reflecting accurate first-time success rates while aligning closely with customer satisfaction.
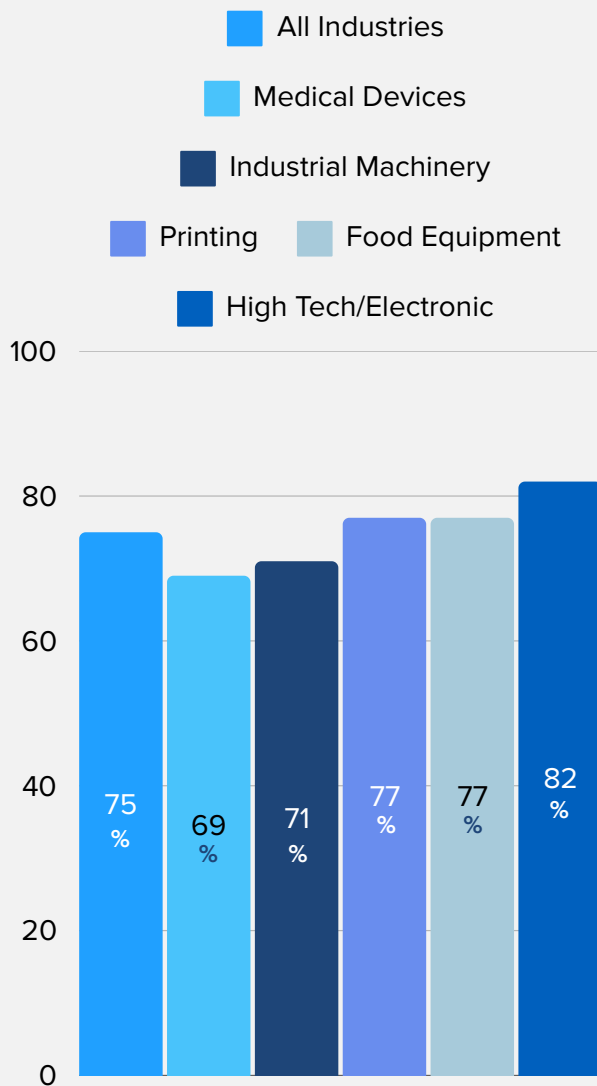
FIRST TIME FIX RATES (MEASURED AT 30 DAYS)

Legend:
- Bottom 20% of Orgs
- Median Across All Companies
- Top 20% of Companies

Bar chart values:
- Bottom 20% of Orgs: 53 %
- Median Across All Companies: 75%
- Top 20% of Companies: 86 %

EQUIP YOUR TEAM WITH **ADVANCED DIAGNOSTICS AND KNOWLEDGE-SHARING PLATFORMS** TO RESOLVE ISSUES ACCURATELY ON THE FIRST VISIT.
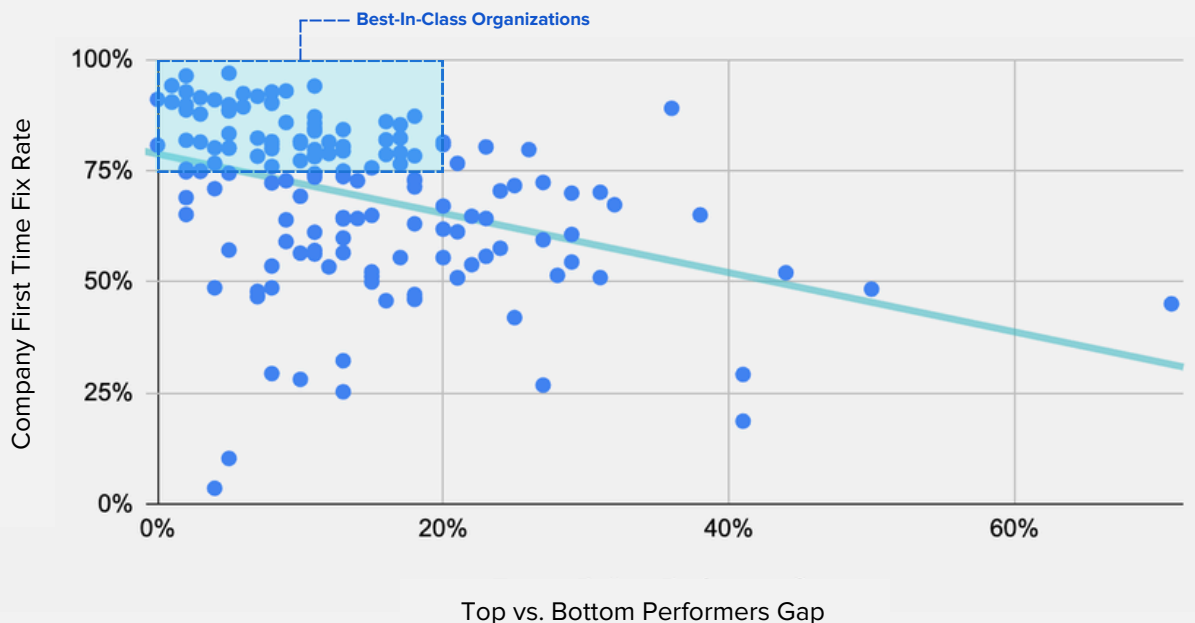
FIRST TIME FIX RATES BY INDUSTRY (PERCENT)

