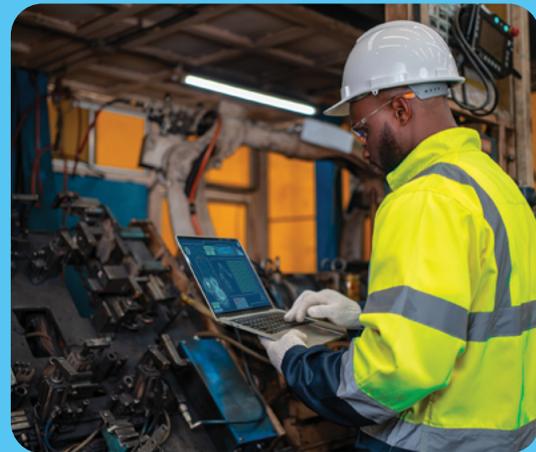


# 2026 Technical Service Hours Tracking



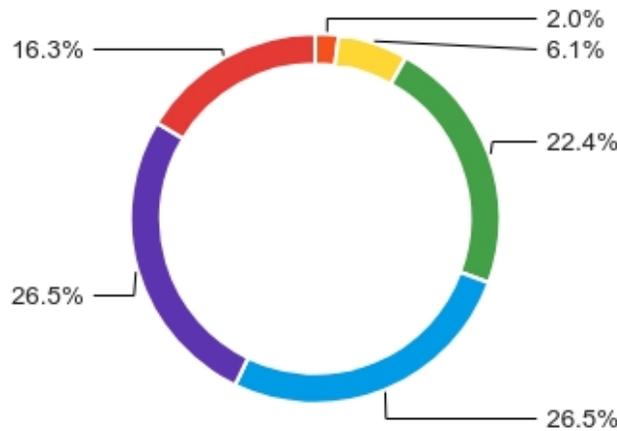
**Objective:** To benchmark how companies track service technician hours.

**Respondents = 45**

**Summary**

More than half of responding companies (56.3%) use a digital system (software or application) to track technician hours. Almost one-third of respondents (32.6%) record their labor hours in 15-minute increments with some open-ended comments indicating that their technicians typically enter their time when the job is finished. Almost two-thirds of respondents (65.2%) also indicated they are not planning to make any changes to their hourly tracking system in the next 12 months.

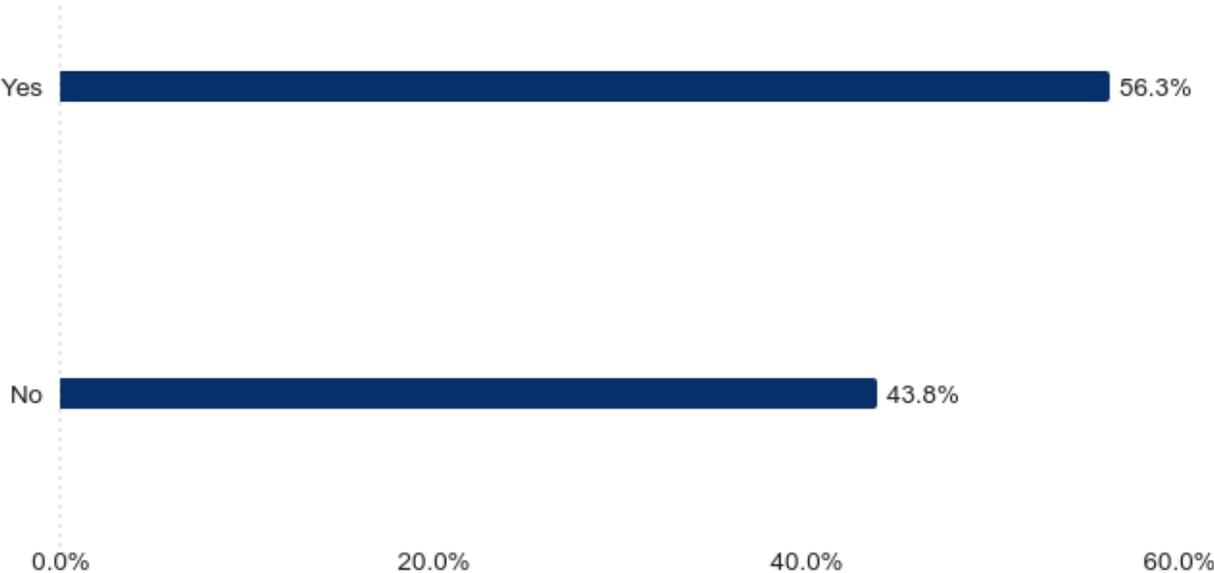
**Annual Revenue**



- \$250 Million +
- \$100 - \$249 Million
- \$50 - \$99 Million
- \$20 - \$49 Million
- \$10 - \$19 Million
- \$0 - \$9 Million

