



2025 RETAIL FACILITIES

Benchmark Report

Specific, key metrics for retail brands in small, medium, and large box industries.

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INTRODUCTION

What's inside

In this report, you'll find:

- › Facilities spend breakdown on repair and maintenance (R&M) and capital expenditures (CapEx) spend for small, medium, and large box retail 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

How do your retail facilities compare?

If you're a retail leader in the facilities, real estate, procurement, or finance space, you should leverage this data to evaluate your brand's facilities operations in 2025 and 2026.

This proprietary data comes from the ServiceChannel platform, where R&M, CapEx spend, and provider performance was tracked for one calendar year.



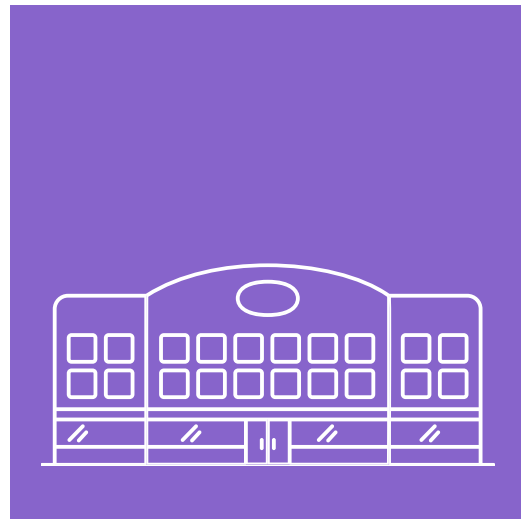
<10,000 sq. ft.

**Small Box
Retail**



10,000–50,000 sq. ft.

**Medium Box
Retail**



50,000–150,000 sq. ft.

**Large Box
Retail**

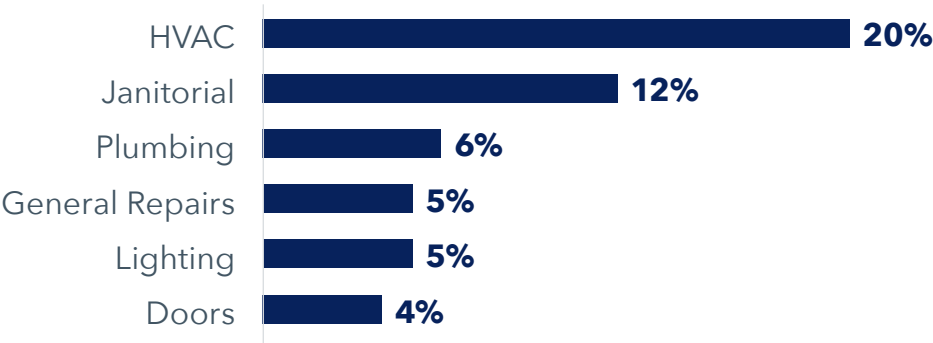
Cost trends for retail facilities

What each retail segment is spending on facility repairs:

For small box retail brands, yearly R&M and CapEx spend ranges from \$8K-\$27K on the high end, with medium box retailers spending nearly 3x more. While the increase slows for large box brands, about 25% invested upwards of 94K in a single year on facility repair.

R&M spend breakdown by trade

Small, Medium, and Large Box Retail industries combined



1. Footnote: Retail benchmarks are based on 2024 facilities data from over 4.7 million work orders across 52K+ retail locations (small, medium, and large box sizes). Marketplaces information sourced from 4.6K service providers and over \$1.3B in R&M spend tracked via the ServiceChannel platform.

