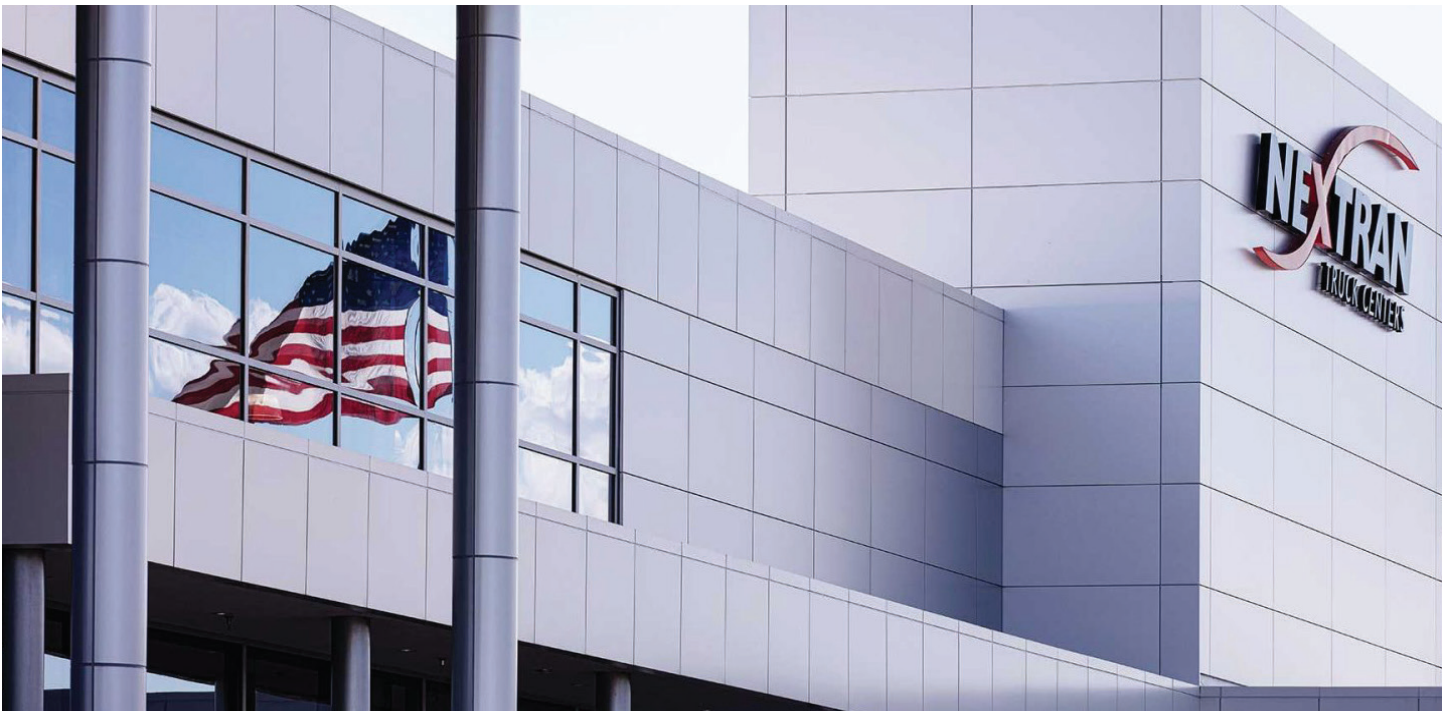


Nextran Truck Centers



Nextran Truck Centers Standardize Service Management with Decisiv SRM and Karmak Fusion

Nextran Truck Centers is one of the largest dealer groups in North America, operating more than 30 locations across nine states with approximately 440 service bays. Founded in 1993, the company supports a wide range of customers, including for-hire, private, regional, local, and national fleet accounts. Nextran services Mack, Volvo, Isuzu, Hino, Kalmar Ottawa, GMC, and Ford vehicles, along with Cummins engines, trailers, and specialty equipment.

The use of Decisiv SRM and Karmak Fusion at Nextran Truck Centers demonstrates how integrated service and business management platforms can support large, complex dealer networks. One of Nextran's biggest challenges across its network was the ability to maintain

consistent workflow and documentation processes. Service management challenges for the dealership included:

- Manual and fragmented communication that often relied on paper and phone calls
- Inconsistent workflows and duplicate data entry
- Mixed-fleet complexity that complicated reporting and process standardization
- Limited visibility for reporting of accurate, timely data

As Nextran expanded through organic growth and acquisitions, maintaining consistent service management processes and visibility into data became increasingly complex. Additionally, service volumes varied significantly by location, ranging from fewer than 10 repair orders per day at a rural facility to more than 40 repair orders per day in locations in large metropolitan areas.

Addressing Challenges

Nextran Truck Centers has successfully standardized service operations across its growing network using the Decisiv Service Relationship Management (SRM) platform integrated with the Karmak Fusion Dealer Management System (DMS).

“Through long-term use of Decisiv SRM and Karmak Fusion, Nextran has developed disciplined processes, data-driven best practices, and operational consistency across locations, brands, and customer types. The integration enables the dealership to manage high service volumes, support mixed fleets, and maintain visibility and accountability across service events while continuously improving performance.”

Tim O'Connor
Corporate Service Director
Nextran Truck Centers

Nextran’s adoption of Decisiv SRM, branded as Volvo and Mack ASIST, Hino Edge and Isuzu Connect, began when the ASIST platform was rolled out in 2010, establishing it as the foundation of its service management operations. The dealership’s relationship with Karmak dates to 1997. In late 2018, Nextran transitioned to the Karmak Fusion DMS.

