2026 RETAIL HEALTHCARE FACILITIES

Benchmark Report

Specific key metrics for retail healthcare brands investing in facilities management

ServiceChannel

What's inside

In this report, you'll find:

- Facilities spend breakdown on repair and maintenance (R&M) and capital expenditures (CapEx) spend for retail healthcare* locations in the U.S.
- Insights into the service provider marketplace, including gaps between top and bottom performers
- Analysis of R&M spend for the HVAC trade
- Costs to repair revenue generating equipment, with a close look into HVAC units

* Retail healthcare encompasses healthcare facilities that are part of multi-location brands or shared services organizations, including dental practices, veterinary clinics, and urgent care centers.

Table of contents

INTRODUCTION

How do your retail healthcare facilities compare?

Spend by retail healthcare brands on repair and maintenance (R&M) is surging every year, putting facilities and real estate leaders under pressure to absorb rising costs while their portfolios keep growing and compliance mandates get tighter.

Average R&M spend per location annually rose to $10.5K in 2025, up 4.7% year over year (YoY), driven primarily by an increase in work order volume of 3.8%. This YoY growth in total facilities R&M spend further emphasizes the broader trend of continued cost pressures at the site level.

What are you spending each year on repairs and maintenance?

Annual work order data

Average R&M spend per location

2024	2025
$10,107	$10,581 (+4.7% YoY)

Average R&M work order volume per location

2024	2025
26.4	27.4 (+3.8% YoY)

Footnote: Retail healthcare benchmarks are based on 2025 and 2024 facilities data from over 196,400 work orders. Marketplaces provider information sourced from ~791 service providers and over $90.6M in R&M spend tracked via the ServiceChannel platform.

Note: Outliers on some categories were excluded to preserve data integrity.

REPAIR AND MAINTENANCE INSIGHTS

The cost of R&M for retail healthcare facilities

As inflation and other economic pressures continue to drive facilities maintenance costs higher, it is more important than ever for facilities leaders to leverage benchmarking data to effectively optimize their provider networks, improve asset performance, and make more informed maintenance and investment decisions.

Some facilities maintenance software now incorporates AI functionality, which can be one lever teams pull to optimize processes and reduce spend. A 2026 Worldmetrics survey reports that AI-powered maintenance tools can help reduce equipment downtime by up to 25-30%! Successful facilities managers use benchmarking statistics to analyze how maintenance programs are performing compared to industry peers, empowering them to build smarter, more defensible budgets.

> *"[With AI summaries] I can get up to speed on a work order in a matter of seconds, rather than digging through work order history and notes.*
>
> *— Senior Manager, Retail Facilities*

See how ServiceChannel AI helps reduce friction in facilities work management.
See AI for facilities ›
https://servicechannel.com/request-a-demo

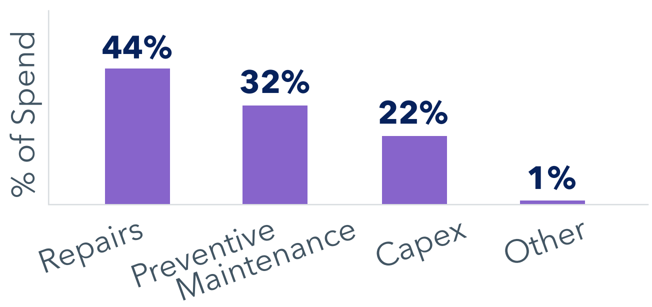
RETAIL HEALTHCARE SPEND BREAKDOWNS

Where retail healthcare brands spend the most

Reactive repairs take up almost half of FM budgets, with 44% of the total. As critical assets age, the cost of reactive repairs and operational disruptions from downtime grow. Proactive maintenance helps identify issues early, extend asset life, and make maintenance spending more predictable. Every dollar invested in preventive maintenance (PM) can reduce repair costs and minimize unplanned downtime, potentially freeing up budget for capital investments and facility upgrades.

Do you have a proactive maintenance plan in place?

Spend breakdown by category



Factors that influence spend and work order volume:

