Decisiv SRM
Ecosystem

Leveraging the power of connection
to accelerate return to service

2021

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Decisiv Service Relationship Management (SRM) has fundamentally changed asset service management. Forever. We made that happen through the creation of our SRM Ecosystem. Here we'll show you what makes up that Ecosystem, where you and your needs fit in, and how we can accelerate together by transforming the way we communicate and leveraging the data we create every day.

ECOSYSTEMS ARE ALL ABOUT CONNECTIVITY — SO IS OURS

The SRM Ecosystem is built on the principle that service is most efficient when all related people, places, systems and things are available throughout an interconnected system.

Core Services Platform

We **bring everyone in** that takes part in the service event life cycle.

From a fleet manager requesting an appointment, to a service advisor checking in a vehicle, to a call center agent dispatching a mobile mechanic, or an equipment manager performing an inspection, we help you communicate each step of the way.

And we **connect them** with our services to create solutions.

This includes an accessible design system and API library that exposes valuable case, provider, and asset data used by our applications, third-party applications, telematics resources, and connected devices to optimize the service event life cycle.

WHERE YOU COME IN

Depends on what you need

Collaborate with the people that matter **when it matters** in the service event life cycle

FLEET & ASSET MANAGERS

You need your assets operating at peak performance. You depend on service providers to work on your assets and equipment managers to deliver uptime.

SERVICE SHOPS

You pride yourselves on minimizing downtime. It's about fixing it right, managing alerts, and completing work as transparently as possible for fleet and asset managers.

EQUIPMENT MANUFACTURERS

Your assets are at the core of the Ecosystem. From equipment configuration to maintenance plans, to parts distribution, your engineering goes into making them perform their best for fleet and asset management customers.

COMPONENT MANUFACTURERS

Your components are critical to the success of equipment manufacturers delivering optimal assets. You provide deeper insights into the performance of your components and how providers can service them best.
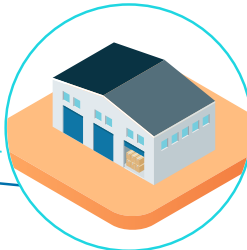
VALUE-ADDED PARTNERS

You bring additional services and technology to all parties in the Ecosystem in the form of industry data, telematics services, payment processing, diagnostic tools, asset management, business systems, and so much more.

Our Ecosystem enables a direct, constant exchange of data, decision-making, approvals, and communication between every participant in a service event.

OUR SERVICES ARE YOUR SOLUTIONS

The Decisiv SRM Ecosystem combines the components and services below to transform the way you anticipate scenarios and create effective solutions for your service relationship needs.

DECISIV SERVICE APPLICATIONS

Full visibility into every service event allows users to manage end-to-end service event workflow between multiple participants

DECISIV DATA TOOLS

Use our data tools to access valuable data for aggregation, decision-making, benchmarking, reporting, and analytics to take meaningful action

INTEGRATIONS & CONNECTIONS

Connect your third party app, telematics, and connected device to the Ecosystem to share and receive data where you need it most

CORE SERVICES PLATFORM

Use our accessible design system and growing API Library to create your own application within the Ecosystem to meet your unique service needs

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A — Fleet Manager requesting an late night appointment

With Decisiv applications, Fleet Managers can request an appointment for the services they need when they need it any time, day or night. Even if it's after hours, the service location will have everything they need to check-in the vehicle first thing in the morning.

B — Service Manager checking in a vehicle with no driver

No driver, no problem. A Service provider can scan the unit's SRM QR code and pull up info about the vehicle, the customer, and their service request in our Decisiv applications. They can then contact the customer in the same application to confirm and capture additional details.

C — Call Center Agent needs to dispatch a Mobile Mechanic

Breakdowns happen. So it's critical to be able to request roadside service at any time. With our mobile app, drivers can send a roadside request to a Call Center agent knowing they'll be able to identify a Mobile Mechanic that meets the fleet's time, cost, and service constraints.

D — Service Manager needs to perform an inspection

After receiving an alert in our application, an Equipment Manager can schedule or assign the needed inspection and in the process review and plan any other service needs for the asset, such as deferred work, recall and service campaigns, overdue maintenance, and recent fault codes.

