

SPI Research Publishes its 18th Annual Professional Services Maturity™ Benchmark Report

2025 Report Highlights Industry Pressures, AI's Growing Influence, and the Strategic Imperatives for High-Performance Firms

KNOXVILLE, TN, UNITED STATES, February 12, 2025 /EINPresswire.com/ -- Service Performance Insight (SPI Research), the leading independent research and consulting firm for professional services organizations (PSOs), has released its 18th annual [Professional Services Maturity™](#) Benchmark Report, the most comprehensive performance analysis in the PS industry.



The 2025 PS Maturity Benchmark report provides Professional Services Organizations with a baseline to begin their performance improvement initiatives. It is our most ambitious effort ever!"

R. David Hofferberth

Drawing from 403 firms from across IT Consulting, Management Consulting, Software & SaaS, Accounting, Marketing & Advertising, and Architecture & Engineering, this 264-page report delivers data-backed insights into key performance trends, AI-driven transformation, and the strategies firms need to compete in 2025.

Key Findings from the 2025 Report:

- Revenue Growth Down – Growth slowed to 4.6% YoY, a sharp decline from 7.8% in 2023, well below the 8.7% five-year average.
- Utilization Decline – Billable utilization fell to 68.9%, below the 75% optimal threshold, squeezing margins.
- Workforce Shift – Headcount growth slowed to 1.9%, while subcontractor reliance increased to 10.9% of revenue.
- Operational Strains – On-time project delivery fell to 73.4%, impacting client satisfaction and profitability.
- AI & Data Visibility as Key Differentiators – Firms leveraging AI for resource planning and automation outperform peers, while data silos hinder real-time decision-making.

Strategic Imperatives for 2025:

- Reimagine pricing to align with evolving client demands.

- Deploy AI with purpose to drive automation and insights.
- Optimize utilization by aligning skills with demand in real time.
- Deliver execution excellence to retain clients and boost revenue conversion.
- Adapt workforce models with a balance of full-time talent, subcontractors, and AI-driven automation.

A Year of Recalibration & Opportunity: Despite market pressures, firms that adjust pricing, leverage AI, and refine resource strategies will be positioned for stronger performance in 2025.

Get the 2025 PS Maturity™ Benchmark Report

The Professional Services Maturity™ Benchmark Report is available for

purchase at \$2,495 USD. Visit our website: <https://spiresearch.com/reports/2025-ps-maturity-benchmark/>

The SPI Advantage – Company Scorecard Diagnostics:

The PS Maturity™ Scorecard benchmarks PSOs against industry peers across 165+ critical metrics, providing a data-driven framework and roadmap and to achieve Level 5 maturity within each of the Service Performance Pillars™. In 2024, firms at Level 5 saw, on average, a 739% increase in revenue growth, 537% boost in profit margins, and a 71% improvement in billable utilization over Level 1 organizations.

For more on how the Scorecard can benefit you or to share your feedback on this research, please email: info@spiresearch.com

Acknowledgments:

SPI Research thanks the firms that participated and the leading application vendors who supported the research, including Workday, Deltek, Kantata, NetSuite, Microsoft, Sage Intacct, Rocketlane, Timelog, and others.

About Service Performance Insight:

Service Performance Insight (SPI) is a global research and consulting firm helping PSOs improve productivity and profitability. Since developing the PS Maturity Model™ in 2007, SPI has become the industry authority, with over 50,000 organizations leveraging its insights to drive service



2025 PS Maturity Benchmark Report

excellence.

www.spiresearch.com

Follow us on Social Media for more insights!

R David Hofferberth, MD

Service Performance Insight

+1 239-207-7773

info@spiresearch.com

Visit us on social media:

[Facebook](#)

[LinkedIn](#)

This press release can be viewed online at: <https://www.einpresswire.com/article/785004439>

EIN Presswire's priority is source transparency. We do not allow opaque clients, and our editors try to be careful about weeding out false and misleading content. As a user, if you see something we have missed, please do bring it to our attention. Your help is welcome. EIN Presswire, Everyone's Internet News Presswire™, tries to define some of the boundaries that are reasonable in today's world. Please see our Editorial Guidelines for more information.

© 1995-2025 Newsmatics Inc. All Right Reserved.