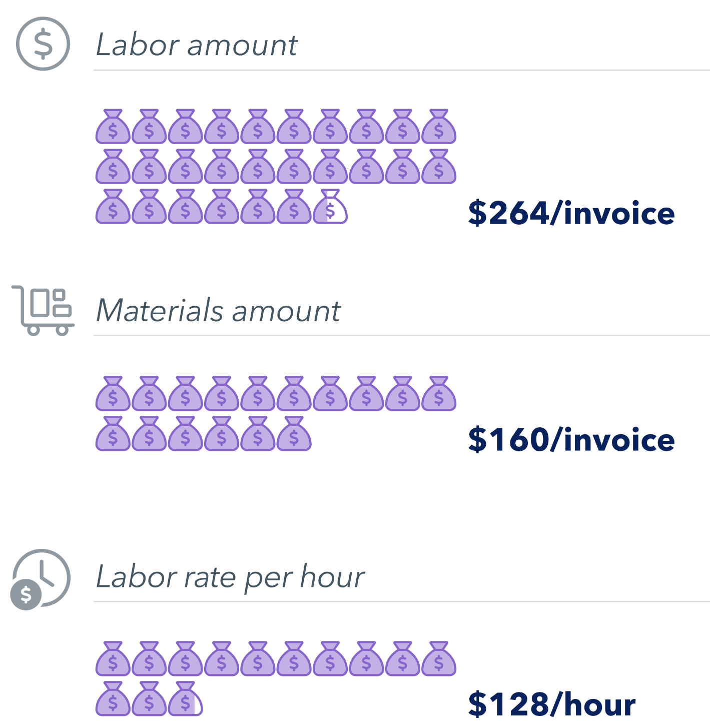
- Brand standards and facility experience expectations
- Service provider availability and performance across regions
- Number and complexity of facility assets, including asset age and condition
- Vendor and service provider network selection
- Facility size, infrastructure age, and lease terms

Invoice cost itemization

Invoice costs are driven primarily by labor, accounting for 50% of the total, with an average hourly labor rate of $128. Materials are the secondary factor, making up 30%, with an average of $160 per invoice.

Brands use ServiceChannel to track cost trends like these and validate that they are paying the market rate for labor, materials, and hours on every invoice. This is essential for controlling budgets, optimizing vendor negotiations, and improving forecast accuracy year over year.

Average 2025 per invoice cost breakdown for repairs:

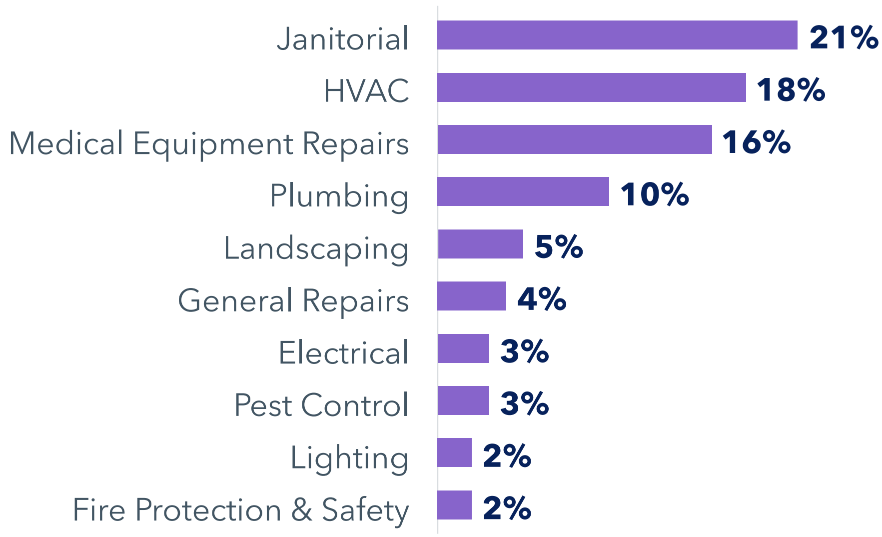


Trade spend

Trade spend shows janitorial services accounting for the largest share at 21% of spend, followed closely by HVAC at 18% and medical equipment repairs at 16%. Tracking spend by trade helps facilities managers pinpoint where their R&M budget is going. With visibility into trade spend through a facilities management platform that captures this data, managers can quickly identify where vendor costs are concentrated, allowing them to prioritize sourcing efforts and negotiate competitive rates with specialized providers. It also supports a shift from reactive fixes to more strategic, targeted capital planning.

Which trades are driving the largest share of your R&M spend?

Spend breakdown % by trade on R&M:



TRADE INSIGHTS

The financial impact of HVAC

Emergency HVAC repairs (requesting the provider to arrive in less than 4 hours) cost 14% more than non-emergency repairs while still taking nearly 7 days to resolve, reinforcing the value of preventive maintenance as the cost-effective, non-disruptive way to manage critical systems and reduce downtime. With the average invoice cost of emergency HVAC repairs climbing 16% annually, facilities leaders that lock in long-term maintenance contracts can prevent costly emergency repairs while keeping costs under control.

How are you keeping track of your critical assets?

Annual HVAC costs

19%
Percentage of HVAC repairs that are emergency priority

$1.1K (+16% YoY)
Average cost per invoice for emergency HVAC repairs

$960 (+15% YoY)
Average cost per invoice for non-emergency HVAC repairs

7 days
Average resolution time for emergency HVAC repairs

2.4 (+9.1% YoY)
Average count of annual HVAC repairs per location

4.4 years
Average HVAC asset age

Discover how ServiceChannel helps with asset management. ***Request a demo ›***
https://servicechannel.com/request-a-demo

PROVIDER INSIGHTS

Sourcing the best HVAC service providers

Optimizing your provider network is key to lowering R&M costs, and brands have noticed the difference. Efficient, high-quality repairs minimize asset downtime, driving down expenses while increasing customer loyalty. For instance, businesses with provider networks in the top quartile spent up to 38% less on HVAC repairs than those with networks in the bottom quartile of performers.

