

# Bison Transport

## Bison Transport is generating savings with ASIST

### Enhancing communication about service and repairs

Bison's challenge was to develop a more effective and consistent method of communication with service providers was needed to cut administrative time and reduce downtime at Bison Transport.

Bison Transport adopted ASIST, the Decisiv SRM platform in partnership with Volvo Trucks North America, is used at the OEM's dealer locations. Decisiv's cloud-based computing technology is designed to connect fleet managers with internal and external service locations, helping ensure that repairs are handled accurately and in a timely manner.

On an average day, Bison uses ASIST to handle as many as ten active repair orders. Two or three of those service activities are generally for road breakdowns, while the rest are for warranty repairs, being handled at Beaver Truck Centre, Bison's local Volvo Trucks North America dealer in Winnipeg.

### Better control over breakdown and warranty service leads to administrative and downtime cost savings

ASIST allows Bison to communicate with dealers, even before a vehicle arrives at a service location. With access to an electronic folder of vehicle information, service facilities can view the fleet's or individual vehicle's preferred maintenance and repair procedures, warranty coverage, parts pricing programs, and more.



“ASIST provides us with an accurate, consistent and comprehensive process that is generating savings. With the platform, we can see exactly the communication that took place between Bison and a service provider, removing the possibility of lost or deleted emails, faxes and phone messages. That eliminates the time it takes to address discrepancies, while knowing exactly when a repair is done cuts downtime and improves vehicle utilization.”

**Braedy Tritthart**  
*Outsourced Maintenance  
Coordinator,  
Bison Transport*



## About Bison Transport

Bison Transport, headquartered in Winnipeg, Manitoba, is one of the largest truckload carriers in Canada. The carrier fields over 1,000 tractors providing dry van, refrigerated, intermodal, logistics, dedicated fleet, and other related services throughout Canada and the 48 lower U.S. states. The Bison fleet operates from terminals in Manitoba, Ontario, Saskatchewan and Alberta.

"ASIST is now our main conduit for repair status information. It streamlines communication between us and our service providers, because all of the vehicle specification and warranty information is in the system; it also gives us much greater control over our equipment.

A better supplier relationship leads to lower administrative costs, and virtually eliminates issues that could occur when we're working with a dealer location on the road."

**Violet Hauptkorn**  
*Breakdown Maintenance  
Coordinator,  
Bison Transport*

## About Decisiv

The Decisiv SRM platform 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.

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