

# GATR Truck Center

GATR Volvo GMC is enhancing body shop operations and used truck sales with MVASIST SRM platform

## Challenges

### Selling more effectively

Justifying repairs and making effective decisions about work that needs to be performed on used trucks taken in on trade by the dealership's sales department was a challenge for GATR.

Knowing up front what the complete cost of necessary and optional repairs would be was seen as a means of enabling the used truck sales department to make better decisions and would lead to being able to price and sell used vehicles more effectively and profitably.

## Solution

GATR Volvo GMC adopted the MVASIST platform developed for Volvo dealers by Decisiv, Inc., followed by onsite process, customization and application training for managers and frontline personnel.

Almost immediately, the dealership's body shop began using the platform to generate precise estimates for the used truck sales department. The body shop now uses MVASIST to create a required estimate on every vehicle that comes into the facility.

Through active participation in training and Decisiv group meetings, GATR's understanding of MVASIST grew exponentially, enabling the body shop to customize the application to include new specified operations to reduce manual data entry, for faster and more accurate processing.



"With MVASIST, we are able to produce accurate estimates for body shop repairs and enhance our accountability with the dealership's used truck sales department.

This leads to better decisions and generates profits by being able to price used trucks more effectively."

**Scott Harter**  
Body Shop Foreman,  
GATR Volvo GMC



“At the GATR Volvo GMC body shop, internal and external customer satisfaction is our number one goal. With the Decisiv platform, we can make sure we exceed their expectations and provide services in a highly professional manner.”



### About GATR Truck Center

GATR Volvo GMC of Sauk Rapids is a full service dealership that has been serving customers in Minnesota and Iowa for over 30 years.

The dealership’s offerings include new and used truck sales, a service department staffed by certified technicians, an extensive parts department, a body shop that makes repairs ranging from fixing small scratches to total rebuilding of chassis and bodies, and a wash and detail facility.

## Results

The GATR Volvo GMC body shop is now realizing two key benefits from its growing use of the MVASIST platform.

### Enabling effective pricing

When a truck is traded in the body shop can accurately and quickly estimate the work it needs. This enables the used truck sales department to make a better decision as to what work to perform and more effectively price the vehicle for sale.

### Boosting profitability

By pricing used vehicles more effectively based on repair work that needs to be performed, GATR is able to quickly wholesale trucks that require more work than can be justified, and properly price vehicles it decides to place in its inventory. More effective pricing leads to realizing an inherent savings and enhanced profitability.

### 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 intelligently harnesses, shares and analyzes connected asset data, 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)