Decisiv Telematics API Lowers Costs and Reduces Downtime For Service

Bringing actionable, real time commercial vehicle data from SRM Ecosystem partners to the point of service improves asset service event management

GLEN ALLEN, VA – October 8, 2020
Decisiv, Inc., the industry leader in Service Relationship Management (SRM) solutions, announced today a new Telematics API solution that facilitates the ability to deliver actionable commercial vehicle data to its SRM platform.

The connectivity solution increases the ability of Decisiv SRM Ecosystem partners to bring in-context information to the point of service, which results in lower costs and downtime. Using real time fault information to dynamically create service event cases streamlines communication and collaboration across the entire service management process.

"Our new Telematics API enhances asset service management capabilities by providing fleets and service providers with vehicle, system, component and parts performance and diagnostic information at the critical point of repair," said Ronnie Shaw, Senior Director – Product Portfolio Management at Decisiv. "The Telematics API easily enables Decisiv SRM Ecosystem partners, including telematics system and component suppliers, and OEMs, to make diagnostic data from connected vehicles readily accessible to the right people, at the right time and place."

Telematics providers who receive information directly from hardware devices on assets can utilize the Telematics API to automatically populate data into the Decisiv SRM platform. Available data includes:

- · Fault codes from a range of connected components and systems
- · Diagnostic information from a variety of on-board sensors
- · Meter data, such as fuel consumed, mileage, engine hours, and location

The growing connectivity between commercial vehicles and service operations underscores the value and importance of Decisiv's Telematics API. With an expected growth rate of 18% annually over the next five years, the use of connected systems on commercial assets will increasingly enable improved control and management of service events.

More information on the new Decisiv Telematics API can be found on the Decisiv API Documentation Page, and is available from the Decisiv Professional Services team.

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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