



Harper Power Products Inc. Uses Decisiv Platform

Ontario-based Detroit Diesel Distributor and Dealer for Daimler Trucks North America is utilizing the Decisiv Service Management Platform to streamline internal and external communication, and enhance service processes

Glen Allen, Virginia – August 12, 2009 – Decisiv, Inc., the provider of an advanced web-based technology designed to enable more informed and timely decisions critical to maintaining commercial vehicles, today announced that Harper Power Products Inc. is implementing the Decisiv Service Management Platform (DSMP) in its 18 Ontario locations. The adoption of the DSMP at the company's six Detroit Diesel facilities, four Freightliner dealerships and eight satellite service locations will provide streamlined internal and customer communication, and a more consistent service estimating process.

"We're adopting the Decisiv Service Management Platform to better manage the process of quoting service work," said John Cosgrove, President of Harper Power Products Inc. "It can be challenging to produce consistent service and parts estimates across 18 locations. DSMP provides a method for developing timely, accurate and consistent quotes and pricing, and the ability to improve communications with customers. It also gives us a complete menu of service offerings, which is especially important as we continue to diversify and expand our portfolio of service and parts offerings."

Cosgrove also pointed to the DSMP's value for Harper Power Products Inc. and other members of the WheelTime network, an organization he currently serves as North American Chairman. WheelTime member companies, which collectively have more than 200 service locations across the U.S. and Canada, promise to diagnose a unit within two hours of its arrival, call with an estimated completion time and price, meet that time and price, and notify customers within 30 minutes of their vehicle being completed. "The Decisiv platform helps address our collective commitment to communicate with customers and meet their needs more effectively," he said.

Harper Power Products, established more than 40 years ago, is the authorized distributor in Ontario for Detroit Diesel & Mercedes-Benz On-Highway Engines, Detroit Diesel, MTU and Mercedes-Benz Off-Highway Engines, DEUTZ engines, MTU Onsite Energy Generator Sets and Allison Transmission. The company is part of Harper Group Inc., a strategic holding company for a number of businesses that represent world leading diesel engine manufacturers, power generation and commercial vehicle products including Thomas Built Buses, Freightliner, Western Star, Sterling, Condor and Fuso Trucks.

“We are very pleased that Harper Power Products has decided to adopt the Decisiv Service Management Platform,” said Derek Messulam, senior vice president of Decisiv. “It will enable Harper to offer customers a more consistent service initiation and write-up process, and provide faster in-context access to source information. The DSMP will measurably improve the service process between Harper and its customers by bringing information together that streamlines internal and external communication, thereby reducing downtime and increasing asset utilization.”

Developed over nearly eight years, the Decisiv Service Management Platform is currently in use by about one third of OE dealer service locations and distributor service facilities, revolutionizing customer relationships under the brand names Diamond Estimating System and ServicePartner at International dealerships, MVASIST at Volvo Trucks North America and Mack Trucks dealers, DSMP at Freightliner and Detroit Diesel Allison (DDA) service locations, Quotelt at W.W. Williams service locations and Prevost.ASIST at Prevost repair facilities.

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, VA, 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.

Media Contact:

Susan Fall
LaunchIt Public Relations
858-490-1050
susan@launchitpr.com