DECISIV SERVICE APPLICATIONS

Decisiv Service Applications give everyone in the Ecosystem the ability to work individually and engage electronically with other participants in the system through all stages of the service event. This includes requesting service, authorizing estimates, managing workflow, communicating status, and securely exchanging critical data effectively and efficiently.
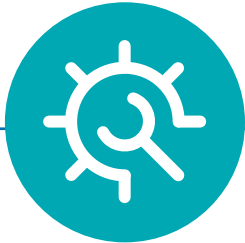
SRM Builder

Our reliable solution for asset managers and owners to control and drive consistency in service by standardizing operations, inspections, and maintenance schedules in their Service Network.
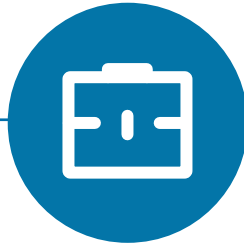
SRM Case

Our comprehensive white-label solution to streamlining service workflow, optimizing asset management and revolutionizing the service supply chain for commercial assets through collaboration.
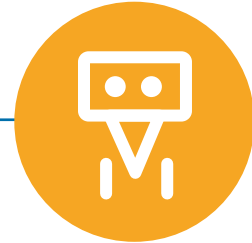
SRM Sentinel

Our innovative solution for service providers to proactively manage customer asset needs using real-time maintenance, recall, campaign, and fault code alerts for assets across manufacturers.

Decisiv Service Applications can integrate with third-party applications through the Core Services Platform, provide data used by Decisiv Data Tools, and leverage integrations with Telematics, Industrial IoT, and customer and partner systems.

REDUCE PAPERWORK —KEEP IT DIGITAL

GET NOTIFICATIONS ON A COMPUTER OR MOBILE DEVICE AND SEND A RESPONSE WITHOUT PRINTING ANYTHING OUT

SAVE TIME AND KEEP TRACK OF COMMUNICATION
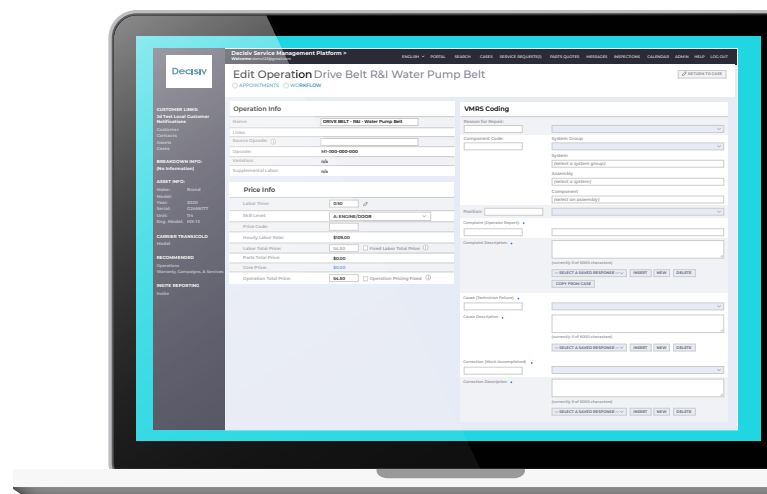
DECISIV DATA TOOLS

Our Decisiv Data Tools provide everyone in the Ecosystem with a suite of configurable reports and visual representations of their asset and service data uniquely designed for the commercial vehicle service industry with your needs and challenges in mind. Access information on service events, operations, inspections, telematics, parts, and more.
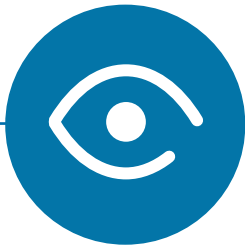
SRM Vision

Our dashboard solution for tracking the real-time status of every service event, so you can monitor progress, get notifications, and prioritize critical information while managing other tasks.

SRM Insite

Our robust reporting solution for leveraging your asset, location, and service data into raw, aggregate, and visual performance reports to make informed and forward-thinking decisions.

SRM Explore

Our more expansive reporting solution for visualizing data across the full spectrum of service management, so you can tailor reports to your needs, discover trends, and make impactful decisions.

