

# Hino Trucks

Hino standardizes service events and boosts uptime, productivity, and profitability with Decisiv SRM

## Challenges

Hino Trucks, a Toyota Group Company, manufactures, sells, and services a lineup of Class 4-8 commercial trucks in the United States.

The company strives for customer relationships that provide low total cost of ownership and unmatched reliability and maneuverability from its medium- and heavy-duty models, and the most comprehensive bundle of standard features in the market.

To provide the “Ultimate Ownership Experience” for customers, Hino is focused on making its dealerships as efficient as possible. Its approach to achieving that goal is through communication and advanced vehicle and information management technologies.

## Solution

The INSIGHT Case Management platform, developed by Decisiv for Hino and standard across all 2017 and newer model year trucks, is designed to streamline communications and organize the documentation and content for service events.

Decisiv SRM powers INSIGHT Case Management by enabling communication and collaboration across Hino customer fleets, dealers, and the INSIGHT Diagnostic Center.

With the Hino INSIGHT Case Management application of Decisiv SRM, Preventive Maintenance (PM) schedules are loaded into Decisiv SRM based on daily mileage updates from telematics systems on each asset. INSIGHT Case Management tracks due, overdue, and upcoming PMs and sends customers a report showing each asset’s scheduled or recommended service needs.



“We are committed to providing the best customer ownership experience in our industry. Hino Insight Case Management, enabled by Decisiv and our dealer network, is instrumental to our success. The value gained by our ecosystem from teaming up with Decisiv is tangible, and remarkable to see increase day-in and day-out.”

**Dominik Beckman**  
Director  
Marketing & Dealer Operations,  
Hino Trucks



“INSIGHT Case Management from Decisiv drives our ability to optimize our customers’ return on investment by maximizing uptime and reducing repair costs. SRM helps us take care of a customer through the whole lifecycle of the relationship. With Decisiv we have a full service solution for supporting customers and they come back because of that high level of service.”

**Rachel Suttle**  
Connected Vehicle  
Program Manager  
Hino Trucks



## About Hino Trucks

Headquartered in Novi, Michigan, Hino Trucks is the premier heavy & medium duty nameplate in the United States with a product lineup that offers fully connected vehicles with low total cost of ownership, superior fuel economy, unmatched reliability and maneuverability, and the most comprehensive bundle of standard features in the market.

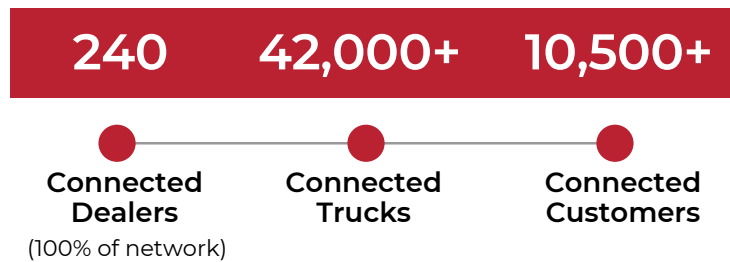
Decisiv SRM captures fault codes from vehicles using INSIGHT Remote Diagnostics and establishes severity and recommended repair plans and automatically notifies fleets to facilitate the required service. To maximize efficiency and coordination of the service event, the information is also simultaneously shared by Decisiv SRM with the Hino INSIGHT Diagnostic Center and the Hino dealer assistance networks.

## Results

INSIGHT Case Management powered by Decisiv SRM helps Hino customers and dealers realize the benefits of service event standards.

With INSIGHT Case Management, Hino customers are realizing savings from a reduction in triage time and higher levels of asset uptime by lowering days out of service.

For Hino dealers, INSIGHT elevates parts and service departments’ performance by improving sustainability through increased customer satisfaction and loyalty as well as powering operational excellence.



## 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://decisiv.com)