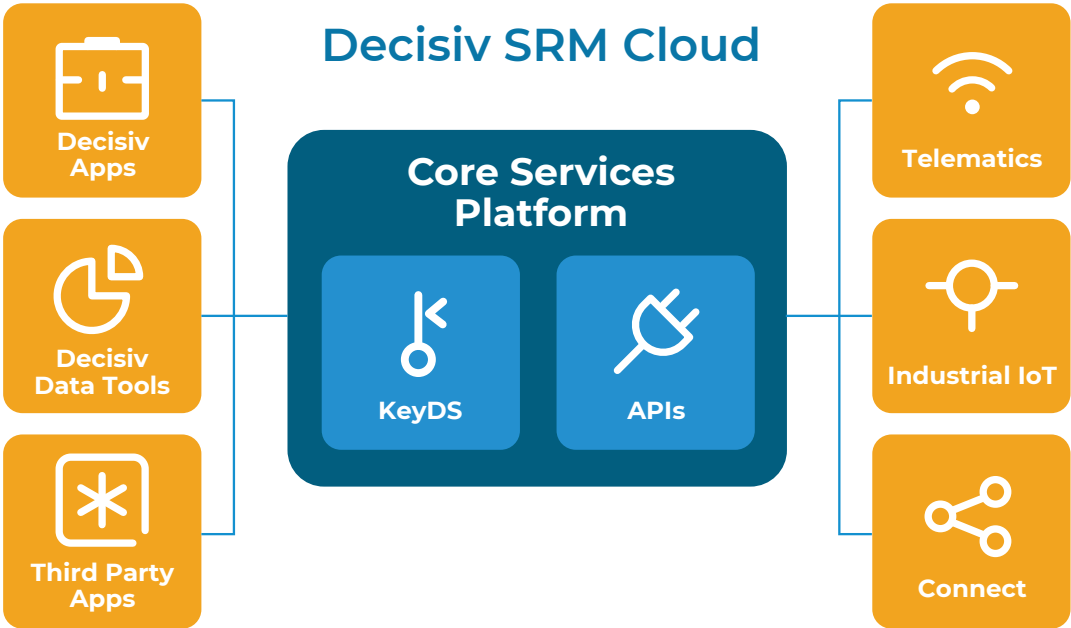


# The Decisiv SRM Ecosystem

Leveraging the power of connection  
to speed return to service



## The Decisiv SRM Ecosystem

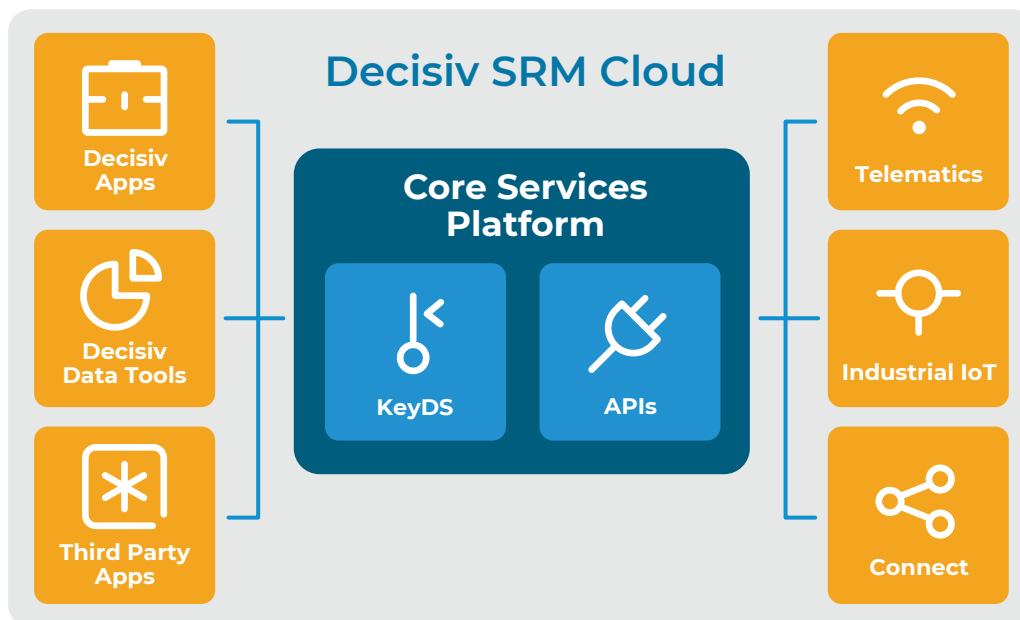
Ecosystems are all about connectivity. So is ours. The Decisiv Service Relationship Management (SRM) Ecosystem is built on the principle that service is most efficient when all the related people, places, systems, and things are available in an interconnected system.

