



# Decisiv SRM Ecosystem

Leveraging the power of connection to  
deliver intelligent service management

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# CONTENTS

Decisiv SRM has fundamentally changed asset service management. Forever. We made that happen through the creation of our SRM Ecosystem. Here we'll overview what makes up that Ecosystem, overview our solutions and discuss the importance of connected service and asset management. Including the value that intelligent service management delivers to fleets, service providers, and manufacturers.

OVERVIEW OF OUR ECOSYSTEM	1
WHERE YOU COME IN	2
DRIVING UTILIZATION AND PERFORMANCE	3
SERVICE EVENT MANAGEMENT	4
ASSET SERVICE MANAGEMENT	5
INTELLIGENT DATA SERVICES	6
ECOSYSTEM CONNECTIVITY	7
BRINGING IT ALL TOGETHER	9
THE FUTURE OF DECISIV	10



# ECOSYSTEMS ARE ALL ABOUT CONNECTIVITY — SO IS OURS

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



## Improved **Safety**

Proactive asset service management has a direct bearing on driver, equipment and highway safety and reduces risk and liability.

## Enhanced operational **compliance**

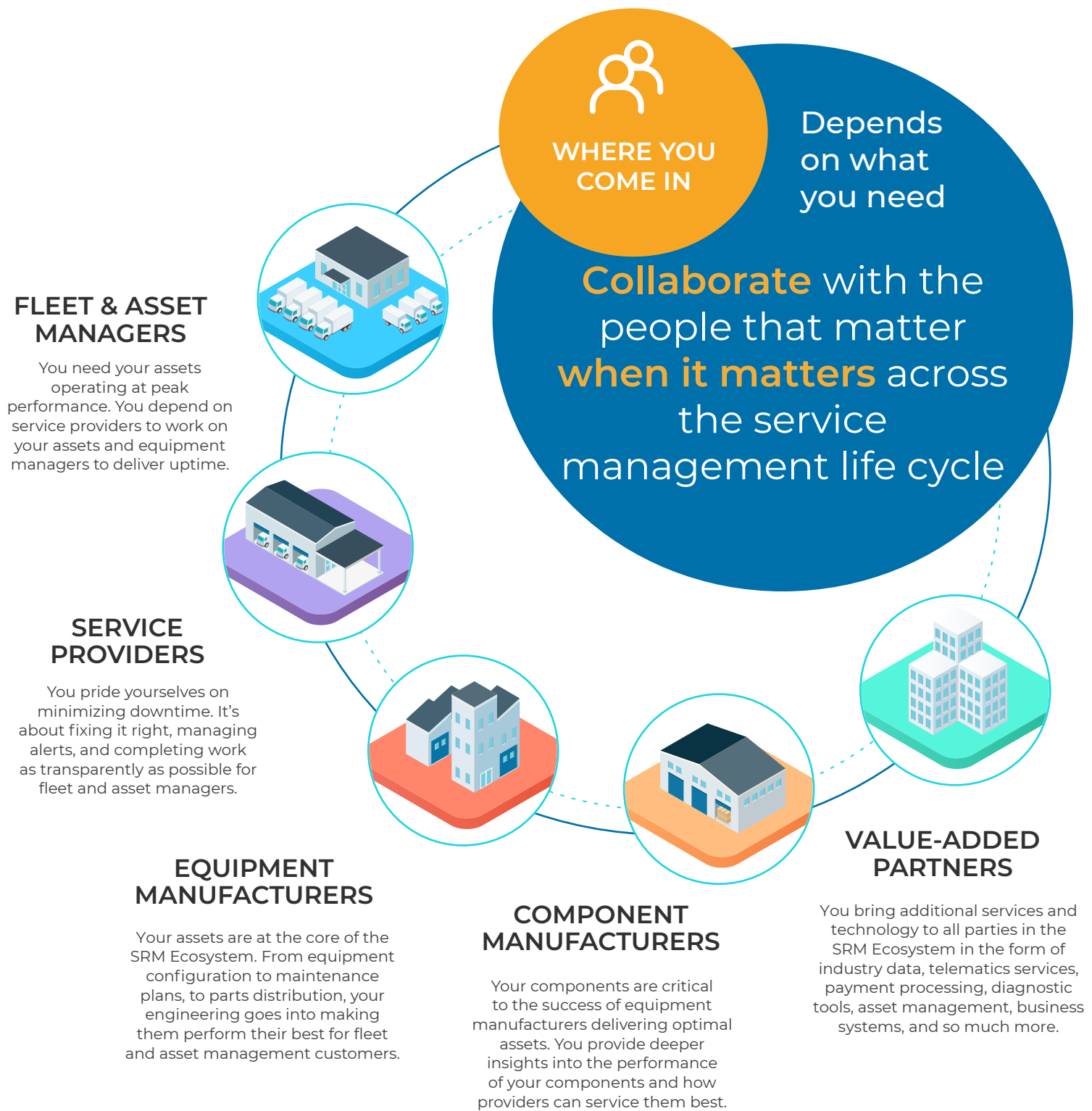
Real time connectivity to actionable, in-context information enables fleets and dealers to elevate the consistency and quality of their maintenance and repair practices.

