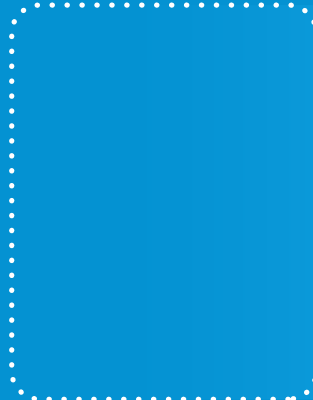
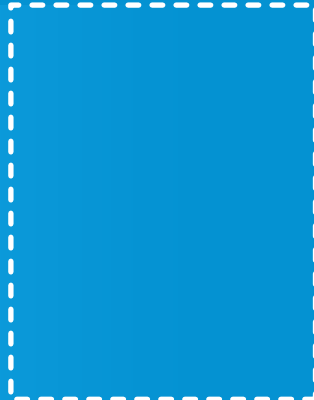
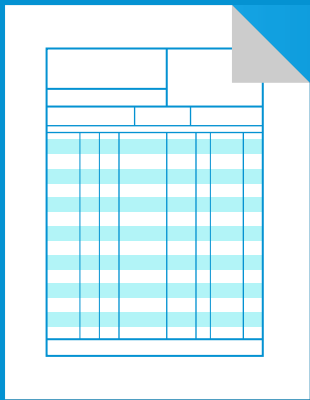


Going Digital

Driving the Transition to Paperless Service Management



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Driving the Transition to Paperless Service Management

The world has slowly—and sometimes begrudgingly—been shifting from analog to digital for decades. Processes and documents once thought unfit and impossible to conduct or store online have suddenly become prime candidates for digitization—and thrived in that domain.

In the asset service industry, things are no different. Some players adopted the paperless trend early, while others have postponed a transition as they cited the difficulty of converting. However, the global pandemic of 2020 has accelerated the transition for many ecosystem participants as they strive to support business while keeping their staff and customers safe.

Those who have made the transition are finding digital asset service not only eliminates the need for person-to-person contact during service execution, it also increases productivity and reduces costs.

This white paper will outline how asset service providers can go digital, help “flatten the curve” of COVID-19, and simultaneously streamline their business.

The Analogue Way

“If it ain’t broke, don’t fix it.”

That’s what you hear a lot when you visit North American service providers and ask them about going digital. But are they right? The data says “no.”

Let’s start with the basics. Printing invoices, work orders, Repair Orders (ROs), parts cards, and everything in between actually costs money. Paper, ink, printers. We’re so used to paying for these things they hardly register as a cost center, but there you have it. Gartner estimates that actively managing business printing will reduce spending by 10% to 30%—not to mention the environmental impact of all that paper¹.

Next, let’s imagine how much time people spend printing, filing, and hunting down pieces of paper in your shop. Putting Work Order (WO) jackets in just the right spots so they’re findable. Color-coding. Organizing. Chasing down a jacket gone rogue. Walking a jacket from the Service Desk to a bay. Walking a parts list back to the Parts Counter. All of those efforts mean time not spent on your primary business—turning wrenches and providing top-notch customer service. Travis Brown, Director of Service Operations at Vision Truck Group in Canada, highlights a well-known truth: “The more time [Technicians] spend in the bay, the faster trucks get fixed and there’s less downtime for customers.”

Now, take a look around your desk. See any sticky notes or documents with your hand-

¹ Abstract retrieved from “[Why You Should Go Beyond Managing Your Office Printing](#),” by K. Weilerstein, 2014, Gartner. Copyright 2014 by Gartner.

written notes on them? If you handed one of those sheets to a coworker, how easily do you think they'd be able to read your handwriting? When was the last time you tried to decipher a Technician's notes?

And what happens if you have to pull up archived documents long after service is complete? Do you have a room of shelves stacked with paper storage boxes?

Amidst all this, now we have to consider the transmission of COVID-19. To keep your customers and your staff safe and healthy requires a drastic reduction in person-to-person contact, including social distancing and even touching shared surfaces. If you still rely on paper-based information sharing, you're not removing as many points of potential transfer as you could be. And you're certainly not saving money, either.

Decisiv President and CEO Dick Hyatt tells us, "For years, we heard 'We will digitize that process later' but that has dramatically changed in the past few months as companies respond to the COVID crisis with effective practices. This is the time to get rid of paper files, to reduce face-to-face hand offs, and to eliminate sticky notes, job jackets, inspection forms, and other documents. This is an opportunity to meet an immediate need and implement paperless practices that are best for the long term."²

Going Digital

The Decisiv Service Relationship Management (SRM) solution is built to solve this exact problem for service providers. The cloud-based platform drives 3M+ service events per year at more than 4,500 locations, for more than 7M assets. Multiple Dealer groups have already used it to facilitate their paperless evolution.