Pull data directly from our Decisiv Service Applications and integrate it with data from your other applications, integrations, and connections into our innovative and accurate dashboards so you can reduce downtime, increase uptime, and accelerate return to service.
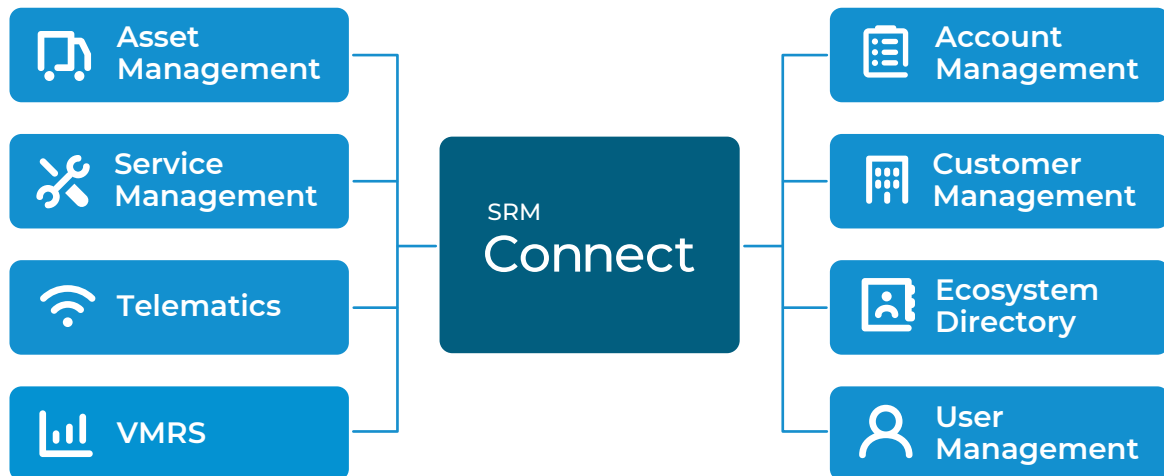
MAKE DECISIONS —BE STRATEGIC

MAKE YOUR DATA ACTIONABLE AND DELIVER REAL-TIME VIEWS INTO THE PERFORMANCE OF YOUR ASSETS & SERVICE EVENTS

MANAGE YOUR DATA AND IDENTIFY TRENDS
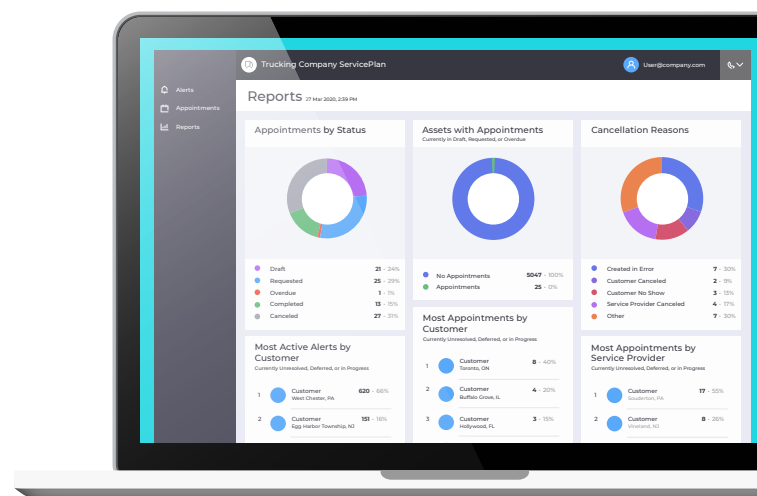
SRM CONNECT API LIBRARY

SRM Connect gives you access to the actionable, real-time case, asset, and service provider data used by the rest of the Ecosystem so you can improve data quality, access telematics, and achieve a seamless integration by automating processing with other Ecosystem members.

Asset Management · Service Management · Telematics · VMRS — SRM Connect — Account Management · Customer Management · Ecosystem Directory · User Management

Asset Management
Enables fleets and asset managers to add and manage individual assets within the Decisiv SRM platform, such as adding or removing assets for the fleet account, and updating asset information such as meter data.

Service Management
Provides access to data and processes that span the entire service event lifecycle, to gain relevant information about specific service events.

Telematics
Populates diagnostic and fault data into the Decisiv SRM Ecosystem from telematics system partners, who receive the data directly from hardware devices installed on assets.

VMRS
Directory of Vehicle Maintenance Reporting Standard (VMRS) codes that are applied to repairs to provide a single, concise coding convention to manage fleet assets and analyze maintenance operation costs.

Account Management
Listing of all accounts which the authenticated user may access based upon security access roles inside the Decisiv SRM Platform.

Customer Management
Delivers access to customer information that Service Providers need in order to deliver service, such as data for assets belonging to, operated by, or managed by the customer.