## Increased Asset **Utilization**

Seamlessly connecting every participant throughout the asset lifecycle drives an efficient and effective service management process that reduces downtime and improves revenue growth.

## Elevated **performance**

Providing critical information to track, analyze and evaluate every asset to better understand and manage revenue and costs across the assets lifecycle.



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

# DRIVING UTILIZATION AND PERFORMANCE

The Decisiv SRM Ecosystem combines the components and services below to transform the way you anticipate scenarios and proactively manage the entire asset service life cycle.

## SERVICE EVENT MANAGEMENT

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

## ASSET SERVICE MANAGEMENT

Manage the entire service life cycle for all your assets from a single point of control using dynamic alerts, diagnostic and service history data to proactively schedule your service activities

## INTELLIGENT DATA SERVICES

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

## ECOSYSTEM CONNECTIVITY

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

**A**

### Anytime - Day or Night

Fleet Managers can request an appointment for services they need when they need it. Even after hours, the service location will have everything to check-in the vehicle first thing in the morning.

**B**

### No Driver - No Problem

Service Providers can scan the unit's SRM QR Code and pull up info about the vehicle, the customer, and their service request. They can also contact the customer to confirm and capture additional details.

**C**

### Breakdowns Happen

Drivers can request roadside service at any time. Call Center Agents are able to identify a mobile service provider who meets the fleet's time, cost, and service needs.

**D**

### Be Alerted

After receiving alerts, Service Managers can schedule inspections that address fault codes. Service needs for deferred work, past due PMs, recalls and campaigns can be planned as well.

**E**

### Be Proactive

Fleets and service providers can schedule and manage maintenance for every asset at every location. With SRM in-house and with outside service providers, maintenance scheduling is managed proactively from a single point of control.