- ■ All Industries
- ■ Medical Devices
- ■ Industrial Machinery
- ■ Printing   ■ Food Equipment
- ■ High Tech/Electronic

Industry	Rate
All Industries	75%
Medical Devices	69%
Industrial Machinery	71%
Printing	77%
Food Equipment	77%
High Tech/Electronic	82%

COMPANY FIRST TIME FIX RATE
VS. TOP/BOTTOM PERFORMERS GAP

Best-In-Class Organizations

Company First Time Fix Rate

100%
75%
50%
25%
0%

0%   20%   40%   60%

Top vs. Bottom Performers Gap

KEY OBSERVATIONS:

Best-in-class organizations, in the top left, have:

- **High First Time Fix Rates**—typically above the industry standard.
- **Better knowledge equity**—top and bottom performers have minor performance differences.
- **Lower service costs.**

A FEW NUMBERS DON'T TELL THE WHOLE STORY— YOU NEED TO LOOK AT **THE ENTIRE CUSTOMER EXPERIENCE**.

THE CUSTOMER EXPERIENCE GAP

The **Customer Experience Gap** shows the difference between what customers expect and what your company delivers. Our research shows that when companies track First Time Fix Rates over just 7 or 14 days, they often miss the bigger picture, leading to unhappy customers. **The bottom line:** a few numbers don't tell the whole story—you need to look at the entire customer experience.

KEY OBSERVATIONS:

Tracking First Time Fix Rates over a short timeframe can make your performance look better than it is by separating related issues across multiple tickets. When new cases are opened for what seem to be different problems, it can overlook the bigger picture of recurring issues with the same equipment.

This approach might help with internal metrics but doesn't account for your customer's overall experience. Each additional service visit, even if it appears to be for a separate issue, can frustrate the customer if their equipment isn't consistently reliable. To improve metrics and customer satisfaction, consider grouping tickets that affect the same equipment and evaluating your service from the customer's perspective.

PRO TIP:

Big knowledge gaps between technicians lead to uneven results. Ensure every team member knows your equipment and best practices to avoid poor customer experiences.

CUSTOMER EXPERIENCE GAP

Legend:
- First Time Fix Rate Bottom 20%
- First Time Fix Rate Benchmark
- First Time Fix Rate Top 20%
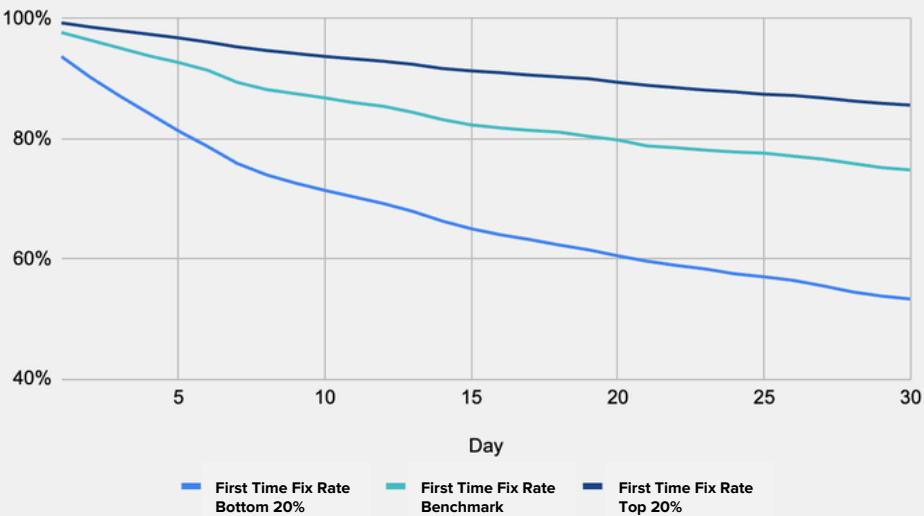
RESOLUTION TIME

