

# Transwest Trucks

## The Decisiv SRM increases parts sales and boosts labor profit at Transwest Trucks

### Challenges

Transwest Trucks sought to better serve customers by adopting a solution that would eliminate inconsistencies and provide accurate, detailed service estimates.

#### Streamline the service write-up process

Cutting the time it takes to produce accurate, consistent estimates was essential to Transwest and its customers. Gathering information on repair needs, parts requirements and warranty was time consuming, leading to a loss of productive labor and management time.

#### Communicate effectively with customers

Performing about 40 percent of its repair work on over-the-road trucks presented a challenge for Transwest, which was spending up to an hour reviewing estimates on the phone and waiting for approval from customers. The lack of a written estimate also led to disagreements over the work that was performed.

### Solution

Transwest Trucks adopted the web-based Decisiv SRM platform developed for Freightliner service locations. The SRM incorporates real-time access to Freightliner's PartsPro with a comprehensive customer communications capability that allows service locations to more effectively share estimate information with customers, and keep them informed during the service and repair process.

Decisiv is also launching a fleet-facing version of the SRM that Transwest customers can use to receive immediate notification of service transactions as they occur, to view service writeups, service location notes, inspection results, and related documents and photos.

Participating fleets can also create an electronic profile with contacts, operational, and vehicle information, and provide a unique vehicle inspection to be performed when a vehicle arrives at a participating location. Fleet managers can also use the SRM to initiate a service transaction.



“The Decisiv SRM platform gives us a proactive approach to doing business that saves time for everyone. And, there is no larger factor in profitability than effective time management.”

**Jim Elkins**  
Service Director,  
Transwest Trucks



“The Decisiv SRM platform gives us the ability to take better care of our customers when their vehicles need service.

There is simply not a better system for streamlining the estimating and approval process and for fostering communication that leads to improved customer relations.”



## About Transwest

Transwest Trucks represents the Freightliner, Sterling, Western Star, American LaFrance, Thomas Bus, and Freightliner Custom Chassis brands in nine sales and service locations.

The Colorado-based company has 145 state-of-the-art service bays staffed by highly trained technicians operating 24/7.

The dealership also offers a full line of truck and trailer parts.

The selected service location receives a notification that includes information from the fleet profile along with comments from the fleet manager or breakdown center, so the service write-up process can commence prior to vehicle arrival.

## Results

After adopting the Decisiv SRM platform, Transwest Trucks has improved productivity in its service write-up and approval processes, leading to increased sales, and is also benefitting from the platform’s communications capability.

### Faster, accurate estimates lead to higher profits

Using the SRM has greatly cut the time it takes Transwest to generate service estimates, leading to increased productivity, and a resulting rise in gross labor profit of 4.9%. In addition, by asking appropriate questions of the service writer, the platform is helping increase parts sales by as much as 10%.

### Fleet portal fosters more effective and efficient communication

For long-haul and local fleets, Transwest is using Decisiv SRM to communicate more effectively with its customers throughout the service process, from the diagnosis and estimate to approval and completion of the work, getting the truck back on the road in a more timely fashion.

The communications capability within the platform eliminates any potential disagreements over the work performed so less time is spent resolving issues, fewer cost adjustments need to be made, and customers are more satisfied with the dealership’s service.

## 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 intelligently harnesses, shares and analyzes connected asset data, 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)