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

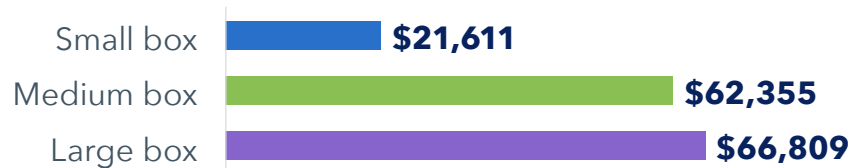


And where they're spending it:

In 2024, the average repair spend per location for large box retail stores was \$66,809, with an average invoice cost of \$1112, up 4% from 2023. For small, medium, and large box retailers combined, the HVAC trade leads with 20% of total facilities R&M spend in 2024, followed by janitorial and plumbing. Do you have a reliable way of tracking where your brand's repair spend is going?

Per location across brands:

Average annual facilities spend



Median monthly invoice volume



Average repair invoice cost

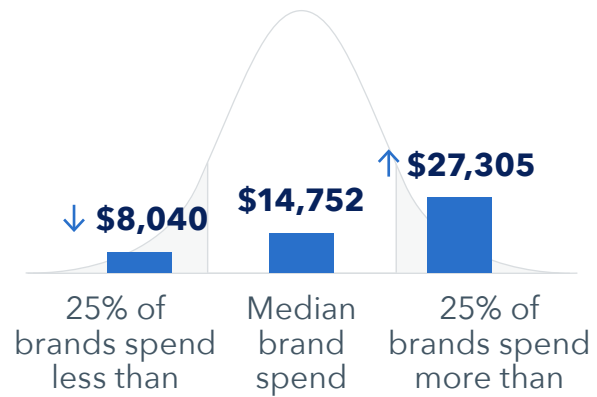


Spend per location varies significantly across retail brands, with rapidly growing businesses often investing more in maintaining and upgrading their locations to support expansion and deliver consistent customer experiences. Others manage lower expenditures by focusing on operational efficiency, such as leveraging preventive maintenance (PM), bulk purchasing, and sourcing more cost-effective providers.

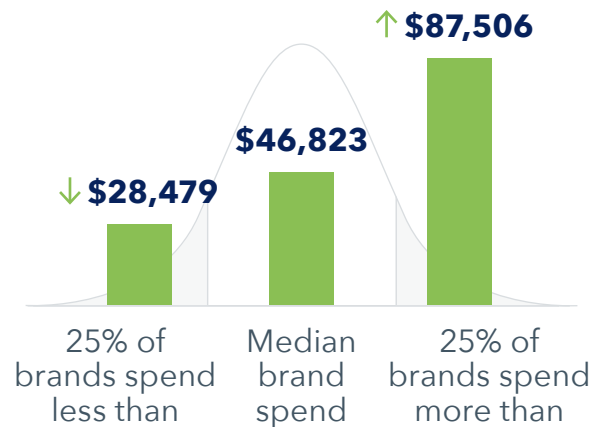
“ Our goal was to find a facilities management platform that would remove the burden of resolving all the repair and maintenance issues from our stores and regional managers. This sounds simple but doing it for us was huge.

— Alan Donohoe,
Facilities Manager,
Louis Vuitton North America

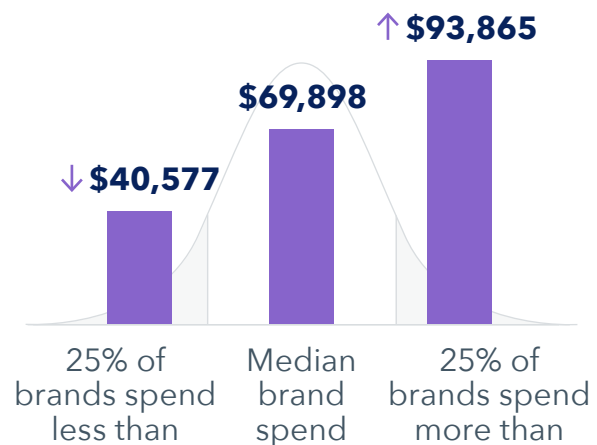
Range of spend per location per year



Small Box Retail



Medium Box Retail



Large Box Retail

Factors that influence spend and work order volume:

- › Brand standards and in-store experience expectations
- › Service provider availability and performance across regions
- › Number and complexity of in-store assets, including asset age and condition
- › Vendor and service provider network selection
- › Store size (small, medium, large box), infrastructure age, and lease terms





Pro tip

Onboard a system that allows you to easily keep track of asset age and health to proactively plan maintenance before emergency repairs catch you off guard. It'll save you time, money, and service disruptions in the long run.