What Is It?

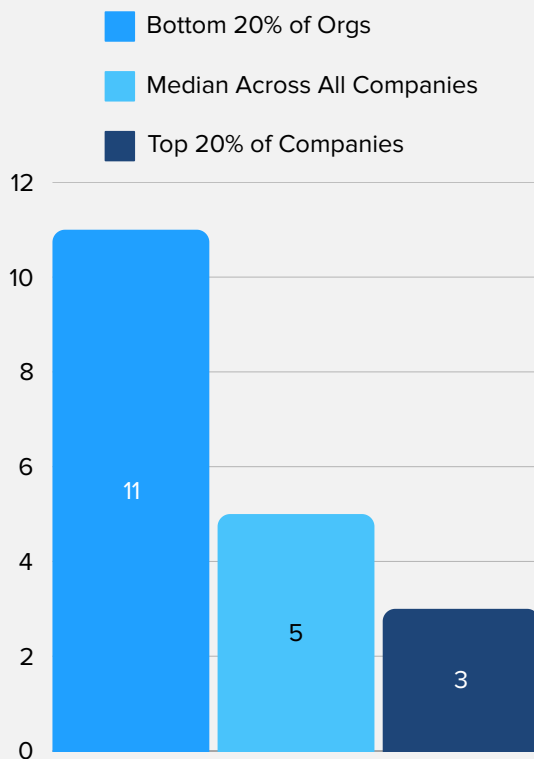Resolution Time measures the time it takes to resolve a customer issue. Typically, it's the time between the case creation and closure dates.

GROUP TICKETS THAT AFFECT THE SAME EQUIPMENT. EVALUATE YOUR SERVICE DELIVERY FROM THE CUSTOMER'S PERSPECTIVE.

RESOLUTION TIME (IN DAYS)

- Bottom 20% of Orgs
- Median Across All Companies
- Top 20% of Companies

	Value
Bottom 20% of Orgs	11
Median Across All Companies	5
Top 20% of Companies	3

KEY OBSERVATIONS:

Bottom-performing companies take almost **four times longer** to resolve an issue than their top-performing counterparts. This suggests that top-performing companies have more efficient processes, better-trained technicians, or more advanced tools that help them resolve problems faster.
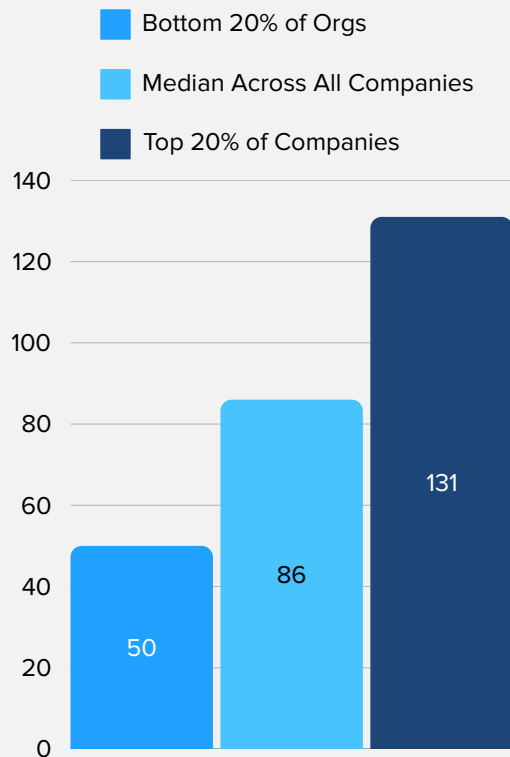
Tip: Extended downtime can lead to frustration, potential churn, and increased costs, so aim for low Resolution Time rates. Benefits include longer machine uptime, happier customers, fewer repeat visits, and higher revenues.