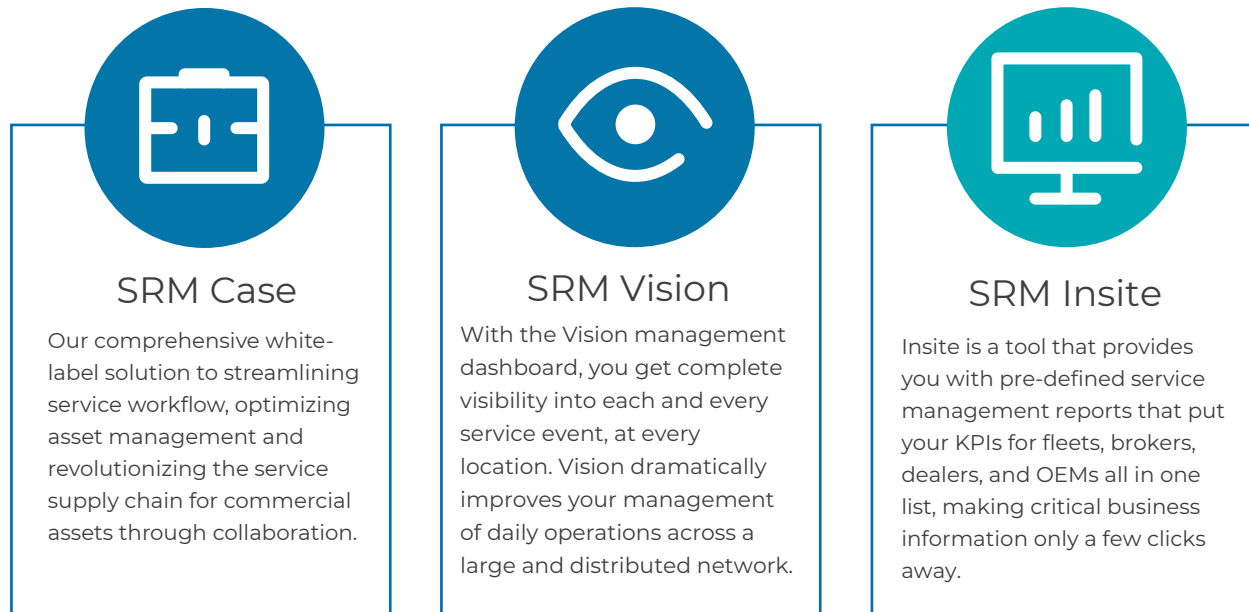
**F**

### Data Delivered

The integration between Decisiv, OEMs, and component suppliers delivers the ability to provide highly relevant information at the point of service. This connectivity elevates technician proficiency and ensures a more effective and streamlined process for all maintenance and repair events.

# SERVICE EVENT MANAGEMENT

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.

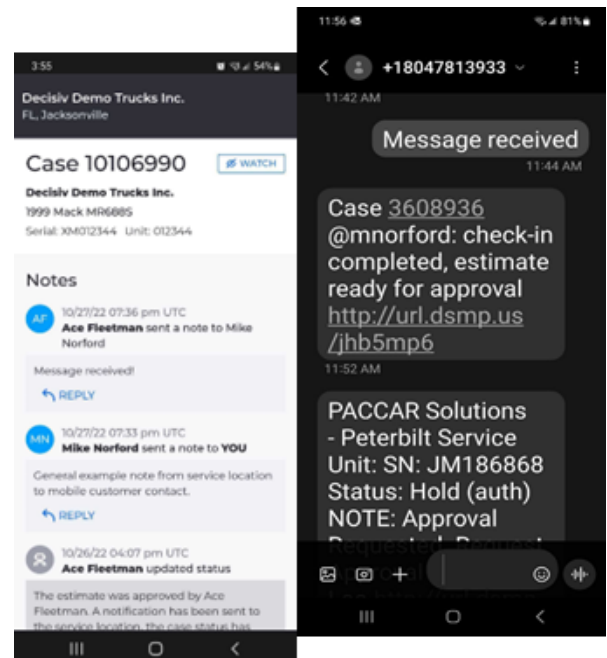


Decisiv Service Applications can integrate with third-party applications through the Core Services Platform, provide data used by Decisiv Data Tools, and leverage integrations with Telematics, Industrial IoT, and customer and partner systems.

## REDUCE PAPERWORK —KEEP IT DIGITAL

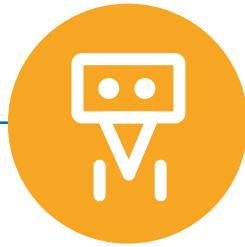
GET NOTIFICATIONS ON  
A COMPUTER OR MOBILE  
DEVICE AND SEND A  
RESPONSE WITHOUT  
PRINTING ANYTHING OUT

SAVE TIME AND KEEP  
TRACK OF COMMUNICATION



# ASSET SERVICE MANAGEMENT

Decisiv Asset Service Management provides service providers, fleets, and OEMs, the ability to manage the entire service lifecycle of every asset. This proactive asset management capability includes everything from concierge services to managed care, and even extends to effective lease and rental maintenance for fleets and service providers.