Comparison of HVAC provider performance

	Top quartile network	Bottom quartile network
Cost *Median invoice cost*	$466 38% cheaper	$752
Speed *Completion time, days*	6 days 9 days faster	15 days
Quality *First-time completion rate*	61% 53% more completions on the first trip	8%

Potential savings

By upgrading from bottom to top quartile provider networks in key trades

Electrical	Plumbing	Lighting
29% savings	33% savings	31% savings

WRAP UP

Take charge of your success

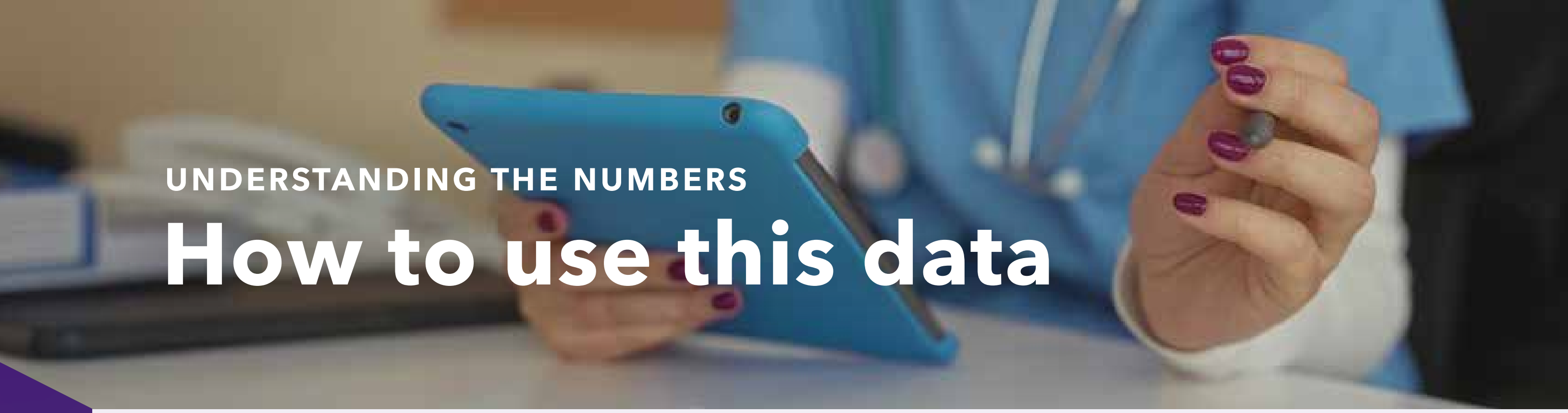
Navigating facilities management for a multitude of locations without full visibility is a challenge many retail healthcare leaders face. What kind of visibility do you have across your clinics? The ServiceChannel platform closes this gap by delivering comprehensive facilities intelligence at every location.

If you're navigating facilities spend or procurement without a full view of performance, you're not alone. We can help! Whether you're guiding an in-house facilities management team, self managing a network of facilities, or outsourcing help while still craving transparency, the ServiceChannel platform gives you access to the most comprehensive, retail-specific facilities intelligence in the industry.

Successful facilities leaders are using this data every day to improve the patient experience and justify proactive investments, all while achieving cost savings in the areas that matter.

> *" We went from a system of being very human-dependent to an automated solution that delivers faster service to our offices and better communications to our vendors.*
>
> *— Director of Facilities and Dental Equipment, Retail Healthcare*

Stop guessing and start improving. Let's chat about your facilities management strategy. See a live demo from our experts. ***Learn more ›***
https://servicechannel.com/request-a-demo



UNDERSTANDING THE NUMBERS

How to use this data

Consider these questions and resources for your facilities management strategy.

Asset management

- Which assets cost the most for R&M?
- How am I keeping track of vital retail healthcare assets and work done on them?
- What is the average age of my equipment? Do I have a way of tracking that?
- What preventive maintenance measures do I have in place?

Spend optimization

- How is our invoice volume and cost changing? Do I have access to this information?
- Do we spend more or less than average? Does our data explain why?
- What percentage of our facilities budget goes towards repairs?
- Which trades and categories present savings opportunities?

Provider performance

- Are we working with top providers? How do we know?
- How much could we save by upgrading our provider network?
- What quality improvements can be achieved when upgrading our provider network?

See how other retail healthcare brands saw success with ServiceChannel

- Case Study:
  Smile Brands
  https://servicechannel.com/case-studies/case-study-smile-brands
- Case Study:
  Great Expressions Dental Centers
  https://servicechannel.com/case-studies/case-study-great-expressions-dental-centers

Ready to see it for yourself? ***Learn more ›***
https://servicechannel.com/request-a-demo

Learn how data-driven facilities management can help you save money and get better outcomes. ***Let's talk ›***

https://servicechannel.com/contact/contact-sales

ServiceChannel