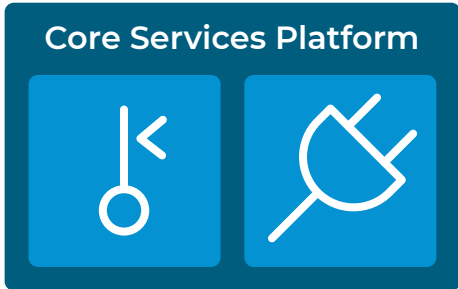
The Decisiv Ecosystem enables a direct, constant exchange of data, decisionmaking, approvals, and communication between every participant in a service event—manufacturers, call centers, service providers, fleet owners, and managers. It is a system of engagement for a host of asset service management use cases, made increasingly effective as the number of connected elements grows. Users collaborate more effectively to manage and streamline asset repair and maintenance, resulting in increased uptime, better asset performance, and more satisfied customers, no matter where or when service occurs.

So how does it all work? How does the Decisiv SRM Ecosystem bring all these different elements together effectively? It all starts with the Decisiv SRM Cloud, with its Core Services Platform and connected components.

### The Decisiv SRM Cloud

At the heart of the Ecosystem is the Decisiv SRM Cloud. As shown in the figure below, the SRM Cloud is a combination of the Decisiv SRM Core Services Platform, and components such as applications from Decisiv and its customers and partners, Decisiv Data Tools, and valuable integrations with external technologies and systems. The SRM Cloud and all its interconnected parts and capabilities are what allow the Ecosystem to deliver its value to end users.

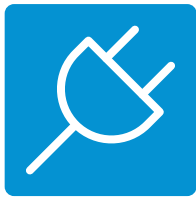




## Core Services Platform

The Decisiv Core Services Platform is a domain-specific software platform built on a flexible Amazon Web Services (AWS) infrastructure. It connects people, places, systems, and things within the Decisiv SRM Cloud, enabling applications that unify management of service events at call centers, asset dealer and owner shops, service provider locations, and via mobile service. Such applications drive asset uptime, consistent service

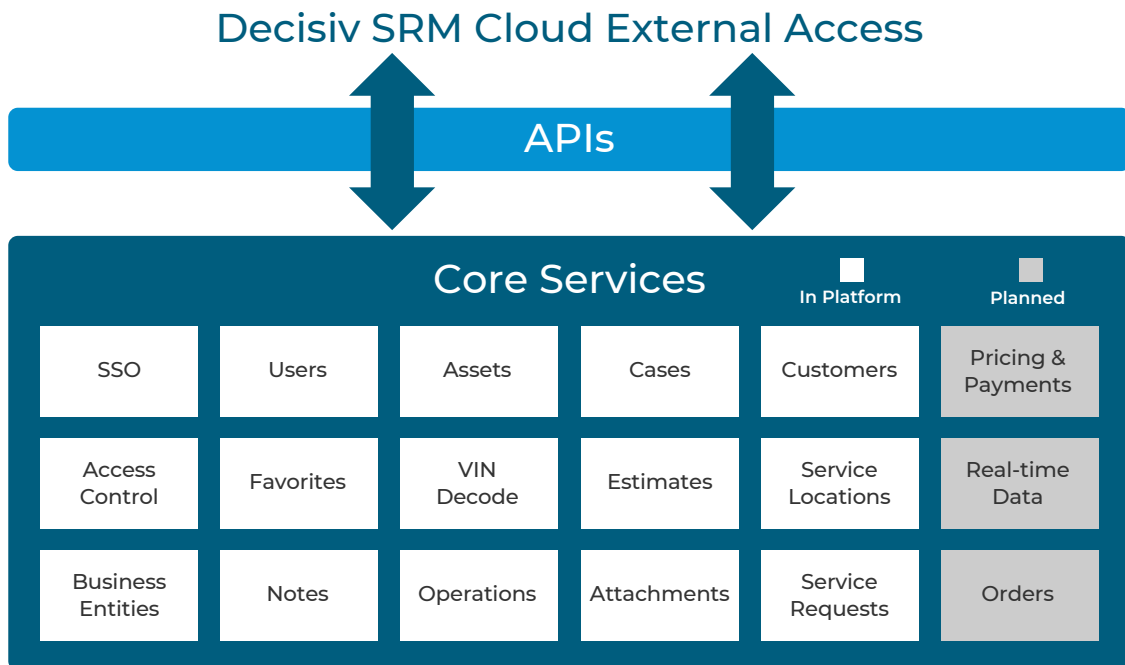
delivery, customer satisfaction and brand loyalty, reduce warranty and support costs, cut down on administrative overhead, and improve service data quality and availability.