Vision Truck Group is one of those pioneering shops. Brown says, "With [Decisiv] enabled on tablets we have improved productivity, reduced costs, driven up parts and service sales, and enhanced Technician recruitment. That gives us a competitive advantage over other employers, which will be especially important as we continue growing." The numbers confirm the story; Brown's teams saw a 12% increase in Technician efficiency, 98% parts fill rate, and an 8% increase in shop throughput after going fully digital.³

12%
INCREASED TECHNICIAN
EFFICIENCY

98%
PARTS FILL RATE

8%
INCREASED SHOP
THROUGHPUT

2 From the Press Release "[Decisiv Joins with Customers to Support TCA During COVID Crisis](#)," by Decisiv staff, 2020.

3 From the Case Study, "[Vision Truck Group](#)," by Decisiv staff, 2019.

Further, Brown cites improved collaboration and communication since going fully digital. “With the paperless capabilities of Decisiv SRM, we have eliminated a communication disconnect across our locations. Over multiple shifts, and from case to case and Technician to Technician on a 24/7 basis, it makes collaboration and communication as transparent as possible, without needing to pick up the phone or meet face to face.”⁴

Efficiency and communication throughout the shop ecosystem has proven time and again to be a differentiator for businesses leveraging the Decisiv SRM platform. Service providers consistently report up to 50% less downtime for assets, 70% less triage time, 90% increase in fix-right-first-time rates, and up to 28% increase in parts sales. Shop customers report a 17% increase in overall satisfaction. Meaning, a transition to fully digitalized service management also drives positive customer experience, which has frequently been associated with increased revenue, decreased costs, and improved customer loyalty.⁵

Customer experience will continue to be a primary concern for service providers as consumers shift their expectations post-COVID. According to a recent McKinsey report, “Given embedded fears about public health and excitement about innovations in contactless operations, safe approaches to offering products and services will be critical. Customers will continue to recalibrate their expectations for safety during the pandemic, so companies must respond accordingly. Simple adjustments, such as methods to facilitate physical distancing in stores, have already become ubiquitous, if not compulsory. However, companies that offer creative alternatives to fully in-person journeys can improve customer experience and increase return on investment.”⁶

Brown confirmed that having gone paperless prior to the global pandemic of 2020 made it significantly easier for Vision Truck Group to adopt contactless service methods.

