



Prime cuts costs with the Decisiv Service Management Platform

“The Decisiv Service Management Platform eliminates the need to have employees manually entering data into the system. While that alone generates an annual savings of as much as \$40,000 per location, it also saves us time and money by improving productivity for managers at smaller shops. There are also measurable savings from enhanced trailer reliability and reduced repair costs for tractors leased to owner-operators attributable directly to the Decisiv solution.”

Nick Forte
Fleet Maintenance Team Member
Prime, Inc.



Prime, Inc., headquartered in Springfield, Missouri, is one of North America’s leading and most successful refrigerated, flatbed, tanker and logistics trucking companies. Founded in 1970 by Robert Low, the diversified operation continually

strives to keep its personnel, equipment and technology on the cutting edge of the transportation industry, and its growth steady and well managed. For more information, visit www.primeinc.com.

challenges

Prime sought to address several issues by deploying advanced service management software solutions.

Maintenance management system integration —

A collection process for information on trailer and tractor inspections, and the capability of seamlessly integrating data into the fleet’s maintenance management software, would streamline business processes and improve the value and accuracy of fleet records.

Conducting more thorough tractor and trailer inspections — The need to inspect tractors, and about 300 trailers every month, required a comprehensive inspection process and the ability to collect data at the point of service.

Effectively evaluating tractors leased to owner-operators — Inspections of as many as 100 tractors turned in by dedicated owner-operators each week demanded consistent procedures to effectively charge back repairs.

solutions

Decisiv worked with Prime to create a series of three comprehensive and interactive electronic inspections. They include: Prime Open Truck, Prime Trailer and Prime Turn In.

Decisiv partnered with Motion Computing so that Prime could use their wireless F5 tablet PCs to conduct the inspection. This enables the inspectors to freely move around the truck or trailer during the inspection process.

The interactive nature of the inspections steps the user through each item and provides a series of possible responses from a pull down menu. The inspector selects the appropriate response, enters any notes and moves to the next task. Results are captured electronically, eliminating redundant data entry and reducing time, effort and possible errors.

By incorporating the inspection process into the Decisiv Service Management Platform (DSMP), the inspector can also use the DSMP features to communicate with other service personnel regarding the inspection results.

At the completion of the inspection process, the results are automatically transferred to Prime’s TMT Fleet Management software. The integration between Decisiv’s Service Management Platform and TMT Fleet Maintenance software from TMW Systems Inc. compresses inspection time and flows accurate data into the maintenance management system using a standard XML interface.

results

Decisiv's integration with Prime's maintenance management software and the use of Decisiv's Service Management Platform for implementing Prime's inspections in an electronic and interactive format has enabled Prime to effectively address the challenges it faced.

Capturing data more accurately and quickly —

The capability of seamlessly integrating tractor and trailer inspection data into Prime's maintenance management software has eliminated the need for two data entry positions, saving the fleet \$80,000 annually. At smaller shops where managers were responsible for entering information, productivity is improved.

With Decisiv's Service Management Platform, required repairs identified during the tractor and trailer inspection process result in opening a repair order in Prime's maintenance management software. For tractors leased to owner-operators the inspection can result in repairs charged to the lessee to bring the truck up to spec. In addition, all repair items are automatically assigned appropriate VMRS codes for complete integration with the fleet's maintenance and repair database.

Making vehicle service more effective — The Decisiv enabled process for gathering information on equipment using tablet PCs is streamlining the inspection of tractors and about 300 trailers every month at Prime. The ability to collect data at the point of service means finding and repairing items before they lead to costly breakdowns.

Evaluating tractors leased to owner-operators —

Following inspection procedures on tablet PCs for as many as 100 tractors turned in by dedicated owner-operators each week is enabling Prime to bill for repairs at the end of a lease more accurately and thoroughly. The integrated solution provided by Decisiv is helping the fleet keep down costs for repairs needed to bring tractors up to spec.

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.

“Decisiv has been a very valuable partner for us. Today, we're benefitting from the integration of the Decisive Service Management Platform, our maintenance software and the tablet PCs in our shops. We approached them with an idea about enhancing inspections of our vehicles, and without hesitation they took that vision and made it a reality.”

Nick Forte

Fleet Maintenance Team Member, Prime, Inc.



For more information, contact us at 804-762-4153 or visit us at www.Decisiv.com.

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