



PENN Detroit Diesel Allison Adopts Decisiv Platform

Decisiv Service Management Platform provides a faster and more consistent service write-up process and streamlines communications with customers

Glen Allen, Virginia – June 24, 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 PENN Detroit Diesel Allison, LLC, (a member of WheelTime Network, LLC) has implemented the Decisiv Service Management Platform (DSMP) in all ten of its service facilities. The DSMP will provide PENN with a faster and more consistent service write-up and repair authorization process and a more streamlined internal flow of information.

“The Decisiv Service Management Platform is a natural extension of our new vehicle inspection program, which provides customers with a proactive and comprehensive analysis of their repair and service needs,” said Rick Roger, Division President of PENN Detroit Diesel Allison, LLC. “The DSMP has a unique ability to provide an efficient, accurate, and consistently fast method of quoting a repair or service operation. This enhances the flow of accurate information within our company so quotes are prepared faster, allowing PENN to meet the time and price expectations we are setting with our customers.”

As a member of the WheelTime Network, PENN promises to diagnose a unit within two hours of its arrival, call with an estimated time and price, meet that time and price, and notify our customer within 30 minutes of their vehicle being completed. Implementing the DSMP system will position PENN to do an even better job of consistently delivering the WheelTime Promise.

PENN and its customers will also benefit from the DSMP’s integration with eParts, the Internet-based catalog for Detroit Diesel engine information, which provides fast and easy access to comprehensive parts content for Series 60 and MBE 900 and MBE 4000 models. The platform determines the unique engine serial number and uses it to navigate the user to the appropriate location in eParts. Part information can then be transferred to the Decisiv estimate and presented to the customer for review and approval.

In business for more than 50 years, Philadelphia-based PENN Detroit Diesel Allison’s On-Highway Group employs 250 parts and service professionals at ten strategically located branches serving Pennsylvania, New York, New Jersey and northern Delaware. The company provides sales, service and parts distribution for several product lines, including Detroit Diesel engines, Allison transmissions and Carrier Transicold Transport Refrigeration products. PENN is also a member of the WheelTime network, which comprises more than 200 service locations across the U.S. and Canada.

“PENN Detroit Diesel Allison’s adoption of the Decisiv Service Management Platform is an investment in a tool to help them provide customers with more consistent and accurate service information, and the ability to operate more efficiently,” said Derek Messulam, senior vice president of Decisiv. “It is designed to bring information together in way that streamlines communication throughout the service process and to benefit the company and its fleet customers. We are very pleased to be able to help PENN achieve those objectives.”

Developed over nearly eight years, the Decisiv Service Management Platform provides a common and consistent service initiation and write-up process and faster in-context access to source information, and serves as a communications bridge between service location subscribers and their customers. DSMP 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 service locations, QuoteIt 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.

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