TIME BETWEEN SERVICE EVENTS

What Is It?

Need to calculate both uptime and service performance? Look no further than Time Between Service Events. It measures the average duration between two consecutive service appointments or maintenance visits and looks holistically at the effectiveness of the service and maintenance. It reflects how often service or maintenance is required, which can provide insights into the reliability, quality, and maintenance needs of the item being monitored.

TIME BETWEEN SERVICE VISITS (DAYS)

- Bottom 20% of Orgs
- Median Across All Companies
- Top 20% of Companies

Category	Days
Bottom 20% of Orgs	50
Median Across All Companies	86
Top 20% of Companies	131

PRO TIP:

To boost service delivery, focus on improving the quality of each service visit to reduce the need for frequent follow-ups. Equip your technicians with the right tools, training, and real-time data to solve issues thoroughly the first time and predict machine downtime. This will extend the time between visits, leading to fewer disruptions and more efficient use of your resources.

KEY OBSERVATIONS:

On average, low-performing companies have nearly **3 times more** Visits Per Asset than top-performing companies. Top-performing companies have a much longer time between service visits, indicating that they are more efficient in service quality, requiring fewer repeat visits or follow-ups.

A NEW ERA IN EFFICIENCY

Service Request Funnel: Enhancing Every Level with AI for Service Professionals

Understanding the diverse needs of service requests is key to improving efficiency and customer satisfaction. The Service Request Funnel has three levels, each requiring tailored solutions.

AI for Service Professionals is designed to address each level of this funnel, enabling faster resolutions for all personas involved in the service journey—from customers to technicians to VPs.

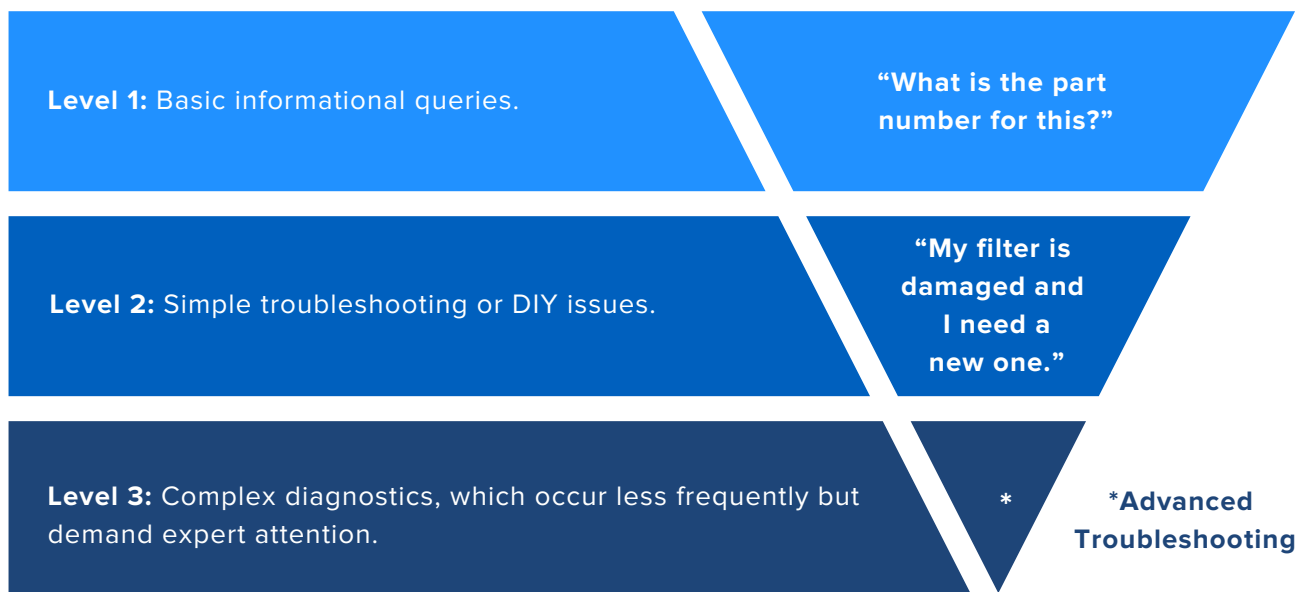## AI for Service Professionals Meets the Shift Left Strategy