Bonus points if you can also source providers and schedule the repairs in the same system.

Identify which trades take up the largest share of your R&M budget.

Learn More ›

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

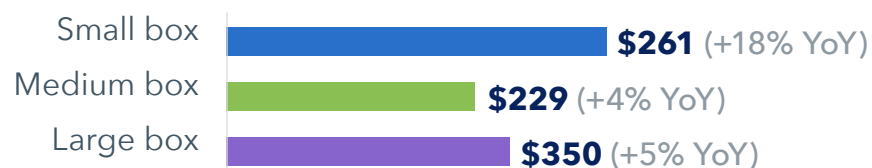
What are retailers spending on repairs?

The median labor share of repair spend is about \$350 per work order (WO) for large box brands, up 5% from 2023. Median labor hours and rates for repairs are about the same for all three segment sizes, averaging about 3.6 hours per repair at \$87 an hour for service providers.

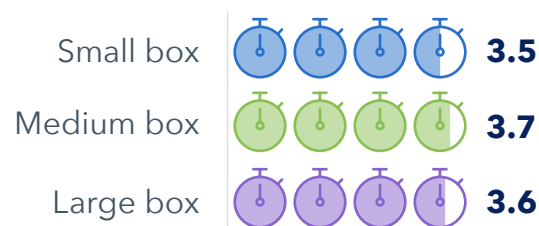


Invoice medians for repairs per WO:

› Labor amount



› Labor hours



› Labor rate per hour





How to use this data

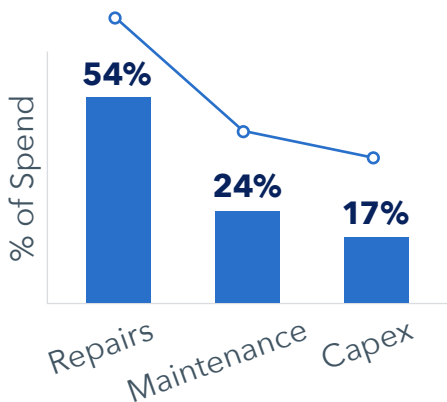
Consider these questions about your overall spend compared to peers.

- › How am I keeping track of vital retail assets and work done on them?
- › What is the average age of my equipment? Do I have a way of tracking that?
- › Should I start looking into preventative maintenance?

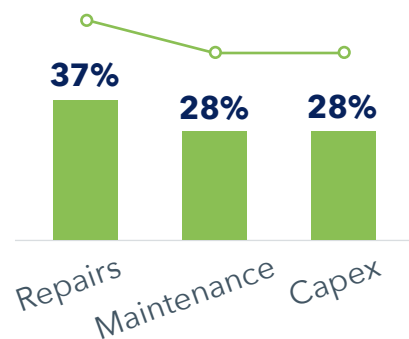
Where retail brands spend the most

The repairs category consumes the largest share of facilities spend for retail brands across all size segments, with small box retailers allocating up to 54% of spend in this category, compared to 37% for large and medium retailers.

