

# Stewart & Stevenson

Decisiv is driving the success of service management practices across Stewart & Stevenson locations nationwide with highly valuable and actionable information

## Addressing challenges with a comprehensive service management platform

As a provider of parts and service for commercial asset dealers, Stewart & Stevenson was one step removed from the customer facing part of its business. As it transitioned into a full service provider of commercial vehicle maintenance and repair services for fleets, however, it became apparent that the company required a new approach for effectively managing service activity. Initially, Stewart & Stevenson implemented the Decisiv Service Relationship Management (SRM) platform to facilitate service intake processes. Its intention was to use Decisiv SRM in conjunction with a legacy Dealer Management System (DMS).

However, at the time, the service provider was using two standalone systems—SRM for service management and a DMS for back office processes. Service advisors would take customer and complaint information manually and enter the data into both systems using separate screens. The result was a service management process that was less efficient than planned, which was reflected in both the time and expense associated with managing activities on the two systems.

A comprehensive and integrated dealer service management solution was needed to facilitate communication and coordination internally, and with customers. A key requirement as well was to track, manage and use data on service and repair activity on a consistent basis.

In late 2019, Stewart & Stevenson announced to its 30 service locations that the Decisiv SRM platform would be fully integrated with a new Oracle-based custom DMS being adopted company wide. The roll-out of the integrated solutions began in mid-October 2020, and all locations are on track to be up and running by early 2021.



“With Decisiv we have visibility into our service management processes. We’re capturing data on turn time and dwell time and using that to make better decisions. SRM is improving our processes and adding value for our customers by enabling us to drive our business with valuable information.”

“SRM is our operating system and our DMS is the system of record. That integration may be invisible to customers, but with the combined solutions they see the result in shorter cycle times, faster response times, less downtime, easier to read and interpret estimates, and less confusion and frustration.”

**Rich Rewerts**  
VP of On-Highway Business,  
Stewart & Stevenson



“We’re working to use SRM data to analyze technician performance. With the platform always front and center we have timely feedback for improving efficiency and productivity in our shops. Decisiv helps with that because it is driven by real time productivity and efficiency metrics.”

“It has been an eye opener for our personnel to see the capability of the Decisiv platform to improve uptime for our customers. Downtime is a key pain point for customers that is addressed by condensing service time, and that is where SRM provides additional value. It also helps us build relationships with customers by fostering improved communication and collaboration.”

**Rick Ellender**  
Parts & Service Operations Manager,  
Stewart & Stevenson

Stewart & Stevenson is using the Decisiv powered WheelTime LINQ platform. WheelTime LINQ contains over 200 common service operations, which can be customized for each location to allow service advisors to create professionally formatted estimates.

## Measuring success across service locations and improving uptime for customers

Decisiv SRM is now providing Stewart & Stevenson service locations with a streamlined customer intake process, and an estimating feature that results in faster, better detailed and more effective communication with their customers. The platform also reduces redundant and error-prone data entry. By cutting cycle time and cost out of the service process, the company is experiencing immediate buy-in and adoption of the platform.

Decisiv SRM is driving better communication with customers for estimate approvals, which shortens downtime from the time a case is created until the vehicle is ready to return to service. With a quick, well-documented method for estimating, and enhanced communication capabilities, SRM drives faster quotes and approvals.

The SRM platform provides Stewart & Stevenson service locations with the ability to take wasted steps out of the process. With mostly one-shift operations that saves valuable time for both technicians and service advisors. Even saving a few minutes quoting parts can mean a service location doesn’t miss the cutoff on an overnight shipment order and prevents adding an entire day to the repair process.

SRM and a fully integrated DMS will lead to the elimination of estimate-invoice mismatches, a challenge that the company has identified as a pain point internally and for customers.

With readily accessible access to time-stamped information in one platform and an integration with a new DMS that is uniform across all locations, Decisiv SRM is boosting accountability for different areas of responsibility within and across Stewart & Stevenson service locations.

## About Stewart & Stevenson

Stewart & Stevenson provides commercial truck repair, fleet maintenance, OEM parts, engine and transmission rebuilds, warranty support, field service and emergency roadside assistance from 30 locations in 11 states. A division of Kirby Corp. and a member of the WheelTime network, Stewart & Stevenson operations are authorized sales and service providers for Allison Transmissions, Detroit Diesel, MTU and Mercedes Benz engines, among others.

Stewart & Stevenson includes Florida Detroit Diesel-Allison with ten branch locations in the state, and Atlantic Detroit Diesel-Allison with five locations in New Jersey, New York, Massachusetts and Connecticut. The company also operates four United Engines locations in Oklahoma, Arkansas and Louisiana.



## About Decisiv

Decisiv provides a cloud-based Service Relationship Management (SRM) platform that revolutionizes how the service supply chain for commercial assets communicates and collaborates. As the industry leader in SRM 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).