## SRM Sentinel

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



## SRM Case

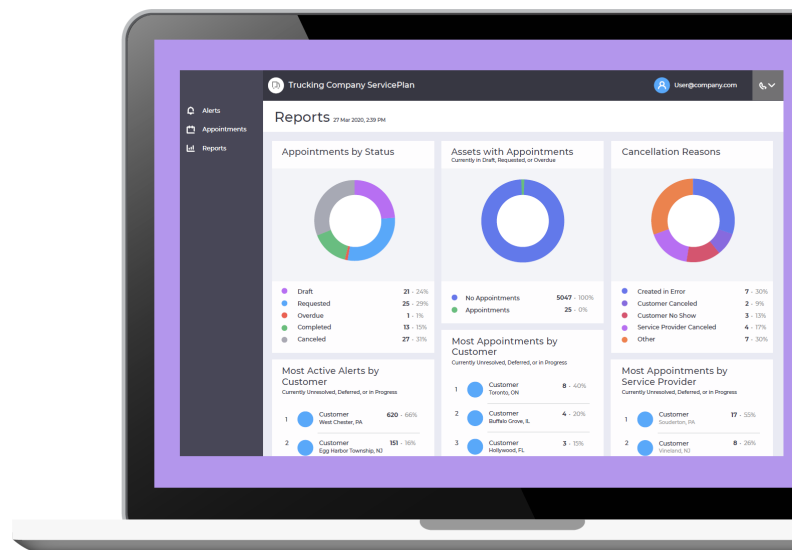
Our comprehensive white-label solution to streamlining service workflow, optimizing asset management and revolutionizing the service supply chain for commercial assets through collaboration.

Streamline PM and repair processes, both internally and with outside service providers. You can manage all maintenance from a single point of control. The result, you'll be able to automate asset service and generate additional revenue by eliminating unscheduled downtime.

## MANAGE SERVICE —BE PROACTIVE

VIEW ACTIVE PREVENTIVE  
MAINTENANCE, RECALL,  
OR FAULT CODE ALERTS  
FOR MANAGED ASSETS IN  
ONE PLACE.

SUBMIT APPOINTMENT  
REQUEST FOR THOSE  
ALERTS TO BE SERVICED.



# INTELLIGENT DATA SERVICES

Our Decisiv Intelligent Data Services provide everyone in the Ecosystem with a suite of configurable reports and visual representations of their asset and service data. Management dashboards provide access to information on service events, operations, inspections, telematics, parts, and more.



## SRM Discovery

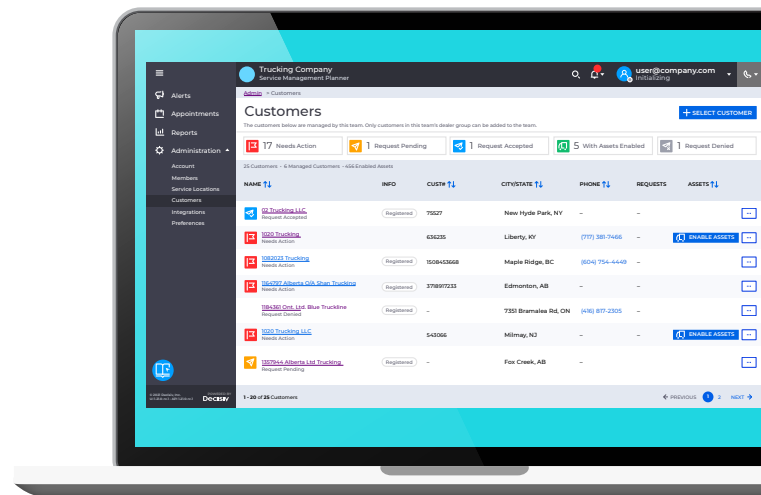
Our more expansive reporting solution for visualizing data across the full spectrum of service management, so you can tailor reports to your needs, discover trends, and make impactful decisions.