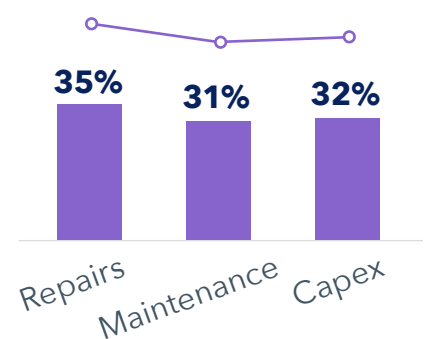
Spend breakdown (%) on top 3 categories



Small Box Retail



Medium Box Retail



Large Box Retail

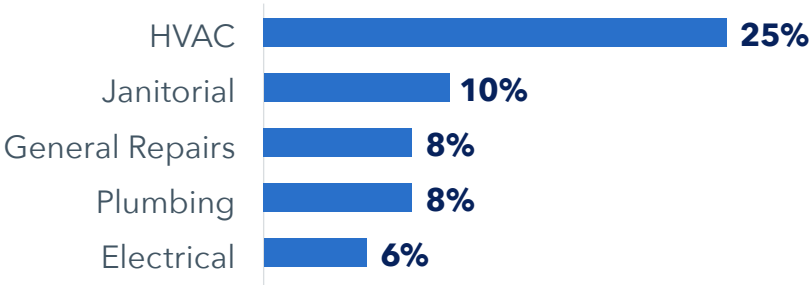


Due to the scale and complexity of their facilities operations, large and medium brands tend to spend more on PM, which can result in lower spending on reactive repairs, and putting more towards CapEx.

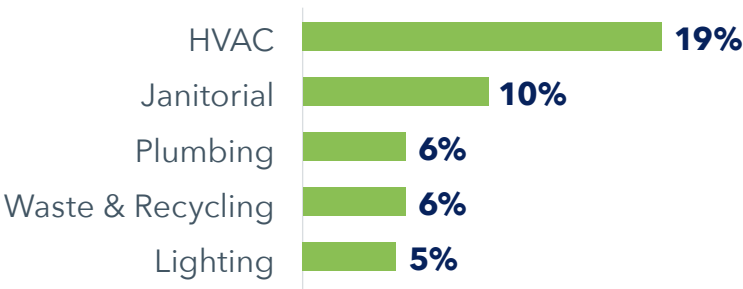
“ With greater visibility into facilities spend, the facilities group has taken a more strategic approach to its operation. Total maintenance spend was reduced by twice the original goal with no negative impact on store operations.

– Facilities Sourcing Manager, Global Retailer

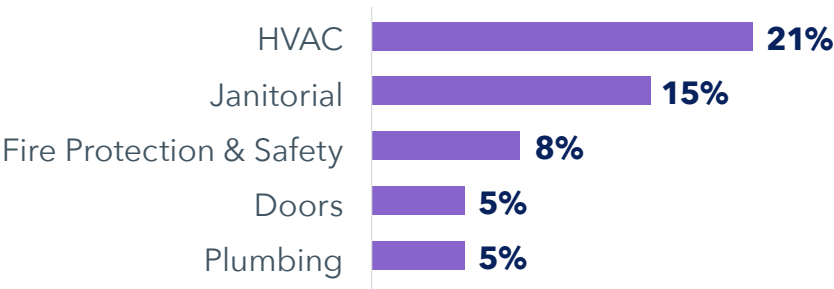
Spend breakdown (%) on top trades



Small Box Retail



Medium Box Retail



Large Box Retail



How to use this data

Consider these questions about your overall spend compared to peers.

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

Identify which trades take up the largest share of your R&M budget.

Learn More ›

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

The financial impact of HVAC

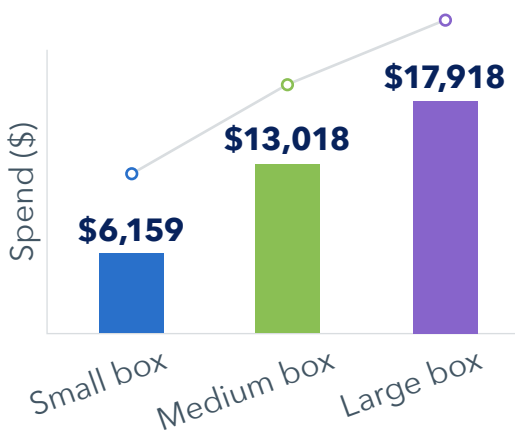
Spending on HVAC is a substantial cost for retail brands across all segments, driven by the number and size of units at each location, along with planned investments in replacements, upgrades, and ongoing PM to keep store temperatures, customers, and employees comfortable.