Today, the integration between Decisiv SRM and Karmak Fusion is central to Nextran’s service operations. Together, the platforms support a unified service process from check-in through repair completion and billing, including:

- When a truck arrives at a Nextran location, service advisors capture the customer’s complaint and connect diagnostic tools to pull vehicle data directly from the truck. That information is captured in Decisiv SRM, automatically creating a service case with current mileage and vehicle details.
- From there, advisors build repair operations, initiate diagnostics, and generate estimates within the Decisiv platform. The case is then exported to Karmak Fusion, where the repair order is created, labor is tracked, and parts and billing processes are managed.
- Ongoing communication regarding estimate approvals and updates on repair status is managed in Decisiv SRM.

“One of the biggest advantages we have with Decisiv SRM is to use the same platform for different manufacturer’s vehicles. It’s much easier to switch from portal to portal than to have to learn three different processes. That’s one reason why Decisiv is so integral to what we do every day.”

Randy Bruntz
Service Manager
Nextran Truck Centers



Addressing Challenges *(cont.)*

Nextran service managers use key indicators in Decisiv SRM daily, including total case volume and repair statuses. The dealership also uses data in the platform to evaluate operational efficiency metrics, including:

- Uptime Success with getting small jobs out in 24 hours or less
- Percent of Cases with an ETR (Estimated Time of Repair) completion
- Date of last customer contact
- Percent of Cases with a future follow up date

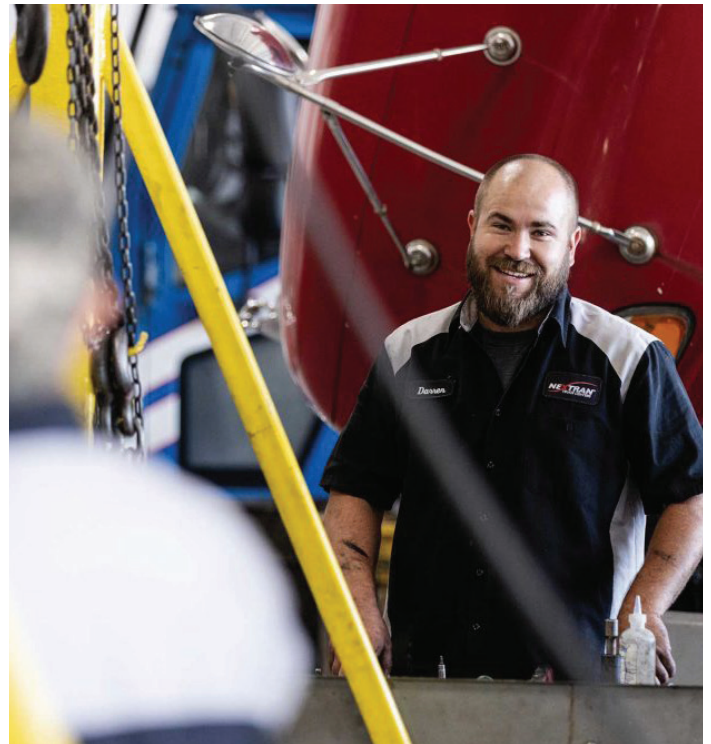
“Continuous improvement is always a main focus at Nextran. Our service managers use the Decisiv SRM platform to identify friction points and refine processes. With that data, we can focus on continuous improvement rather than one-time system changes.”

*Marcus Morrow
Fixed Operations Director
Nextran Truck Centers*

Measurable Achievements

With Decisiv SRM and Karmak Fusion in use across nearly all Nextran locations, the platform provides a shared operational language for service teams throughout the dealership’s network. Over years of use, Nextran has developed several best practices enabled by Decisiv SRM for:

- 1. Standardized Case Creation**
- 2. Workflow Discipline**
- 3. Customer Communication and Reporting**
- 4. New Location Onboarding**
- 5. Data-Driven Coaching**



With Decisiv SRM, Nextran service advisors, technicians, and managers share real-time visibility into repair status, customer approvals, and technician activity, regardless of location or fleet type. Case history data and metrics in the platform are leveraged to improve advisor performance and shop throughput.

Through the integration of Decisiv SRM and Karmak Fusion, Nextran has achieved:

- The elimination of duplicate data entry, improving accuracy
- Greater business process consistency across more than 30 locations
- Reduced reliance on paper and manual processes
- Improved visibility into service operations and performance
- Faster onboarding of acquired dealerships
- Stronger alignment with OEM uptime programs
- A scalable foundation for continued growth

“Decisiv SRM and Karmak Fusion are foundational to Nextran’s service operations, supporting high daily repair volumes, multiple OEM service requirements, and continued growth. The value is not just efficiency, but scalability. The same standardized workflows support single-brand locations, mixed-fleet service centers, and newly acquired dealerships.”

*Tim O’Connor
Corporate Service Director
Nextran Truck Centers*

The use of Decisiv SRM and Karmak Fusion at Nextran Truck Centers is demonstrating how integrated service and business management platforms standardize workflows, improve data visibility, and enable continuous improvement. These technologies are supporting not just today’s service demands, but also the evolution of commercial vehicle maintenance and repair management at the dealership.



Founded in 1993, Nextran Truck Centers operates a network of more than 30 medium- and heavy-duty truck dealerships across Florida, Georgia, Alabama, Missouri, Colorado, Kansas, Wyoming, Illinois, and Iowa. The company employs more than 1,400 people and operates approximately 440 service bays. In addition to mechanical repairs and preventive maintenance, Nextran has five body shops and performs trailer maintenance at select locations.