

# MacKay's Truck & Trailer Center

MacKay's Truck & Trailer Center is saving up to four hours of daily administrative time by using the Decisiv SRM ASIST platform

## Challenges

### Answer service event questions in a timely and professional manner

MacKay's needed to know when tractors were brought to a dealer service location for repair. While all outside maintenance and warranty work on company assets is managed centrally, the company's main office would not always be advised of repairs in advance, especially when covered by warranty.

### Integrate service management with breakdown and business systems

Quoting service and repair work on a variety of truck, tractor and trailer makes, including contract maintenance and lease turn-in activity for leasing and fleet management companies, requires having all vehicle and fleet specific information readily accessible.

Through integrations with an online service management solution, MacKay's would be able to utilize standard labor time estimates for maintenance and repair work, enable faster and more accurate billing, and provide quick and reliable breakdown support for customers.

## Solution

MacKay's uses the cloud-based ASIST platform from Volvo Trucks North America at both of its service locations. After a three-day on-site training program, all of MacKay's service activity is handled on the platform. ASIST places everything associated with a service event in one online folder, date and time stamped for reference. Included is vehicle and fleet information, including estimates, approvals, warranty coverage, pictures and notes, as well as each customer's preferred inspection and service procedures and negotiated parts pricing. This information is available at both MacKay's locations.



"With ASIST, I was able to answer a customer's question and e-mail it within a few minutes without leaving my desk.

Our previous system required at least 15 minutes looking up the repair order, faxing a copy to the customer, and calling back.

Multiply the 10 plus minutes saved on this one phone call by the 20 to 30 similar calls we receive each day, the potential time savings are a real eye opener."

**Jim Perry**  
Service Manager,  
MacKay's Truck & Trailer Center



"Today, everyone in our operation uses the system, including service advisors, shop foremen, and our warranty administrator. The time savings extend to us and our customers.

As leaders in the industry we strive to offer the best possible customer service, and with ASIST we are more easily able to make that happen."

ASIST enables MacKay's service personnel to communicate with customers in real-time, via email or text, to exchange information throughout the service process, while documenting service requests, and authorizations.

## Results

MacKay's receives numerous daily customer calls inquiring about service events. The consolidation of service and repair information in ASIST lets the dealership to access data on vehicles and service work, and communicate with customers quickly and efficiently, without paper repair orders, faxes, and follow up calls.

The potential time savings daily for these calls is four hours of administrative time. MacKay's also believes it can realize additional savings in warranty audit, accounts payable and other processes.

Integrating a variety of processes and systems with the ASIST platform streamlines MacKay's processes and reduces customer downtime. Included is MOTOR Information Systems data on over 4,000 labor operations for all makes of trucks. The MOTOR labor time data is used for quoting service and repair work, including contract maintenance and lease turn-in activity for leasing and fleet management companies.

Another integration with the ASIST cloud-based platform is linking MacKay's billing system from ADP Dealer Services. The integration enables the dealer to retrieve customer and vehicle information from the ADP system and quickly and seamlessly import it to estimates in the service management platform.

Additionally, service event information from the platform is exported to repair orders in the dealer business system, eliminating duplicate data entry, improving efficiency and productivity and helping ensure accurate, faster billing.

## About MacKay's Truck & Trailer Center

Established in 1980, MacKay's Truck & Trailer Center Limited, Truro, Nova Scotia, has been a Volvo Trucks dealer since 1991 and has operated a Mack Trucks dealership in Dartmouth, Nova Scotia since 2008.

The company currently employs 75 people in its sales, parts and service operations, including over 30 technicians at its 19-bay Truro shop and 12-bay Dartmouth location.

The company also offers 24/7 heavy duty towing and carries a large inventory of Volvo, Mack, and Hino parts, and a large assortment of parts common to all makes of trucks and trailers.



## 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)