## APIs

The Core Services Platform APIs are built to enable third-party service management applications to co-exist and inter-operate with Decisiv applications within the SRM Cloud. This includes pre-existing solutions (such as service management systems) or those purpose-built for the Ecosystem. New, custom applications can leverage the Decisiv Key Design System (KeyDS) for efficiency and to create a cohesive, consistent experience for users.

Decisiv enables these connections through several APIs that expose key case, provider, asset, and service provider data. The APIs are RESTful web services that will continue to expand and evolve to reflect the growing needs of our users. Current documentation is available at <http://api-docs.decisiv.net>.





## Decisiv Key Design System

The Decisiv Key Design System (KeyDS)—like similar systems provided by Google, Apple, Salesforce, and others—provides all the elements needed to construct a Decisiv application interface, as well as other items like robust developer documentation, style guides, content strategy guides, and technical writing style. In short, it's a one-stop shop for developing applications the Decisiv way.

Customers and partners can use the Key Design System to build interfaces for their own applications with a similar look, feel, and user experience as that provided by Decisiv applications. Software engineers can leverage the evolving system to quickly and efficiently develop the front-end of web and mobile applications based on reusable React framework components.

## Ecosystem Components

The Decisiv SRM Cloud relies on the Core Services Platform to connect the combination of Decisiv products, customer and partner applications, systems, and technologies that together deliver end-to-end service management solutions. These components—outlined below—offer users the data and collaboration they need to optimize the service lifecycle.



## Decisiv Applications

Decisiv applications are the out-of-the-box solutions that allow all connected participants in the Decisiv SRM Ecosystem to engage in servicing commercial vehicle and equipment assets. These applications include not only web-based, but also responsive web and native mobile applications for Android and iOS devices. This is reflective of an increasing focus on mobility and meeting field service user requirements. All Decisiv applications can be branded and configured for OEMs, independent leasing, and service networks, and tailored to meet specific use cases.

With these applications, a case is created to manage the service event workflow for asset repair or maintenance, starting at the onset of the event and through its successful completion. The case can be created by users or automatically initiated by triggering events (e.g. a telematics diagnostic fault, an asset passing through a geofence, etc.). Because service doesn't stop when a technician is in the field or a manager steps away from their desk, all connected participants can view and interact with cases via the web or mobile devices, so progress always continues.

While Decisiv applications can be used independently, their greatest potential is realized when all interested parties are connected within the platform. This enables everyone to collaborate electronically to facilitate more efficient completion of service requests, estimate authorization, service and repair workflow, repair status, and the secure exchange of critical data. This one Decisiv feature alone—connecting all the members of the SRM Ecosystem—can reduce downtime by up to 27-50%.



## Decisiv Data Tools

Decisiv Data Tools provide access to all the myriad data in the Decisiv SRM Cloud for aggregation, decision support, score-carding and benchmarking, and reporting and analytics. With this data, Ecosystem participants can take meaningful action on key trends and insights that can help them increase uptime and asset performance.