Field service organizations face mounting pressure to enhance operational efficiency while meeting rising customer expectations. The Shift Left Method, combined with AI for Service Professionals, is proving to be a transformative solution that **reduces service costs, optimizes resource allocation, and elevates performance**.

- For customers, it provides intuitive self-service tools that allow them to resolve Level 1 and Level 2 issues quickly.

- For call center agents, it enhances troubleshooting capabilities, equipping them to tackle Level 2 and escalate Level 3 issues effectively.

- For technicians, it offers expert-level guidance to resolve Level 3 issues with precision, minimizing errors and repeat visits.

Level 1: Basic informational queries.

"What is the part number for this?"

Level 2: Simple troubleshooting or DIY issues.

"My filter is damaged and I need a new one."

Level 3: Complex diagnostics, which occur less frequently but demand expert attention.

*Advanced Troubleshooting

WHAT IS SHIFT LEFT?

The Shift Left strategy focuses on solving problems closer to their origin—reducing the need for multiple service visits by leveraging remote diagnostics, self-service options, and preemptive maintenance. Organizations adopting this approach can resolve issues earlier, conserve resources, and improve both operational efficiency and customer satisfaction.

DID YOU KNOW:

According to Aquant's data, **33% of all service queries are solvable without a professional's help**. Addressing basic issues upfront saves valuable time. Automating or streamlining responses for simple queries can free up call center agents to focus on more complex troubleshooting, enhancing overall efficiency.

How AI for Service Professionals Enhances the Shift Left Method

AI for Service Professionals elevates the Shift Left strategy by addressing requests at every funnel level with precision and adaptability. Unlike traditional AI, it is tailored to specific industries, tasks, and users, empowering all team members to resolve issues effectively, regardless of their experience level.

Key benefits include:

- Reducing avoidable dispatches through advanced troubleshooting and decision-making tools.

- Supporting call center agents as the first line of defense, ensuring they can resolve more issues remotely.

- Equipping technicians with detailed insights to arrive on-site with the right parts, tools, and knowledge, preventing repeat visits.

Even a modest improvement—such as a 1% increase in Remote Resolutions—can **save organizations $1.1 million annually**, proving that even small shifts can yield substantial financial returns.

Narrowing the Service Expertise Gap™

The Service Expertise Gap™—the growing divide between increasingly complex machinery and the expertise available in today's workforce—is one of the most pressing challenges in field service.

AI for Service Professionals plays a critical role in bridging this gap by:

- Replicating the expertise of seasoned technicians.

- Guiding new and experienced technicians through complex diagnostics.

- Enhancing training and knowledge-sharing across the workforce.

By addressing requests across the service funnel, AI for Service Professionals ensures that all personas—customers, call center agents, and technicians—can find answers to their questions efficiently. This minimizes unnecessary truck rolls, optimizes resource use, and boosts customer satisfaction.

THE POWER OF AI FOR SERVICE PROFESSIONALS

AI for Service Professionals isn't just a buzzword—it's a proven game-changer for field service organizations.

In a recent A/B test, Aquant's AI engine was benchmarked against prospects' internal methodologies, demonstrating its ability to outperform traditional approaches. The result?

A 39% IMPROVEMENT IN RESOLUTION TIME: FASTER ISSUE RESOLUTION REDUCED CUSTOMER DOWNTIME, IMPROVED OPERATIONAL EFFICIENCY, AND CREATED HAPPIER STAKEHOLDERS.

What does this mean for your organization?

These results highlight the tangible value of integrating AI for Service Professionals into your service strategy:

- **Higher efficiency:** Empower your team to resolve more issues faster, whether remotely or on-site.

- **Reduced costs:** Minimize repeat visits, avoid unnecessary dispatches, and streamline operations.