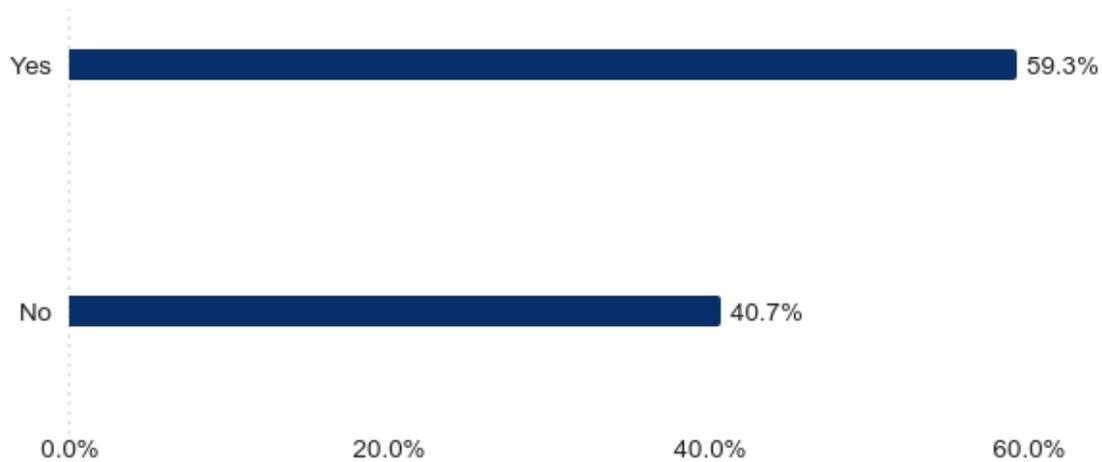
	Total	\$0 - \$9 Million	\$10 - \$19 Million	\$20 - \$49 Million	\$50 - \$99 Million	\$100 - \$249 Million	\$250 Million +
<b>Number of Respondents</b>	45	8	10	13	10	3	1

1. Does your company use digital systems (software or application) to track technician hours?



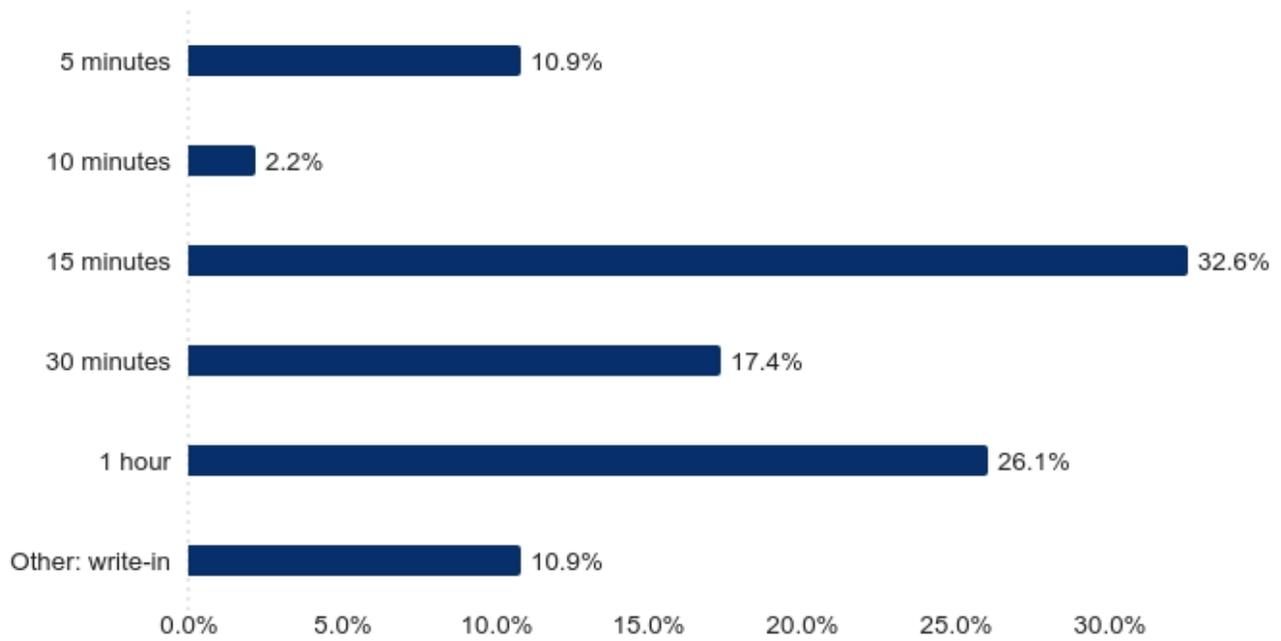
<i>Response Percentage by Revenue Range</i>						
	\$0 - \$9 Million	\$10 - \$19 Million	\$20 - \$49 Million	\$50 - \$99 Million	\$100 - \$249 Million	\$250 Million +
<b>Yes</b>	37.5%	40.0%	46.2%	80.0%	100.0%	100.0%
<b>No</b>	62.5%	60.0%	53.8%	20.0%	-	-
<b>Total</b>	8	10	13	10	3	1

