

ServiceTitan vs. a Right-Sized System

A quick side-by-side for small contractor teams deciding what they actually need, not what a sales rep says they need.

	ServiceTitan	Right-Sized System
Best fit for	Larger operations with dedicated office staff and multiple crews running at once	Small teams (3 to 10 people) solving one specific bottleneck
What it covers	Full platform: dispatch, inventory, payroll integration, multi-location support, and more	Only the workflow that's actually losing you money, scoped after an audit
Onboarding	Significant. Full platform adoption across the whole team	Minimal. Runs on your existing accounts, no new platform to learn
Team training required	Yes, often substantial, per owner reports in industry forums	No. The system runs in the background of tools you already use
Ownership if you stop	Varies by contract terms	You own it. Runs on your accounts, in your name, no ongoing dependency
Starting point	Buy the platform, configure it to your business	Audit first. Only build what the numbers justify

Neither is universally right. A larger operation with the staff to run a full platform can get real value from ServiceTitan. The mismatch happens when a small team buys enterprise software sized for a business ten times bigger, then only ever uses a fraction of it.

Not sure which one fits your business?
The Contractor EfficiencyAudit maps your actual bottleneck in 48 hours, no cost, no obligation, before you commit to either path.

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