

Shealy Truck Center



For Shealy Truck Center, better documentation means faster repairs and fewer disputes.

Effectively managing vehicle service operations is about managing information. At the Volvo Trucks, Mack Trucks, Isuzu Commercial Trucks, and TICO Terminal Tractors dealership, that begins when a truck arrives at any of its three locations and continues through diagnosis and repair through return to service.

At the center of the process for Shealy is the Decisiv Service Relationship Management (SRM) platform. Across brands, shops and nearly 60 service bays, the dealership relies on Decisiv® to manage every service case.

“With multiple brands we have different service management portals, but no matter what truck we're working on Decisiv SRM is the common platform for our shops and service processes. We live in Decisiv day in, day out. If it's not in the SRM platform, it doesn't exist.”

Bob Kelley
Director of Service Operations
Shealy Truck Center

Fixing a Disconnect

That reliance on Decisiv SRM™ became a key consideration when Shealy began looking for a way to use photos and videos to improve vehicle intake and capture better information at the beginning of each service event. Documenting vehicle condition and connecting that information to a service event case was an ongoing challenge.

It was also a cumbersome process that relied on pen and paper to document vehicle condition during inspections. Entering that information into a service case required time and added another layer of complexity to the service workflow process.

“The goal is to document conditions at the beginning of the service event rather than rely on handwritten notes. A picture's worth a thousand words so using photos and videos is particularly useful instead of requiring written explanations.”

Bob Kelley
Director of Service Operations
Shealy Truck Center

Meeting Needs

With Decisiv SRM integration a critical requirement, Shealy began evaluating tools that would add inspection photographs and videos to every service case from the start. After evaluating multiple vendors, Record360 met all the dealership's needs.

Now, when a truck arrives at a Shealy service location the intake process workflow includes Record360, a mobile inspection platform. Photographs, taken in a specific order, are uploaded into the service case to establish a baseline of the truck's condition. If the walk-around identifies something unusual or potentially significant, additional photographs or video can be taken and added to the case immediately.

Shealy introduced Record360 starting with service advisors and then expanded access to shop foremen and introduced the technology through daily meetings conducted by service managers. The dealership's technicians quickly began using the system.

“The broader benefit of Record360 becoming part of the SRM workflow is that service personnel, technicians, managers and customers can all see the same information. The process also helps address issues and items that may be due on a truck while the vehicle is already in the shop, reducing the likelihood that it will have to return for work that could have been completed during the same visit.”

Bob Kelley



Measurable Value

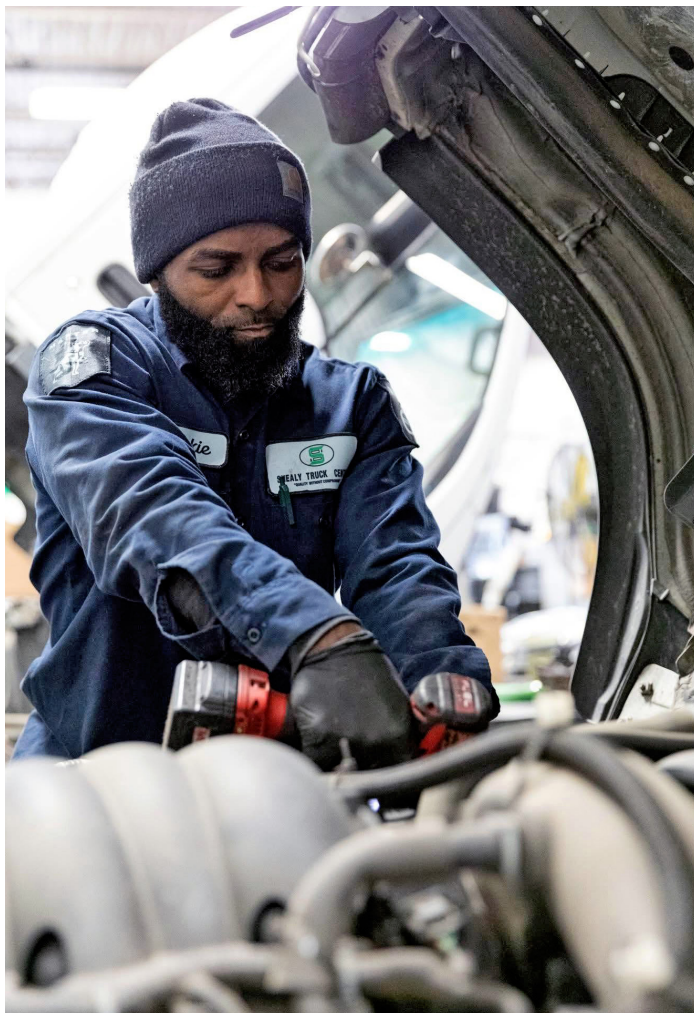
The result of the Decisiv SRM integration with Record360 for Shealy Truck Center has been a faster intake process, better documentation of vehicle condition, stronger customer communication and a more efficient way to identify and address additional repair needs. The value is measured in several ways:

- Approximately 10 minutes is saved per truck during intake, representing an opportunity to significantly increase shop throughput across a service operation that processes several hundred vehicles per month.
- The company estimates that 50% to 65% of the additional work it reports to customers with visual documentation is approved, boosting billable hours.
- More effective customer communication builds trust with customers and supports dispute resolution.



About Shealy Truck Center

Shealy Truck Center is a Mack Trucks, Volvo Trucks, Isuzu Commercial Truck of America, and TICO Terminal Tractors sales, leasing, rental, and service dealer. The company operates three locations in South Carolina and North Carolina.



"Many fleet decision-makers do not see their trucks, they rely on information coming from our shops. Photographs and videos from Record360 that are incorporated in Decisiv SRM provide a direct connection between the condition found by the service team and the person making the repair decision. Together, these two technologies have turned vehicle condition documentation from a disconnected administrative task into an integrated part of the service workflow."

Bob Kelley
Director of Service Operations
Shealy Truck Center