**2. Is your hourly tracking system integrated with an ERP and/or payroll?**



<i>Response Percentage by Revenue Range</i>						
	\$0 - \$9 Million	\$10 - \$19 Million	\$20 - \$49 Million	\$50 - \$99 Million	\$100 - \$249 Million	\$250 Million +
Yes	-	75.0%	83.3%	50.0%	66.7%	-
No	100.0%	25.0%	16.7%	50.0%	33.3%	100.0%
Total	3	4	6	8	3	1

**3. In what increments are service labor hours recorded?**



<i>Response Percentage by Revenue Range</i>						
	\$0 - \$9 Million	\$10 - \$19 Million	\$20 - \$49 Million	\$50 - \$99 Million	\$100 - \$249 Million	\$250 Million +
<b>5 minutes</b>	25.0%	-	7.7%	20.0%	-	-
<b>10 minutes</b>	-	-	-	10.0%	-	-
<b>15 minutes</b>	25.0%	40.0%	30.8%	30.0%	66.7%	-
<b>30 minutes</b>	12.5%	40.0%	23.1%	-	-	-
<b>1 hour</b>	37.5%	10.0%	23.1%	20.0%	33.3%	100.0%
<b>Other: write-in</b>	-	10.0%	15.4%	20.0%	-	-
<b>Total</b>	8	10	13	10	3	1

**Other: Write-in (by Revenue Range)**

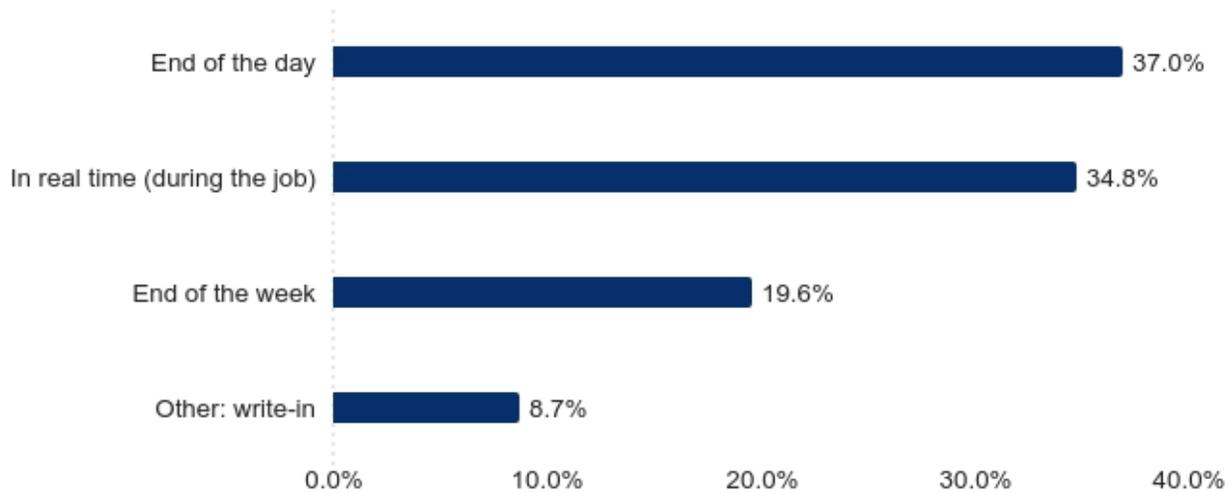
**\$20 - \$49 Million**

- 1 minute (2)

