

Braun's Express

Braun's is using Decisiv SRM to boost management efficiency and productivity through improved workflow and communication

Managing maintenance effectively

Due to the nature of its operation, Braun's found it hard to keep up with maintenance and repairs in its own shops. The carrier also needed to better monitor and manage repair and warranty activity at dealerships.

Spending considerable time communicating with service locations by phone and FAX was costing Braun's valuable management time. Leaving gaps in the process, ineffective communication processes also meant PMs and repairs were not always done on time and to the fleet's exact specifications..

More effective communication with service locations

Braun's Express has adopted the ASIST platform, developed for Mack Trucks dealers by Decisiv, Inc., to manage its vehicle maintenance operations and to communicate more effectively with service locations. The technology allows the fleet and its service providers to share information throughout a service event, all within a single web portal.

A Fleet Profile established by Braun's in ASIST for each of its vehicles details the company's preferred maintenance and repair practices everywhere a vehicle travels, even if it has never been to a particular service location before. The ASIST platform provides Electronic Folders for organizing and easily accessing vehicle details, estimates including any changes agreed to, pictures, documents, electronic conversations with the service location, results of inspections, and more.

Braun's uses the platform to request service by selecting a vehicle and describing the problem, entering its location, and finding and contacting the closest service facility. The Mack Trucks service location then has instant access to a particular fleet or vehicle profile based on a Braun's Express VIN or unit number.



"We're realizing efficiencies which ultimately mean cost savings. This new technology helps to improve productivity in workflow and business processes. The platform enables us to communicate effectively with dealers, and gives us the ability to easily view, efficiently manage and audit our service activity at all terminals, and for all power units.

With this solution our productivity is higher and our customers benefit because it helps to cut downtime for service and repairs."

David Normandin
President,
Braun's Express



"It's important to keep up with new developments that can help improve our operating efficiency and productivity. We attribute a lot of our success to technologies like ASIST. It's more cost efficient and productive for us to handle maintenance and repairs this way."

Cynthia Normandin
Vice President,
Braun's Express



About Braun's Express

Braun's Express, headquartered in Hopedale, Massachusetts, specializes in LTL receiving, consolidation, shipping and delivery of carpeting and related flooring products.

The carrier, which also provides truckload service throughout the eastern U.S., operates from five terminals in Massachusetts, New Jersey, Maryland, New York and Georgia with a fleet of 85 Mack tractors, 26 Mack straight trucks and 185 Great Dane trailers.

ASIST communication, including approval by the senior managers, is now required prior to any work being performed on a Braun's vehicle. In addition, service locations are now required to post work order estimates, work authorization, PO numbers, and attach all invoices to each repair event. Faxed copies have been virtually eliminated.

Boosting management productivity

For Braun's Express, ASIST developed by Decisiv is enabling the fleet to more effectively and productively manage vehicle maintenance and repairs. Today, the platform is in constant use for communicating with Mack Trucks dealers located near its five terminals, and at an extensive network of service locations if repairs are needed along the carrier's routes.

Braun's relationship with Mack Trucks dealers and its use of the ASIST platform are cutting the time and expense involved with operating company shops. The ability to have repairs, warranty work, and routine maintenance completed at pre-determined parts and labor prices, is generating savings by improving workflow and business processes. Using ASIST to communicate and work closely with service locations and Mack Trucks district service managers, Braun's vehicles are serviced in a more timely fashion.

The platform also enables the fleet's management team to make better decisions because all vehicle and service information, regardless of its location, is neatly organized in one format. Readily accessible on the platform's web portal, the information is also archived for resolution of problems that might arise and for long-term trend analysis into fleet performance.

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)