- **Elevated customer satisfaction:** Faster, accurate resolutions create a better service experience and stronger customer loyalty.

When paired with the Shift Left Method, **AI for Service Professionals** transforms service organizations into proactive, precision-driven teams that consistently outperform the competition.
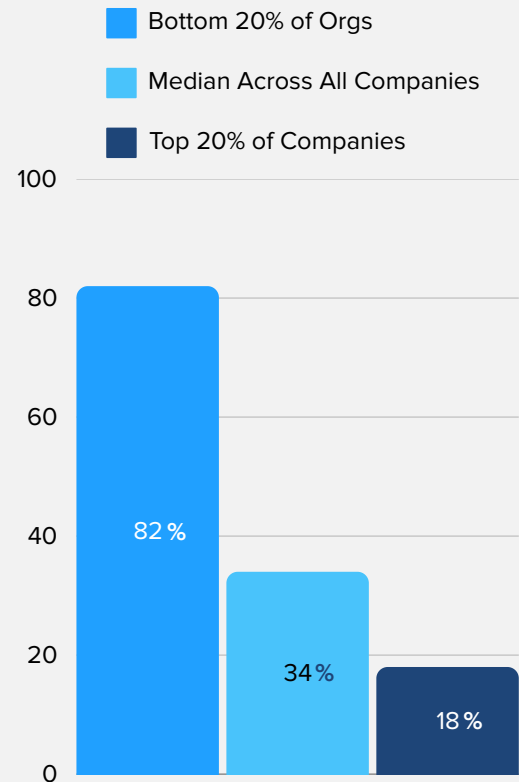
THE FUTURE OF FIELD SERVICE WITH AI

AI for Service Professionals and the Shift Left transforms field service organizations into industry leaders. Together, these strategies:

- Scale expert knowledge across the workforce.

- Improve technician training and preparedness.

- Deliver consistent, high-quality service to meet and exceed customer expectations.

As the Service Expertise Gap™ widens, organizations that embrace this combination will remain competitive by ensuring that all stakeholders—regardless of experience level—can deliver expert-level service. By addressing each point in the funnel, AI for Service Professionals drives efficiency, reduces costs, and positions organizations for long-term success in an ever-evolving market.

ADDITIONAL RESOLUTION COSTS VS. COST PER WORK ORDER (SERVICE EVENT)

Legend:
- Bottom 20% of Orgs
- Median Across All Companies
- Top 20% of Companies

Bar chart values: 82%, 34%, 18%

WHAT HAPPENS IF A SERVICE ISSUE ISN'T SOLVED ON THE FIRST VISIT?

ON AVERAGE, THE RESOLUTION COST IS **34% MORE** THAN THE COST PER WORK ORDER!

Cost Per Work Order measures rates for materials, labor, travel, and more per job. **Resolution Cost** measures the dollar amount required to fully resolve a service ticket, ensuring no additional visits are needed within the following 30 days. This metric encompasses all associated costs, including multiple visits, truck rolls, parts, and labor, focusing on achieving a successful, lasting resolution from the customer's perspective.

START YOUR JOURNEY TO SERVICE EXCELLENCE

Curious about how your org stacks up against the benchmarks outlined in this report?

Participate in Aquant's **7 Day Challenge** to find out—at no cost to you.

Our analysts will process and analyze your data via Aquant's robust AI engine. We'll show you the results of your org's key metrics (including First Time Fix Rate), how you can be more efficient, and where to save money.

LEARN MORE

USE YOUR DATA TO UNCOVER THE MOST SIGNIFICANT OPPORTUNITIES FOR PERFORMANCE IMPROVEMENT AND SEE HOW SHIFTING LEFT CAN HELP YOUR ORG STAY AHEAD OF THE COMPETITION.

aquant

Aquant offers generative AI that is purpose-built for service. Whether you're a service leader, field technician, customer service representative, or customer, this platform is designed to offer expert guidance for all participants involved in the service lifecycle, ensuring optimal decision-making at each stage. Aquant AI for Service Professionals continuously refines its capabilities by learning from real-world service data, expert insights, and user feedback. This dynamic approach enables the engine to generate the most accurate and personalized recommendations for every query, throughout every phase of the service cycle.

Learn more about Aquant here: **www.aquant.ai**.