**\$50 - \$99 Million**

- Punch in and out

#### 4. When do technicians record their hours?



Response Percentage by Revenue Range						
	\$0 - \$9 Million	\$10 - \$19 Million	\$20 - \$49 Million	\$50 - \$99 Million	\$100 - \$249 Million	\$250 Million +
In real time (during the job)	37.5%	40.0%	30.8%	40.0%	33.3%	-
End of the day	25.0%	60.0%	23.1%	30.0%	66.7%	-
End of the week	25.0%	-	30.8%	20.0%	-	100.0%
Other: write-in	12.5%	-	15.4%	10.0%	-	-
Total	8	10	13	10	3	1

#### Other: Write-in (by Revenue Range)

##### \$0 - \$9 Million

- End of Job

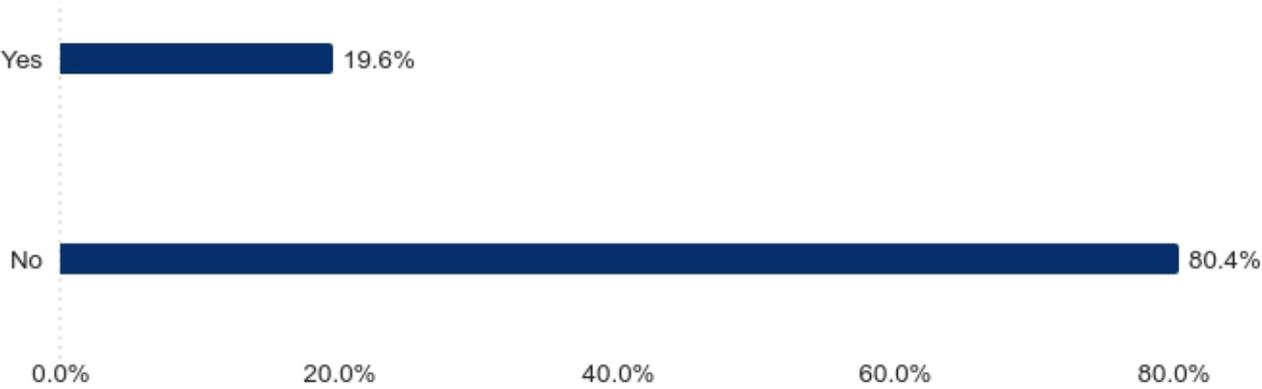
##### \$20 - \$49 Million

- Depends on the amount of hours. Sometimes daily, sometimes every couple of days
- End of each trip