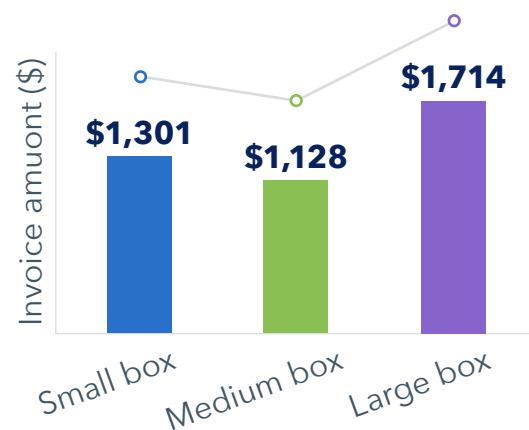
Average annual HVAC emergency repairs per location

Small, Medium, and Large Box Retail industries combined

Average total annual spend per location on HVAC trade



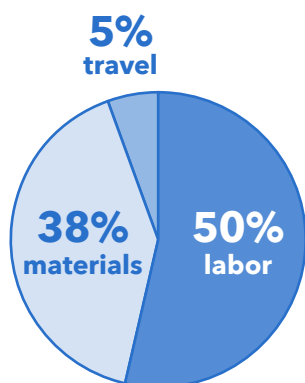
Average invoice amount for HVAC repairs



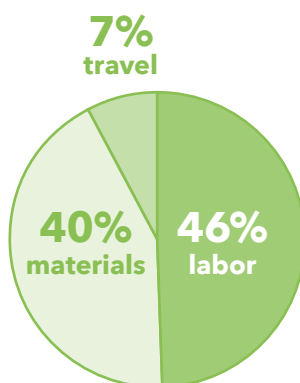
Emergency repairs make up 7-16% of all HVAC repairs and often require a response within 1 to 4 hours depending on severity. Delays can disrupt operations and drive-up reactive repair costs, making preventive maintenance essential.

As of 2024, approximately 90% of small and medium brands are actively performing PM, with only 64% of large box stores making the investment.

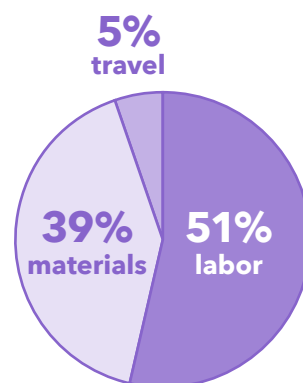
Spend breakdown on repair costs



Small Box Retail



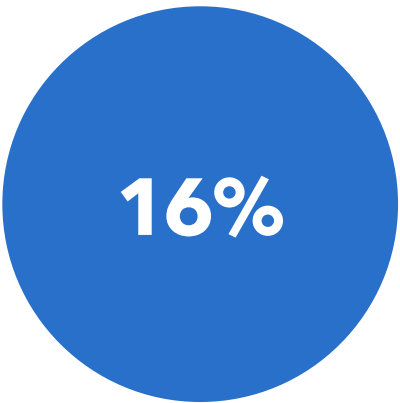
Medium Box Retail



Large Box Retail



Percentage of repairs that are emergency priority:



Small Box Retail

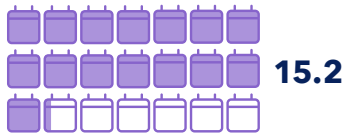
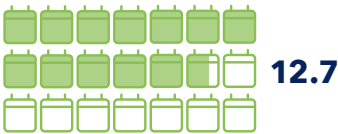
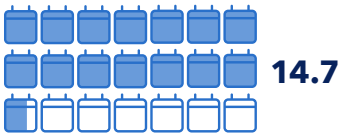


Medium Box Retail



Large Box Retail

Days to resolve emergency repairs



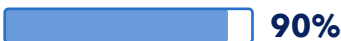
Cost for emergency repair



Invoices for HVAC preventive maintenance (PM)



Percentage of locations performing PM





How to use this data

Consider these questions about your overall spend compared to peers.

