

Peak Trailer Group

For Peak Trailer Group, the Sky's the Limit with Decisiv SRM

Peak Trailer Group, a multi-line Wabash dealer with facilities in Dallas and San Antonio, Texas, has been managing service activity using Decisiv SRM since May 2024.

As an early adopter under the newly introduced partnership between Wabash and Decisiv, Peak is using SRM capabilities for tracking and scheduling preventive maintenance, communicating during service events, and managing service and repair data across their company's service network. The integrated solution also enables delivery of information directly to fleet customers.

Peak Trailer Group's two shops are currently using Decisiv SRM to manage an average of 300 repair orders per month and as many as 90 in busier weeks. The simplified process incorporates service advisor check-in, diagnostic information and parts requests in a single case. The integration also automatically pushes information to the dealership's Karmak Dealer Management System (DMS).

Decisiv SRM enables Peak Trailer Group to more effectively manage different operations at each of their service facilities. While both locations have service and repair, and wash and paint bays, a majority of the Dallas facility's workload is focused on repairs and body fabrication and outfitting. In San Antonio, body work is the primary service along with routine maintenance and repairs.



“Even with two locations providing a different mix of services, the Decisiv SRM platform has been easy to implement and simple to use. In both of our shops, from the point when a trailer gets checked in until we’re ready to close out that ticket, we use Decisiv throughout the entire process. We just enter data and it flows where it’s needed, including to our DMS. It’s really a slick deal.”

Doug Fox
General Manager
Peak Trailer Group

Driving Compliance

Decisiv has enabled Peak Trailer Group to develop, implement and use Standard Operating Procedures (SOPs) to ensure compliance with workflow processes. Using the Decisiv SRM Vision management dashboard, the dealership has immediate access to complete and real-time data on every asset at every location, including the status of each service event.

Using Decisiv, Peak Trailer Group's service management team tracks adherence to SOPs. With that information, they are reducing wasted time. For example:

- Parts department personnel can ensure that technicians are not waiting for service and repair items by seeing how many trailers are waiting on parts.
- Service advisors always know how many estimates are waiting for customer approval.
- Shop foremen can more strategically assign technicians to cases to drive productivity and efficiency.
- Senior management can make sure that the best person is being assigned to each role by matching their skill set with the place where they are most effective.

"Overall, Decisiv SRM and SOPs provide accountability. Everyone in our service operation appreciates that because it means we're all performing at an optimal level."

*Edgar Salazar
Service Manager
Peak Trailer Group*

Process Improvement

The consistent use of the Decisiv SRM platform's workflow has facilitated smarter, better and more efficient processes in Peak Trailer Group shops. Now, the dealership's service advisors can simply create a case, and the workflow sends parts requests and notes to the foreman who is assigning technicians. The processes have streamlined activities from check-in to return to service.

More efficient customer communication is in place as well. Handled through SRM via email, the information exchange includes clear and concise case details, and written confirmation of customer approval. Customers have also indicated that the process of receiving an accurate and complete estimate by email, and the ability to accept it, has made it simpler for them.

"All of the capabilities that Decisiv SRM enables make the customer experience much better. One of the biggest pain points they had was that it took too long to get a trailer out of the shop, and now we're hearing that they can't believe how fast that's happening. We already had a great group of people, and now with Decisiv we have a process in place that supports them. It means the customer wins because their trailers are hooked up to their trucks much quicker."

*Doug Fox
General Manager
Peak Trailer Group*





Training Simplified

Peak Trailer Group gives high marks to Decisiv for the ability to easily train service advisors on the SRM platform. The challenges that have been addressed, for example, include using the platform's single screen in place of siloed applications and the drop-down menu for different processes.

"We've had three new service advisors this year with different levels of experience and each one of them was quickly able to use Decisiv SRM. With just hand-on training, our newest service advisor was writing up trailers and putting them into the platform in less than one week. That made a big difference because with Decisiv we really haven't missed a beat."

*Edgar Salazar
Service Manager
Peak Trailer Group*

Measurable Results

Previously, Peak Trailer Group technicians spent 6.5 hours on average waiting on parts. But now work begins immediately because the necessary parts are pre-loaded onto the trailer based on check-in and diagnostic information in the Decisiv SRM platform.

With Decisiv SRM, shop efficiency compared to expected repair time at Peak Trailer Group has improved from a low 70 percent range to 95 percent.

By using Decisiv SRM for service management, gross profit margin at Peak Trailer Group has increased from a low 60 percent to nearly 70 percent per repair order.

"Higher average efficiency with Decisiv SRM is significant because it makes us far more profitable. Now, our gross margin is considered best in class. From a process improvement standpoint as well, we have a lot more capacity so we can do more work with our existing staff. We instantly took Wabash up on the opportunity to use Decisiv SRM and the results were immediate."

*Doug Fox
General Manager
Peak Trailer Group*



Peak Trailer Group with full-service dealerships in Dallas and San Antonio, Texas, sells and services commercial trailers and truck bodies to support customers in a variety of industries across Texas, Oklahoma, and northern Louisiana. The dealership's service operation includes repair bays, paint booths, tank bays, and mobile service and repair trucks, as well as a Truck Equipment Manufacturing Department that customizes, fabricates and installs bodies.

Decisiv SRM

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WABASH

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