##### \$50 - \$99 Million

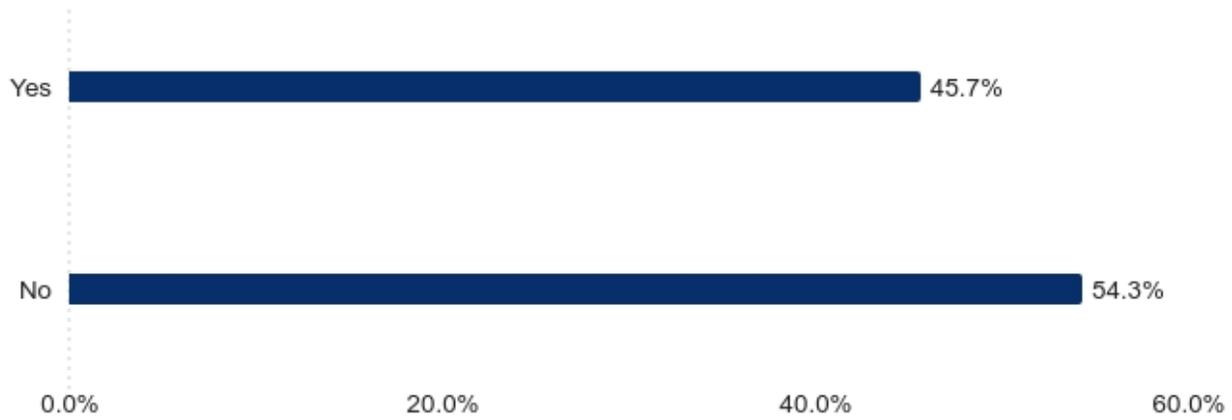
- End of the project

5. Does your company use dedicated field service management (FSM) software?



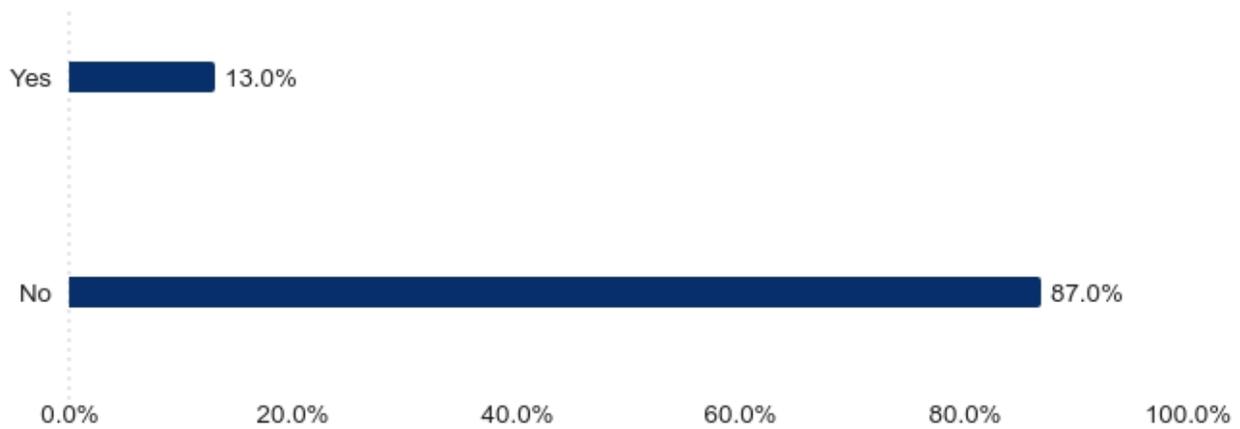
<i>Response Percentage by Revenue Range</i>						
	\$0 - \$9 Million	\$10 - \$19 Million	\$20 - \$49 Million	\$50 - \$99 Million	\$100 - \$249 Million	\$250 Million +
<b>Yes</b>	-	-	7.7%	40.0%	66.7%	100.0%
<b>No</b>	100.0%	100.0%	92.3%	60.0%	33.3%	-
<b>Total</b>	8	10	13	10	3	1

**6. Do technicians log additional service data (e.g., parts, photos, notes) in the same system used for hours?**



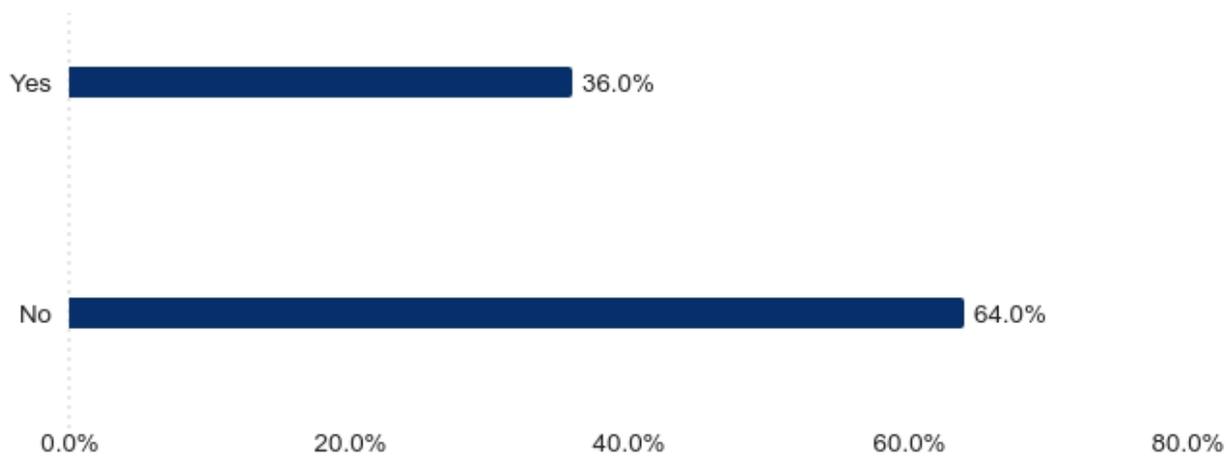
<i>Response Percentage by Revenue Range</i>						
	\$0 - \$9 Million	\$10 - \$19 Million	\$20 - \$49 Million	\$50 - \$99 Million	\$100 - \$249 Million	\$250 Million +
<b>Yes</b>	12.5%	20.0%	46.2%	80.0%	66.7%	100.0%
<b>No</b>	87.5%	80.0%	53.8%	20.0%	33.3%	-
<b>Total</b>	8	10	13	10	3	1

