

Remote Training Is Proving Highly Valuable For Service Operations

Decisiv expands a more cost effective and faster virtual program for onboarding and training service providers and fleets in the use of its SRM platform

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Decisiv, Inc., the industry leader in Service Relationship Management (SRM) solutions, announced today it is extending its remote training program for customers. The new approach is proving to be highly beneficial and effective for service providers and fleets.

“Providing training in the use of the Decisiv SRM platform remotely was driven by the impact of the COVID-19 pandemic,” said Andy Turnbull, VP Customer Solutions at Decisiv. “Today, remote training and onboarding of new customers is simplifying the process, speeding up implementation time frames, more rapidly and effectively delivering support using all available resources, and it’s being accomplished at a lower cost to all parties. The expanded use of remote training is something that we believe will continue to benefit our customers in improved service management consistency and productivity.”

To replicate on-site training remotely, Decisiv uses the Miro collaborative online platform designed for remote and distributed teams. The mapping and diagramming tool features color-coded representations of sticky notes on a whiteboard background that allow Decisiv to more easily explain SRM processes and systems visually.

The remote training program can be tailored for individual service providers and fleets. For example, common and unique topics for onboarding and training can be addressed to meet specific needs of customers, and for multiple locations at one time.

The growing number of Decisiv customers who have taken part in remote training report faster access to service event data. Shorter times for keeping personnel up to speed is also seen as especially helpful in a busy shop environment. For Decisiv, the technology and process are enabling one person to deliver training to more customers in less time than it could provide on-site.

To ensure connectivity and communication during remote training, Decisiv’s Remote Training program offers tablets that are pre-loaded with data and resources at a pre-arranged cost. Service providers then have the option of returning the mobile devices or purchasing them for use in their facilities.

About Decisiv, Inc.

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.

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