

TranSource

TranSource Truck & Trailer Centers is improving asset utilization for lease, rental, and service customers

With the Decisiv Service Relationship Management (SRM) platform, business system and partner integrations, and by working toward fully paperless processes, TranSource is driving up both efficiency and productivity.

TranSource Truck & Trailer Centers has clear goals for its service operations:

- To boost asset utilization for customers, the company is focused on reducing dwell time in its shops
- To improve asset performance for customers, the dealership is deploying inspection and maintenance programs that drive up the efficiency and productivity of service department operations
- To provide a consistent service experience for customers, the operation is employing advanced management solutions

Central to achieving those objectives across all TranSource locations in North Carolina and South Dakota are service and business process technologies.

Decisiv SRM platforms at TranSource include the Mack Trucks and Volvo Trucks ASIST web-based service management platform, the INSIGHT Case Management platform from Hino Trucks, and the Isuzu Connect SRM platform from Isuzu Commercial Truck of America.

TranSource is now implementing the Karmak Fusion business management solution to handle its sales, lease/rental, accounting and business processes. The single, unified dealer management system is replacing three legacy solutions from Karmak and two other software providers.



“The Decisiv platform really helps our Service management team focus on turning repairs for our customers by giving us a snapshot of where jobs stand from a single dashboard. This is especially helpful with high volume service shops and multiple locations spread out across the state.”

James Bland
Dealer Principal
TranSource, Inc.

Applying advanced service management technology

TranSource employs Decisiv SRM for vehicles that are serviced and repaired at its facilities and on-site at customer locations, as well as for the dealership's lease and rental fleet. The TranSource service operation uses Decisiv SRM to keep track of all information associated with a service event, including diagnostic reports, estimates, approvals, warranty coverage, as well as each customer's preferred inspection and service procedures.

Decisiv SRM integration with the Karmak Fusion business system enables TranSource to share critical information across the dealership. Every service event for every type of asset is managed on the platform, and it is used by service, parts, sales and lease/rental operations personnel to communicate and collaborate about asset maintenance needs. The SRM solution also enables communication with customers about service status, estimates and approvals.

Integrations with Decisiv SRM Ecosystem partners streamline service for vehicles in TranSource shops. At check-in, tablets with the Noregon JPRO in-shop diagnostic solution are used to diagnose vehicles and automatically load fault data, vehicle service histories and other in-context information in a case. Asset, service and repair information is also available at any time on laptops assigned to service advisors and on computers in shops for use by technicians.

On a daily basis, the TranSource service management staff uses the Vision management dashboard in the Decisiv SRM platform to view real-time data on assets at every location. The configurable dashboard provides critical information in real time about the status of every service event by enabling a view into each case throughout the entire service process.

"Decisiv continues to be integral to our development of more effective and productive service event management practices."

Kevin Bowers
Director of Service Operations
TranSource, Inc.

Building a paperless service process

To enhance service management efficiency, TranSource uses the capabilities of Decisiv SRM to implement paperless processes across its network of shops. SRM paperless applications now support technicians, service advisors and managers during in-house events, and mobile on-site and roadside service.

From initial check-in and diagnostics to vehicle inspection, service and repair, all information at TranSource is now captured on laptops and in handheld devices and automatically exported to a case in SRM and to the dealership's business system.

TranSource used Decisiv's Builder application to create nine new paperless inspection procedures for service writers and technicians. The digital inspections, which are an acceptable legal form of documentation, cover lease/rental and used truck turn-in, trailers, DOT requirements, and maintenance programs for customers.

Teams at Decisiv and TranSource worked together to convert inspection forms developed by the corporate trainer at TranSource based on OEM standards and recommendations. Also prepared for use in paperless applications are procedures covered under the dealership's Express, Premium and Signature maintenance packages.

Eliminating paper from service management processes has been well received at TranSource. Service writers and technicians across the dealership's network of shops find it simpler and more accurate to access and provide service event information electronically. Paperless applications also make it easier to follow structured inspection and maintenance procedures more effectively.

"Our service operation as a whole is driven by Decisiv SRM. It's so valuable every day that our view is if a service case is not on the platform, it didn't happen. Now, with our expanded paperless applications we are making processes simpler and more accurate for everyone."

Kevin Bowers
Director of Service Operations
TranSource, Inc.





About TranSource

TranSource, Inc. is a full-service medium- and heavy-duty commercial truck dealership group offering new and pre-owned truck sales, leasing and rental, parts and service. The dealership sells and services Mack Trucks, Volvo Trucks, Hino Trucks and Isuzu Truck vehicles, and is an authorized parts and service center for Mitsubishi Fuso Trucks, UD Trucks, Cummins engines, Allison Transmissions and Autocar Trucks.

The eight TranSource Truck & Trailer Centers locations serve customers in 75 counties in North Carolina, South Carolina and Virginia. Service is offered for all makes and models of commercial vehicles at over 130 bays by 100 ASE and OEM certified technicians. Also, part of the family-owned company is TranSource Truck & Equipment Inc., a Mack Trucks and Volvo Construction Equipment dealer with three locations in South Dakota.

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)