**7. Does your company use geolocation tracking of technicians?**



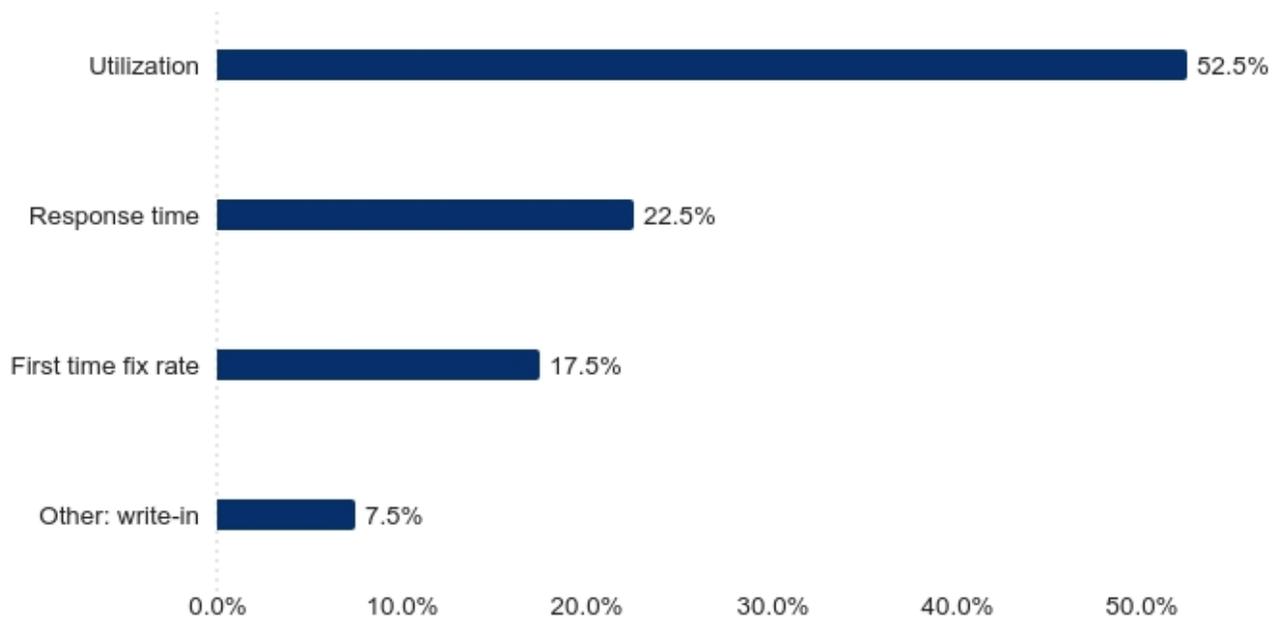
<i>Response Percentage by Revenue Range</i>						
	\$0 - \$9 Million	\$10 - \$19 Million	\$20 - \$49 Million	\$50 - \$99 Million	\$100 - \$249 Million	\$250 Million +
<b>Yes</b>	25.0%	10.0%	-	20.0%	33.3%	-
<b>No</b>	75.0%	90.0%	100.0%	80.0%	66.7%	100.0%
<b>Total</b>	8	10	13	10	3	1