## Decisiv Vision

Decisiv Vision facilitates decision support through near real-time data visualization and alerts. Service event data is displayed in easily-configurable management dashboards that provide an action-oriented perspective on the information users really care about. This data visualization is designed to improve control over operations for service providers as well as for fleet managers and owners, enabling them to quickly discern asset service status and where to focus their attention. For this reason, Vision dashboards are a great fit for wall-mounted displays in shops, offices, and call centers.

Vision also provides alerts and notifications based on criteria set by users. That means users know immediately when a critical condition or threshold that impacts their business is reached, and they can take action on that data right away.

## Decisiv Insite & Insite Explore

Decisiv Insite is a reporting platform which aggregates historical data for score-carding, benchmarking, and reports. These standard and custom reports can be provided in dashboards and on a standalone basis, be viewed via web portal, exported, or distributed to email via configurable subscriptions. As with Vision, these reports can be tailored for service provider locations and groups, vehicle fleet or equipment management locations, call centers, and service networks. These are also excellent candidates for large TV or monitor displays at your location.

Decisiv Insite Explore takes the Insite tool a step further, enabling customers and partners to perform their own analytics, modify standard reports, and create and publish new reports.

With Insite and Insite Explore, Decisiv has done the hard part: aggregating and organizing all the data in the Decisiv SRM Ecosystem into a set of data domains for assets, cases, estimates, parts, service, maintenance, history, and service processes, in a way no other system can. This enables unrivaled awareness and trend analysis. All users have to do is use that data the way they want, which may include creating dashboards and reports via Insite and Insite Explore, or exporting critical asset and service information for use in their own BI and AI tools.



## Third Party Applications & Tools

Decisiv welcomes third-party applications into the Decisiv SRM Ecosystem, either to accelerate a total SRM solution or to provide valuable additions that extend the Ecosystem's capabilities. Partners like Trimble, Motor, and MSTs are actively participating in the Decisiv SRM Ecosystem through such connections.



## Connect

The APIs and web services in Decisiv's Core Services Platform connect multiple customer and partner systems to exchange authorized data across the Decisiv SRM Ecosystem. These include—but are not limited to—OEM master data systems, service provider business systems, fleet management systems, and payment processing partners.



## Industrial IoT (IIoT)

Our Core Services and APIs enable us to easily incorporate the growing array of connected technology and sensor data available to integrate into the Decisiv SRM Ecosystem. One example is the QR code a number of OEMs put on assets that can be scanned by Decisiv application users to initiate a mobile check-in. There is also potential to integrate with RFID and Bluetooth tags added to assets, asset components, and specialty tools, to name a few. Decisiv's open APIs enable the seamless integration of these new connected technologies into the Decisiv SRM Cloud.



## Telematics

In the Decisiv SRM Ecosystem, telematics data includes location data, meter data, diagnostic code data, and related asset health information. It is used by Decisiv and third-party applications for identifying vehicle location, tracking time and distance to the nearest service provider or mobile mechanic, geofencing locations, triggering due-maintenance alerts, recording meter readings for work/repair orders and warranty services, triggering high priority alerts for remote diagnostics services, creating and updating cases from diagnostic tools, and reporting on and displaying asset health information.

Most telematics partners provide their own APIs and web services. Decisiv integrates with these and normalizes the data in the Core Services Platform, enabling other elements of the Decisiv SRM Ecosystem to use it based on data access privileges. In addition, the Core Services Platform provides a diagnostics web service for creating and updating cases automatically.