Ecosystem Directory
Listing of all entities participating in Decisiv SRM Ecosystem and assets registered on the Decisiv SRM platform.

User Management
Management of user access security, preferences and contract information for a given account on the Decisiv SRM platform.

KEY DESIGN SYSTEM

If you can dream it, you can make it with the Key Design System. Our Key Design System provides all the elements you need to create application interfaces using the same components and design guidelines we use. You can then connect it to our Ecosystem and watch your solutions grow.

WHAT WE PROVIDE

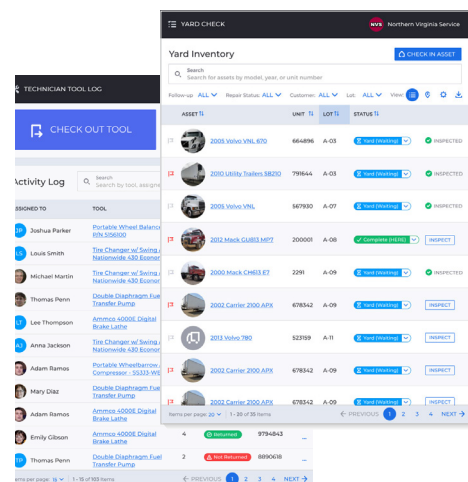Comprehensive developer guide with 35+ React components

Design guidelines meticulously crafted with the user in mind

More than 260 icons, including the weather, for any possibility

Color palettes and typography to match your Decisiv applications

Using our user-friendly, responsive React JS framework components, you can build stable solutions that improve your service relationships, in less time than standard software projects. Because we brought the components to you.

The Decisiv Professional Services team is available to support you in making your ideas come to life. We can help you go from concept to delivery in record time, for nearly any solution you can dream up.

INTEGRATIONS & CONNECTIONS

We welcome third-party applications, telematics devices, and any sort of industrial IoT into the Decisiv Ecosystem, so they can integrate with the Core Services Platform to help accelerate a total SRM solution and provide valuable data to meet everyone's service needs.

2.5M
API calls a **month**
from Decisiv applications **out to** external applications

External Applications

Decisiv SRM **Platform**

1.5M
API calls a **day**
from external applications **into** our Decisiv applications

Bring in your existing applications or build a custom solution.

Connect a service management system to Decisiv SRM Case to exchange data with asset managers, or connect a case management system to SRM Case to provide road repair services for fleet managers.

Access telematics data and share it based on data access rights.

Identify vehicle locations, track time and distance to and from nearby service providers and mobile mechanics, trigger maintenance and high priority alerts, update cases from diagnostics, and report on asset health data.

Leverage a robust array of connected technology and sensor data.

Scan QR code stickers to launch a mobile check-in, or scan barcodes on parts to add them to estimates and parts orders. Place tag readers around the yard and shops to track the movement of assets, people, parts, and tools.

Partners like Trimble, Motor, and MSTS are actively connected to the SRM Ecosystem

COMMUNICATING ONLINE & IN CONTEXT

Get the right info to the right people at the right time and stay proactive during service events

BRINGING IT ALL TOGETHER

Now that you know how the Decisiv SRM Ecosystem works, imagine this scenario.

A fault code comes in on a truck, and the driver needs to get off the road. If they're part of the Ecosystem, the fault code could automatically create a case for a call center with the fault code and customer information.

A call center agent can then check where the vehicle is in proximity to service providers with the parts, services, and availability they need and request an appointment with the dealer information and repair instructions.

When the driver gets to the service location, the service provider already has the info they need to start working.

When work is complete, the data is sent to the fleet for reporting and invoicing, and the driver is back on the road.

THEY'RE ALL LEVERAGING THE POWER OF CONNECTION TO ACCELERATE RETURN TO SERVICE AND GETTING PROVEN RESULTS

20M+
SERVICE EVENTS

4,800+
SERVICE PROVIDER LOCATIONS

40K+
USERS IN NETWORK

NETWORK OEM BENEFIT

16% INCREASED PARTS SALES

19% INCREASED BRAND LOYALTY

FLEET AND ASSET BENEFIT

30% REDUCED DRIVER TURNOVER

50% REDUCED PHONE CALLS

SERVICE PROVIDER BENEFIT

71% REDUCED TRIAGE TIME

90% FIX-IT-RIGHT THE FIRST TIME

Decisiv SRM
Ecosystem

Leveraging
the power of
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THAT'S THE POWER OF THE

Decisiv SRM
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