**8. Does your system automatically generate service reports for your customers?**



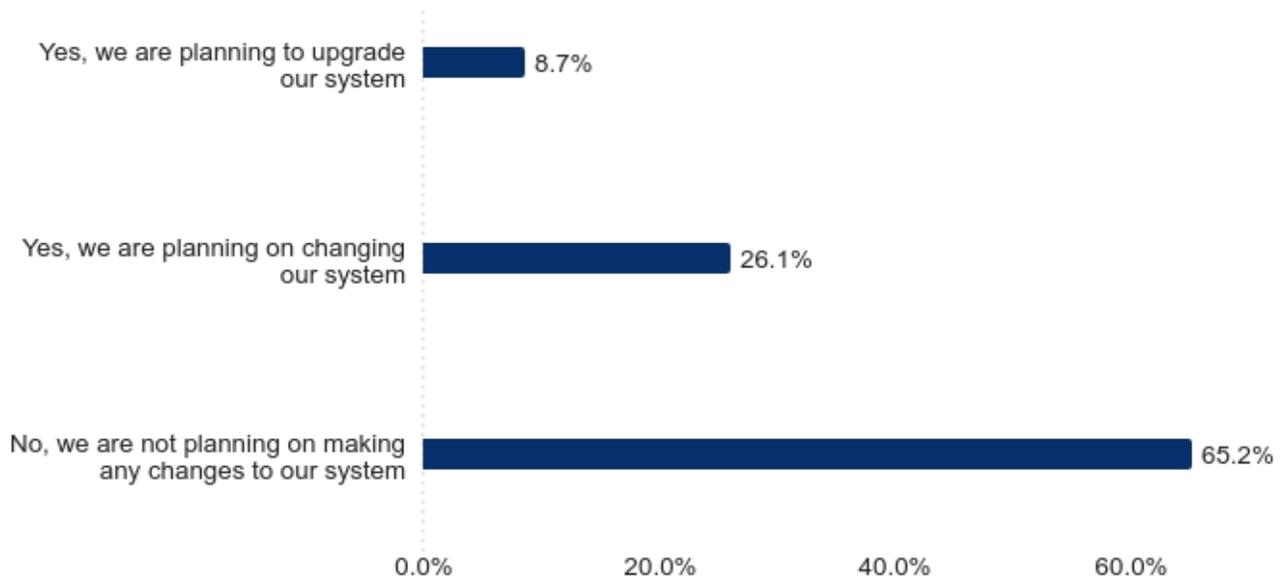
<i>Response Percentage by Revenue Range</i>						
	\$0 - \$9 Million	\$10 - \$19 Million	\$20 - \$49 Million	\$50 - \$99 Million	\$100 - \$249 Million	\$250 Million +
<b>Yes</b>	-	25.0%	16.7%	50.0%	66.7%	100.0%
<b>No</b>	100.0%	75.0%	83.3%	50.0%	33.3%	-
<b>Total</b>	3	4	6	8	3	1

9. Do you currently track any of the following technician KPIs? (Select all that apply)



<i>Response Percentage by Revenue Range</i>						
	\$0 - \$9 Million	\$10 - \$19 Million	\$20 - \$49 Million	\$50 - \$99 Million	\$100 - \$249 Million	\$250 Million +
<b>Utilization</b>	66.7%	75.0%	70.0%	85.7%	100.0%	-
<b>Response time</b>	100.0%	25.0%	20.0%	28.6%	33.3%	-
<b>First time fix rate</b>	-	25.0%	30.0%	14.3%	33.3%	100.0%
<b>Other: write-in</b>	-	25.0%	10.0%	14.3%	-	-
<b>Total</b>	3	4	10	7	3	1

**10. Is your company planning to upgrade or change its service or hourly tracking system within the next 12 months?**



<i>Response Percentage by Revenue Range</i>						
	\$0 - \$9 Million	\$10 - \$19 Million	\$20 - \$49 Million	\$50 - \$99 Million	\$100 - \$249 Million	\$250 Million +
<b>Yes, we are planning to upgrade our system</b>	-	-	7.7%	20.0%	-	-
<b>Yes, we are planning on changing our system</b>	12.5%	10.0%	46.2%	40.0%	-	-
<b>No, we are not planning on making any changes to our system</b>	87.5%	90.0%	46.2%	40.0%	100.0%	100.0%
<b>Total</b>	8	10	13	10	3	1

**11. Any additional comments on technical service hours tracking?**

*Responses by Revenue Range*

**\$20 - \$49 Million**

- Looking at Field Service Module in Salesforce and implementing Service Module in our ERP system (Infor)

**\$100 - \$249 Million**

- We just started tracking hours via Paycom a week ago. Prior to that we were just having techs report their hours weekly. We do plan to look into a Field Service software platform in the future.



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