

# Gabrielli Truck Sales

## Driving service efficiency for multiple brands and asset types

### Challenge

#### Improving service management and customer satisfaction

For its eleven service locations in three states, Gabrielli Truck Sales set its sights on standardizing service management processes across its dealership facilities. Compounding the challenge was the fact that the multi-line truck dealer provides service for a variety of brands and asset types.

For Alan “Chip” Mowrey, service director at Gabrielli since 2016, consistency is the key to a customer first approach at all of the dealership’s service facilities. Starting at the company as a mechanic in 1985 and having risen through the ranks, he had first hand experience with how service processes impacted technicians and customer service.

Gabrielli’s goals were not focused on minimizing repair times or maximizing profits. Instead, a uniform process for managing service events was viewed as a means of fulfilling a corporate objective of constantly improving to give customers the best experience possible.

### Solution

#### “No matter what’s under the hood, our process stays the same.”

In 2004, Decisiv SRM was introduced at Gabrielli and today SRM is in use across several OEM versions of the platform. Included are the ASIST web-based service management system for Volvo Trucks and Mack Trucks, the Kenworth TruckTech+ proactive diagnostic and repair planning solution, the INSIGHT Case Management platform from Hino Trucks, and the Isuzu Connect extended service solution.

Standardized service processes at Gabrielli begin immediately and continue throughout each event. When a truck arrives at a facility, a service advisor begins a case using Noregon JPRO Professional diagnostic tools to quickly determine any issues with the vehicle. Through an integration enabled by Decisiv, JPRO uploads vehicle information directly into the SRM platform. With the integration, fault data is automatically captured, eliminating errors from manual entry.



“Decisiv SRM across all the vehicle makes that we service provides for standardized processes and eliminates confusion.

Our senior technicians are often juggling three or four cases at once. With the communication and collaboration capabilities in SRM they can stay on top of repair orders and parts deliveries on their own and perform much more efficiently.

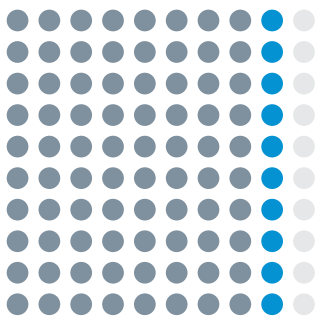
Decisiv lightens their workload, reduces tension, and eliminates the backlog that increases downtime for customers.”

**Chip Mowrey**  
Service Director  
Gabrielli Truck Sales Ltd.



# 10%

Increased technician efficiency



## About Gabrielli

Founded in 1966 as a service dealer, family owned and operated Gabrielli Truck Sales now operates eleven sales and service locations in New York, Connecticut and New Jersey.

The company, which sells Volvo, Mack, Kenworth, Hino, Isuzu, and Ford trucks, has service departments at every location staffed with certified factory-trained technicians for all major OEMs and component manufacturers, including Detroit, Caterpillar, Cummins, Eaton, and Meritor.

In Decisiv SRM, a service event case is populated with maintenance requirements, recall information and warranty status updates. With SRM, technicians can check on the status of a repair and approved estimates, parts availability, and work schedules. Every master technician at each dealership location has a laptop, which they can use to access service histories in SRM without needing to search through file cabinets, and can request parts, and attach service and repair related notes and pictures.

## Results

### An all-around positive experience

Decisiv SRM, regardless of vehicle make, is a main contributor to a positive customer experience at Gabrielli. By enabling clear and concise communication and collaboration, the platform speeds diagnosis and estimate creation, and streamlines approval processes, resulting in less downtime and the reduction of estimate-invoice mismatches.

With SRM, Gabrielli is realizing a 10% improvement in technician efficiency. Using the Decisiv platform to track service time and industry Standard Repair Times, the dealership's technicians are now performing in the 85% to more than 90% range, up from the 70% to low 80% range prior to adopting the SRM solution.

With the ability it gives service advisors to manage more cases effectively, Decisiv SRM is also driving an improvement at Gabrielli in the number of billable hours per repair order, positively impacting the dealership's effective labor rate. In addition, by enabling service history and vehicle information integration, the platform facilitates warranty processing and claims recovery.

## 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)