

# Magnum

## Magnum is Driving Service Management Efficiency with Decisiv SRM

An early adopter of Decisiv SRM, Magnum has been utilizing the PACCAR PSSM solution since 2018 and, more recently, the Volvo ASIST platform. The provider of transportation services operates 850 Peterbilt, Volvo and Freightliner tractors and about 2,000 trailers from 32 terminals, including seven locations with shop facilities.

## Collaboration and Communication

Magnum's Vendor Repair Department uses the Decisiv SRM platforms to collaborate and communicate with dealers. Once a repair order is created, SRM is utilized to track the repair from start to finish, and the majority of communication is documented in the platform.

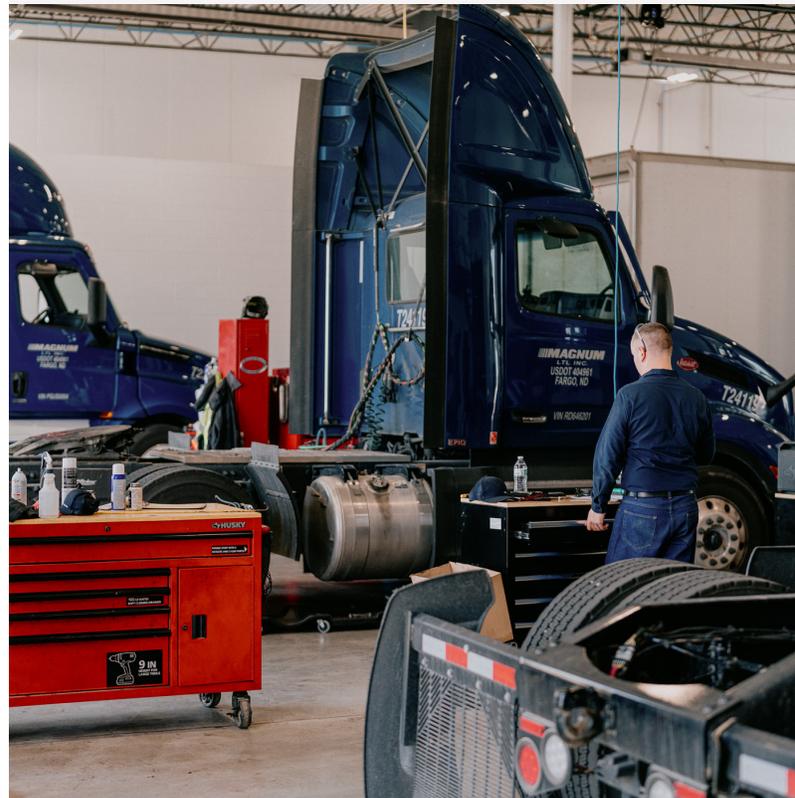
The Decisiv SRM platforms are especially valuable if a breakdown occurs. By sending a service request before the truck arrives or when a facility is closed, the dealer knows exactly why a vehicle is arriving at their location.

**“Decisiv SRM is how we manage vendor repairs from birth until the final transaction. It’s a key part of the way we interact with dealerships across different brands of trucks to schedule service, communicate and approve estimates. We don’t even need to call them. We can just set up service through Decisiv and they respond in the platform within a short period of time.”**

*Jeff Greenley  
Vendor Repair Department  
Magnum*

**“Magnum has always been a big technology adopter and we’ve been an intense user of PSSM for our Peterbilt service with dealers since Decisiv and PACCAR introduced it. When we started operating Volvo trucks, we immediately signed up to use ASIST because we knew that it would allow us to easily and constantly manage service activity at dealerships quickly and effectively.”**

*Barry Chouinard  
Analyst/Project Manager  
Magnum*



## Managing Costs

When dealerships handle repairs for Magnum, Decisiv SRM is also documenting parts costs and ensuring that the correct items and pricing are being used.

**“With Decisiv we can detail very clearly our parts choices and pricing, and then more quickly approve an estimate so the repair can go ahead. The platforms are great for those situations because we’re protected on parts pricing, and it’s all documented in one place.”**

*Shawn Normand  
Vendor Repair Department  
Magnum*

## Driving Improvement

With the PSSM and ASIST versions of Decisiv SRM, Magnum can identify areas for improvement. The data then drives decisions about service management practices. For example, initial reports indicated that outside vendors were handling about 75% of total repair orders, leading to efforts to bring more work in house.

**“With Decisiv we’ve been able to more easily identify service we can handle in-house and now outside repairs at dealerships are consistently around 40%. The ability we have in the SRM platform to enable effective service management decisions is allowing us to ~~bring more repairs to our own shops and continue improving in that area.~~”**

*Barry Chouinard  
Analyst/Project Manager  
Magnum*



**Decisiv** SRM

decisiv.com

**MAGNUM**

magnumlog.com



The Decisiv Fleet Best Practices Scorecard, provided on a quarterly basis at no cost, includes metrics on 10 criteria. Fleets can use the scorecard to effectively enforce consistency across their service networks, monitor and track improvement, and rank their performance against comparable fleets on the platform. The scorecard also illustrates the benefits of consistent use of Decisiv SRM to schedule service, communicate internally, and externally monitor service status and service provider performance.

## Tracking Success with the Decisiv Fleet Best Practices Scorecard

With key service metrics in the new Decisiv Fleet Best Practices Scorecard, Magnum has insights into their overall service performance across all dealerships and OEM networks. The data also helps focus on areas where improvement in service management practices will result in measurable increases in asset availability by reducing Days out of Service for maintenance and repairs.

For Magnum, a key insight in their initial Fleet Best Practices Scorecard was the measurement of Average Hold to Respond Hours, the elapsed time from time of estimate notification to response to dealers.

**“We didn’t even know that we are able to track the time it was taking us to approve, defer or decline an estimate. What we learned from the scorecard was that we are three times faster than other fleets using Decisiv SRM in that area of service management, even though we did see our average hours to respond go up. With that information, we can focus on making improvements that will further reduce downtime.”**

*Jeff Greenley  
Vendor Repair Department  
Magnum*



### About Magnum

*Headquartered in Fargo, North Dakota, Magnum provides transportation, logistics and supply chain solutions to a variety of industries from a network of 32 terminals in 10 states. The company's five divisions include Magnum LTD, Magnum LTL, Magnum Dedicated, Magnum Warehousing and Magnum Logistics.*