



**Use of Decisiv Service Management Platform Surpasses 100 Fleets**  
*Universal communications portal is streamlining operations for a growing number of trucking companies, OEMs, dealers and component suppliers*

**Glen Allen, Virginia – November 10, 2009** – Decisiv, Inc., the provider of an advanced web-based technology designed to connect fleet managers with internal and external service locations today announced that it now has more than 100 fleets using the Decisiv Service Management Platform (DSMP) fleet portal. Currently the industry's only fully open communications solution, DSMP connects fleets with dealer and distributor service locations, as well as truck and component manufacturers.

The Decisiv fleet portal enables fleet breakdown and maintenance managers to save hours per service event by eliminating phone calls, voice messages and lost faxes. Fleet users get an electronic folder with the complete history of the service event from request to final invoice. Decisiv's open communications platform integrates fully with both in-house and third party fleet maintenance management systems.

"The open, flexible nature of the Decisiv Service Management Platform provides solutions for fleets of all types and sizes, as well as truck and component manufacturers, dealers and service locations throughout North America," said Dick Hyatt, president of Decisiv. "The DSMP Fleet communications portal is a first of its kind, web based platform that builds an intelligent, point of service electronic bridge between fleets and their suppliers and service providers. For a growing number of companies it is enhancing workflow and communication and leading to improved uptime, lower operating costs and streamlined business processes."

Decisiv offers a free version called FleetBasic and its more advanced fee paid version branded FleetPlus. Service locations and fleets use the portal to communicate electronically and attach documents that include inspection results, repair and maintenance details, pictures and more. Providing a single electronic folder, the portal helps manage service records, including warranty and customer pay approvals, authorizations and PO numbers, third party documents, and a complete history of communications between service personnel and the fleet.

"In use today by a rapidly growing number of fleets and service locations, FleetBasic and FleetPlus are eliminating disagreements caused by lost documents and disjointed conversations," Hyatt stated. "The result is that fleets

are reporting saving hours per service event and getting their trucks back on the road faster eliminating downtime. With FleetBasic and FleetPlus from Decisiv, fleet and service location personnel are more productive and service events are handled more effectively for everyone.”

**About Decisiv, Inc.**

The Decisiv Service Management Platform is revolutionizing the way North American Medium- and Heavy-Duty Trucks are serviced and maintained, and benefiting Transportation Fleets, Dealer and Service Locations and OE Truck and Component Manufacturers. Founded in 2001 and based in Glen Allen, Virginia, Decisiv designed its platform to dramatically increase the efficiency of the service initiation and fulfillment process. Decisiv pulls together historically separate silos of information through its use of advanced technology and unparalleled access to critical service information from source providers. The platform leads to improved vehicle uptime, lower operating costs, and enhanced business processes and customer satisfaction. For more information, visit [www.decisiv.com](http://www.decisiv.com).

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