Solution Engineering

Integration

Implementation

Training & Adoption

Custom Reporting

Data Analytics

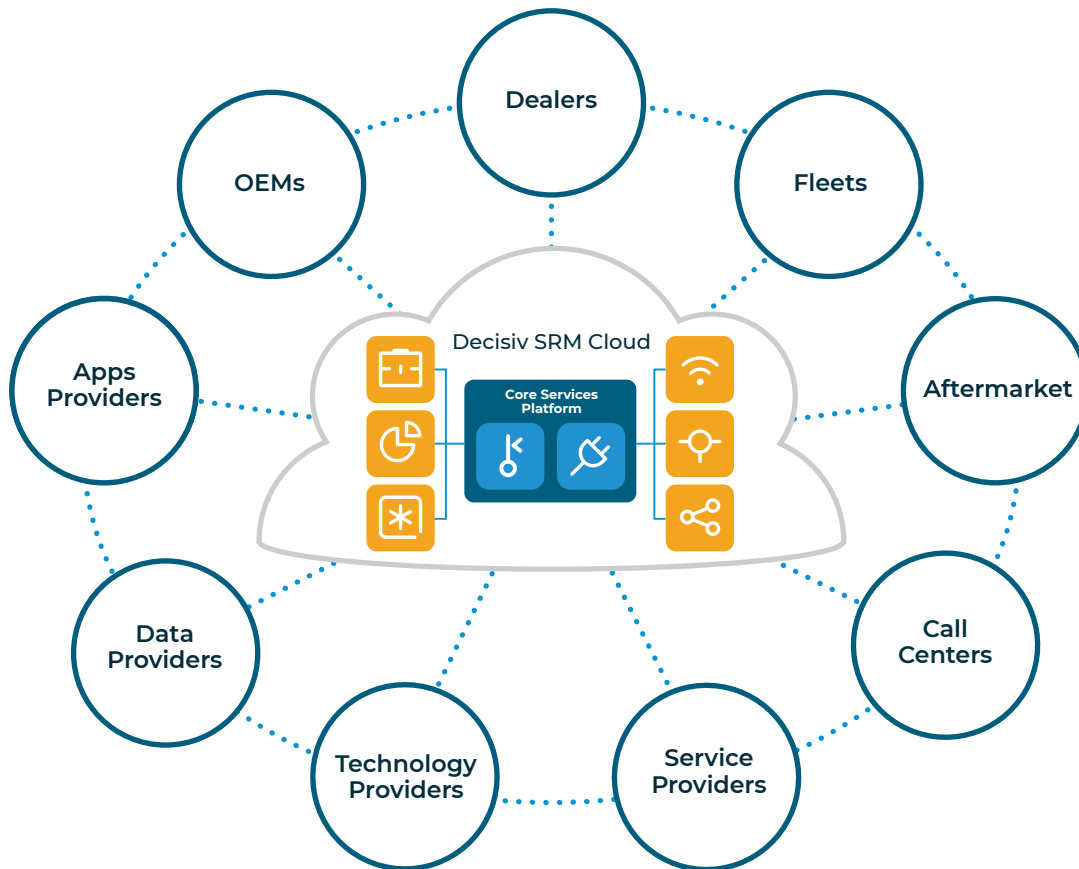
## Professional Services

For customers and partners ready to get started with the Decisiv SRM Cloud, Decisiv provides a menu of professional services to help realize complete, end-to-end SRM solutions:

- Solution engineering services in the form of assessments, process reviews, solution design, proofs-of-concept, and pilot engagements
- Integration and custom development services for SRM use cases leveraging the Decisiv Design System and APIs
- Implementation services to deploy and configure SRM solutions and onboard participants
- Training and adoption services to accelerate value returned from the SRM solution and realize expected ROI
- Custom reporting services to build reports in Decisiv Insite
- Data analytics services to leverage Decisiv industry insights and benchmarking capabilities

Customers and partners can leverage these services in conjunction with the SRM Cloud to create tailored, well-configured, and efficient solutions that meet their specific business needs, and benefit fully from the power of the connected Ecosystem.

## The Decisiv SRM Ecosystem



### Putting It All Together

The Decisiv SRM Ecosystem offers countless unique, domain-specific solution options that enable participants to connect with all the other people, places, systems, and things needed to efficiently complete service events, whether via a terminal in a shop or a mobile device in the field. In addition, connected participants can harness the power of all asset- and service-related data to make timely, business-critical decisions about service and trends. All while offering a consistent, user-friendly experience that reduces downtime and gets valuable assets back up and running in record time, no matter where or when service occurs.

For more information on how you can leverage the Decisiv SRM Ecosystem for your business, including how much you can save annually, visit [decisiv.com](https://www.decisiv.com).