In Practice

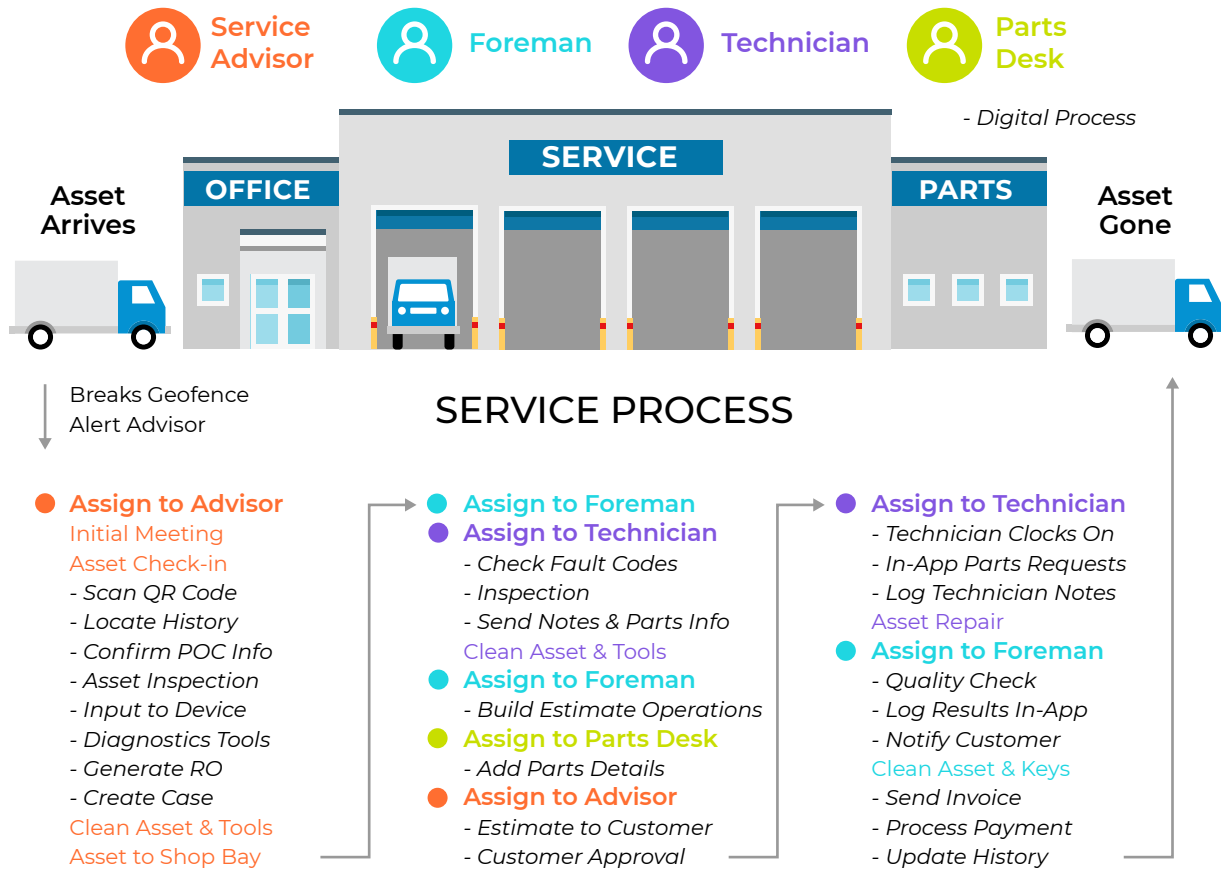
With so many operations from check-in to asset-gone entirely digitized, and hand-off of the asset itself, parts, and shared tools moving to contactless methods, all that remains is the actual service work. You just need the Decisiv SRM platform, devices (phones, tablets, or laptops), and a Wi-Fi connection in the shop. The platform takes care of everything else.

The following diagram is an example digital process flow:

4 From the Case Study, “[Vision Truck Group](#),” by Decisiv staff, 2019.

5 From “[The CEO Guide to Customer Experience](#),” by McKinsey staff, 2016, for McKinsey.

6 From “[Elevating customer experience excellence in the next normal](#)” by C. Emmanuelli, N. Maechler, N. Jain, A. Thomas, D. Malfara, S. Moritz, K. Neher, and A. Nelson, for McKinsey, 2020.



In this scenario, the entire service event is conducted without person-to-person contact. The only pieces that need to be physically conveyed between people are keys, the asset itself, parts, and shared shop tools such as plug-in diagnostics tools; and these should be cleaned between uses/hand-off. This dramatically reduces opportunities for contamination or viral transfer, and provides the added benefit of a completely digital audit trail and immediately updated asset history.

Using Devices in a Shop Setting

Many service providers may wonder about the cost and the feasibility of converting their shops to mobile devices or laptops in order to facilitate digitization. Our analysis has found that the cost of providing each Technician their own tablet device and providing Wi-Fi service is counteracted by the efficiencies gained in a fully digital shop, improved Technician retainment, and the cost savings realized when removing printing from the equation.

Technicians afforded the devices by and large have reported increased levels of satisfaction and few ease-of-use issues; typing on a modern tablet device is so common-place it feels natural to most users even in a shop environment. Tough cases and shields protect the devices well, even from dirty fingers. And of course, Decisiv applications are mobile-friendly and ready to go.

“It’s much more efficient to be paperless, and even in a shop environment we haven’t had any issues with the performance, durability, or connectivity of the mobile devices⁷,” Brown cited.

Unplug & Unleash Potential

Even before the spread of COVID-19, forward-thinking service providers were seeking ways to digitize their shop processes. The benefits in terms of revenue, customer retention, efficiency, and Technician retention were clear. Now, with customer and staff expectations focused heavily on safe, contactless working environments it’s no longer a question of when shops will convert to fully digital processes, but how quickly. With the Decisiv SRM platform, the answer is a resounding “now.” Service providers who are quick to offer creative digital and customer-oriented solutions will only create more opportunities for themselves in today’s environment. And it’s highly likely that the next time the asset service industry lurches forward amidst technological or other major changes, being fully digitized may give you a leg up on the competition.

So go ahead—unplug the printer and experience the “next normal” of asset service. Contact [Andy Turnbull](#) or visit decisiv.com to unleash your shop’s potential.

7 From the Case Study, “[Vision Truck Group](#),” by Decisiv staff, 2019.