- › How does our repair data compare in terms of frequency and cost breakdown?
- › Do we have data to track whether maintenance is actually getting done?
- › Do our service providers resolve emergencies fast enough to protect sales?

Want the full breakdown on what your peers are spending for R&M on HVAC?

Explore R&M Costs ›

<https://servicechannel.com/resources/blog/retail-hvac-repair-maintenance-costs>

PROVIDER INSIGHTS

Sourcing the best service providers

Cutting waste from R&M costs starts with building a skilled provider network that delivers faster repairs with lower labor time, all without losing quality. Beyond monetary savings, top provider networks also improve customer loyalty by shrinking asset downtime.

To measure opportunities to improve R&M cost and performance by optimizing provider networks, we compared HVAC providers for retail brands across three key performance indicators (KPIs): completion time (speed), first-time completion rate (quality), and invoice cost (price). Based on these KPIs, we grouped provider networks into quartiles: top 25%, middle 50%, and bottom 25%.



 **Cost**
(invoice cost)

Top Quartile Brand

 **\$412**
22% cheaper

Bottom Quartile Brand

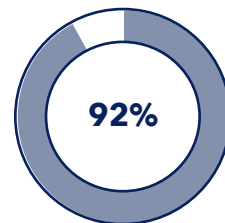
 **\$525**

 **Speed**
(completion time, days)

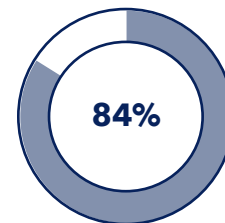
 **4.7 days**
2.6 days faster

 **7.3 days**

 **Quality**
(first-time completion rate)



10% more completions on the first trip



ServiceChannel has opened up a new level of dialogue and understanding with our vendors. Many of these discussions are based on the scorecards that we generate through the platform, which gives us access to real-time and relevant information.

– Global Specialty Retailer

Retail brands with provider networks in the top quartile can realize up to 22% less costs on HVAC repairs than brands with provider networks in the bottom quartile.

Applying these insights can help facility operators take their facility maintenance programs to the next level, getting better results for every dollar they spend, while fostering their brand's reputation and customer experience.



How to use this data

Consider these questions about the cost and service quality of your service providers.

- › Are we working with top providers? How do we know?
- › Do we use actual cost and performance data for provider procurement?
- › How much could we save by upgrading our provider network?

Check out our marketplace of providers and see how yours compare.

Discover Providers ›

<https://servicechannel.com/take-a-tour/>

WRAP UP

Take charge of your store's success

The key to improving your retail facilities program is to shift from reactive fixes to informed, strategic oversight. Retail brands on the ServiceChannel platform aren't just tracking repairs, they're surfacing trends, identifying inefficiencies, and making data-driven decisions to improve operations in real time. Now it's your turn.



What kind of visibility do you have across all your stores? If you're navigating facilities spend or procurement without a full view of performance, you're not alone, and we can help. Whether you're guiding an in-house facilities management team, self-managing a network of stores, 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 leverage insights and justify investments in FM software, all while achieving cost savings in the areas that matter.

“ Using ServiceChannel, we get time back in our day because the system basically manages itself. It has given us the ability to prioritize, track everything, and be more efficient overall. Using the system to our advantage and to our specifications has been a huge help and has changed our world.

— Senior Manager, Global Store Development, Under Armour

Ready to level-up your facilities program? Discover how you can reduce spend and improve outcomes with actionable insights.

Learn More ›

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



Learn how data-driven facilities management can help you save money and get better outcomes.

Let's Talk ›

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