

TICO Launches QR Codes for the TICO Edge Service Platform

TICO Edge, powered by Decisiv SRM, is now enabled to automatically improve service event efficiency and accuracy

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Decisiv, Inc., the industry leader in Service Relationship Management (SRM) solutions, and TICO (Terminal Investment Corporation), a pioneer in fleet services, terminal services, and terminal tractor manufacturing, announced today that the TICO Edge service event management system is now enabled by QR Codes.

TICO is placing unique QR Codes generated by Decisiv on every new asset and also making it possible for its service network to generate codes for existing units being serviced in its shops or on-site at customer locations.

“QR Codes streamline service events by automatically improving efficiency and accuracy,” said Dick Hyatt, President and CEO of Decisiv. “By enabling this capability of the Decisiv SRM platform in TICO Edge, TICO is delivering in-context data at the point of service to better inform the service event and improve the quality and accuracy of the work to be performed. TICO was the first terminal tractor manufacturer to take advantage of the Decisiv SRM platform’s proven service management technology, and with QR Codes they are continuing to improve the service experience for their service network and customers.”

TICO Edge allows the manufacturer’s dealer network, customers and the TICO Uptime Center to communicate and collaborate, and have real-time visibility into individual repair events. By scanning the QR Code with a handheld or mobile device, service writers, managers and technicians gain immediate access to each asset’s service history, outstanding maintenance needs, warranty and recalls. Scanning the code also automatically generates a service event case in the Decisiv SRM-powered TICO Edge platform.

“With TICO Edge, we are the first terminal tractor manufacturer to be providing a comprehensive service management platform with a telematics integration,” said Mallery Pindar, Manager, Dealer Network-North America at TICO. “The TICO Edge solution was built using the Decisiv SRM platform and enables us to streamline and support service and repair processes. This expanded capability to incorporate QR Codes furthers our ability to provide an unrivaled level of service and support for our products, and to improve uptime for our customers.”

About TICO

TICO (Terminal Investment Corporation) has been a pioneer in fleet services, terminal services, and terminal tractor manufacturing for over 46 years. TICO has also been manufacturing its Pro-Spotter terminal tractor for retail availability since 2008.

Born in the ports, the TICO Pro-Spotter is a product with the most effective R&D strategy in the yard tractor market today. From that experience as an OEM manufacturer, TICO has been able to operate and maintain a fleet of over 1,500 yard tractors at ports across North America. Its Pro-Spotter On- and Off-Highway terminal tractors and Pro-Shuttle terminal trailers are also currently in use in distribution centers and rail terminals throughout the continent. Pro-Spotter terminal tractor sales, service, parts, and rentals are available through its North American dealer network.

TICO is the quality manufacturer of the TICO terminal tractors, which are built "For the Real World" in Ridgeland, S.C.

For more information, please visit www.ticotractors.com.



Mallery Pindar
Manager, Dealer Network – North America
(912) 257-9519
mpindar@ticotractors.com

About Decisiv, Inc.

Decisiv provides a cloud-based SRM platform that revolutionizes how the service supply chain for commercial assets communicates and collaborates. As the industry leader in SRM technology, Decisiv is driving unrivaled improvement in asset performance and utilization for manufacturers, service providers and asset owners in the commercial vehicle market.

The SRM platform's service orchestration capability that harnesses, shares and analyzes connected asset data, and intelligently enables service management, is the key to driving asset uptime and availability. Decisiv is the partner of choice for major commercial vehicle manufacturers, including Volvo, Mack, Hino, Isuzu, Peterbilt, Kenworth and Michelin, as well as their dealers and call centers, service networks and asset owners.



Mark Wasilko
VP, Marketing
(804) 762-4153 x303
www.decisiv.com