

# Abilene Motor Express

Abilene Motor Express is using the Decisiv SRM ASIST platform to streamline communication with service providers, lower administrative costs, and cut downtime

## Challenges

At Abilene Motor Express, the goal of vehicle maintenance programs is to eliminate uncertainties that hamper the ability to provide dependable, on-time service. Calling to schedule service, spending valuable time on hold and keeping track of everything that has been done to an asset is time consuming. The fleet's goal was simple—to work with a service network that communicates effectively throughout the process to reduce downtime for service and repairs, lower administrative costs, and eliminate issues that can occur when working with a dealer location on the road.

## Solution

Abilene Motor Express has been adding Volvo tractors to its fleet since 1999. Today, 70 percent of the company's tractors are Volvo models. Abilene's 14-bay service facility employs 20 technicians. In addition to the company fleet, the staff maintains and repairs trucks that are operated by owner operators, and provides services to a company leasing division. Open seven days a week, the shop performs most warranty work on tractors.

In 2011, Abilene Motor Express worked with its local Volvo Trucks dealer, Colonial Truck Sales of Ashland, Virginia, and with the Volvo Action Service (VAS) customer support and roadside assistance network to implement the ASIST service management platform into its operation. ASIST was developed by Decisiv, Inc. in partnership with Volvo Trucks North America, as a unique, web-based SRM platform.



“Our top-notch maintenance capabilities ensure that Abilene trucks are up and running on schedule. Our entire staff works hard to make sure that we satisfy customer needs and our quality maintenance program contributes greatly to making sure the fleet stays on the road.

The Decisiv SRM ASIST platform has made it easier to manage every piece of equipment in our fleet, including other makes of tractors and all of our trailers.”

**Joseph Egan, Sr.**  
Director of Maintenance,  
Abilene Motor Express



“One aspect of Volvo ownership that we’ve come to appreciate is the ASIST service management platform, which allows us to track downtime and repair costs. It’s also a great efficiency tool. We’re not wasting time on hold or waiting for a call to make decisions. It’s now the most useful tool in our service management arsenal.”

**Joseph Egan, Sr.**  
*Director of Maintenance,  
Abilene Motor Express*



### About Abilene Motor Express

Headquartered in Richmond, Virginia, Abilene Motor Express was founded in 1986 as Abilene Equipment, a storage trailer business. Today, the company offers truckload and volume LTL services throughout the continental U.S. and Canada, as well as freight brokerage and logistics services.

The Abilene fleet consists of more than 280 tractors and 1,200 trailers.

ASIST links all estimates and related documents for a service event and the vehicle involved into one online folder, date and time stamped for reference. ASIST also contains fleet and vehicle-specific information, such as specifications, warranty coverage, previous service performed, and established parts pricing. Integrated into ASIST is a portal that connects Abilene’s fleet managers with Volvo Action Service. The VAS network then provides quick, reliable, 24/7 communication for breakdown support.

ASIST is also integrated the Abilene shop’s TMT Fleet Maintenance software from TMW Systems. With integration developed by Decisiv, the ASIST platform can coordinate asset management processes, including preventive maintenance schedules, parts usage, and labor costs.

## Results

At Abilene Motor Express, the ASIST service management platform is streamlining communication with service providers leading to lower administrative costs for the carrier, cutting downtime and improving vehicle utilization. The more effective management of service and repair information also eliminates issues that can occur when working with a dealer location on the road.

### About Decisiv

Decisiv SRM platform revolutionizes how the service supply chain for commercial assets communicates and collaborates. As the industry leader in service management 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.

For more information, visit [decisiv.com](https://www.decisiv.com)