



Decisiv Implementation Underway at W.W. Williams

Leading Detroit Diesel-Allison distributor adopting the Decisiv-built QuoteIT Service Management Platform at 20 company locations

Glen Allen, Virginia – July 29, 2008 - 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 implementation of a Decisiv Service Management Platform for W.W. Williams, one of the nation's largest Detroit Diesel-Allison distributors, has been completed in eight of the company's Customer Support Centers.

The roll out of the QuoteIT platform, which is already being credited with enhancing customer service by enabling faster turnaround time through improved communication, and with improving shop efficiency by enabling consistency in the service estimating and repair process, is expected to be completed at all 20 of W.W. Williams' Detroit Diesel-Allison locations by this fall.

Founded in Columbus, Ohio in 1912, W.W. Williams is one of the largest industrial distribution, repair and service companies in the U.S. Operating Customer Support Centers in ten Midwestern, southeastern and southwestern states, the company represents, services and remanufactures Detroit Diesel and Mercedes-Benz diesel truck engines, Allison automatic transmissions, power generation units and transport refrigeration equipment. W.W. Williams is also a member of the WheelTime network, which comprises more than 175 service locations across the U.S. and Canada.

"QuoteIT helps us fulfill our WheelTime Promise to our customers to fix their vehicles right the first time, to keep them informed every step of the way and to get their vehicles back on the road quickly," stated Wally Williams, operations analyst at W.W. Williams. "For a majority of repairs, we can now provide a quote to a customer within minutes of diagnosing the problem, and by putting detailed pricing in the hands of customers quickly we obtain repair authorizations faster, which has improved our shop efficiency and helped speed the return of vehicles to the road.

"QuoteIT also enables us to be more consistent with pricing in our Customer Support Centers," Williams added. "The Decisiv platform's ability to provide standard operation notes and link manufacturer's technical information to each service operation improves quality and reduces comebacks. Our service advisors also like how we can instantly see related services for each estimate so they are prompted to discuss items that could benefit the customer."

Decisiv is also working with W.W. Williams to integrate QuoteIT with its Service Tracking system and SX.e, its ERP solution supplied by Infor. Initial integration includes pulling real time customer, vehicle and parts data into QuoteIT and pushing write-up details and

notes into W.W. Williams' scheduling and tracking system. Future integration points will include transferring write-up information from the Decisiv platform to SX.e for generating repair orders based on approved estimates.

"As an industry leader, W.W. Williams is invested in outfitting its service advisors with the right tools to help them work more efficiently," said Dick Hyatt, president of Decisiv. "Quote IT is designed specifically to bring information together in way that streamlines the service process. It benefits W.W. Williams and its customers because it compiles information that helps them focus on listening to customers and demonstrates that the company is the expert source for servicing their vehicles."

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.

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