Access data directly from our Decisiv SRM 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





# ECOSYSTEM CONNECTIVITY

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 deliver a more intelligent asset and service management solution by providing valuable data in context, at the point of service.



## 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.

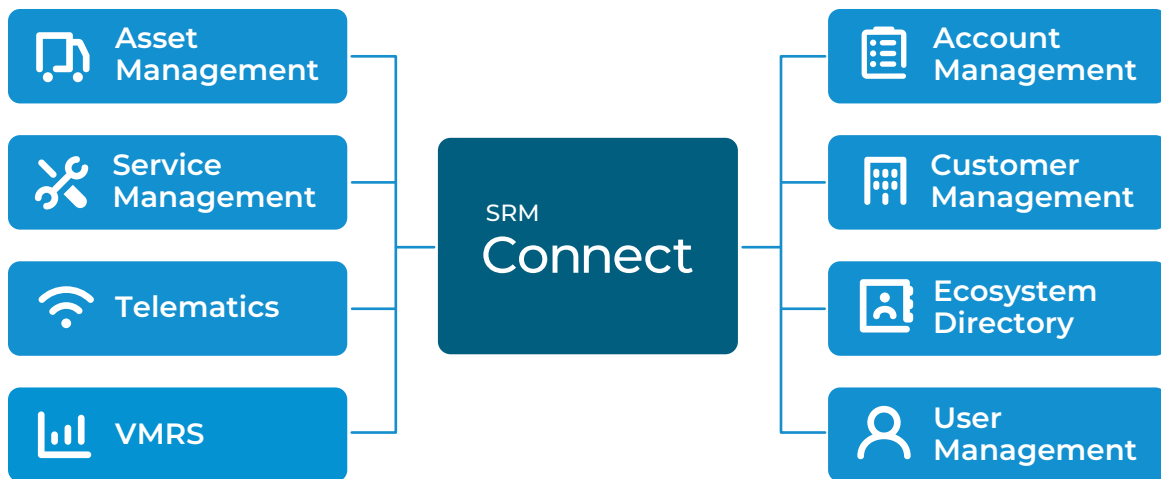
Scan QR code stickers to launch a mobile check-in, or scan barcodes on parts to add them to estimates and parts orders. Place tag readers around the yard and shops to track the movement of assets, people, parts, and tools.



Partners like Cummins, Mitchell 1, Procede, and MOTOR are actively connected to the SRM Ecosystem

# SRM CONNECT

SRM Connect enables access to the actionable, real-time case, asset, OEM, and service provider data you need within the Decisiv SRM Ecosystem through APIs connecting applications and intelligence at the point of service. This elevated level of connectivity improves data quality, access across data silos, and enables seamless integration with other members of the SRM Ecosystem.



## 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.

# 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.

## 26M+

SERVICE EVENTS

## 5,000+

SERVICE PROVIDER  
LOCATIONS

## 74K+

FLEET LOCATIONS

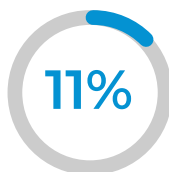
THEY'RE ALL LEVERAGING THE  
POWER OF CONNECTION TO  
ACCELERATE RETURN TO SERVICE  
AND GETTING PROVEN RESULTS

### NETWORK OEM BENEFIT



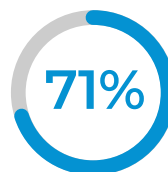
INCREASED  
PARTS SALES

### FLEET AND ASSET BENEFIT

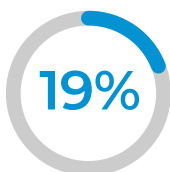


REDUCED  
DOWNTIME

### SERVICE PROVIDER BENEFIT



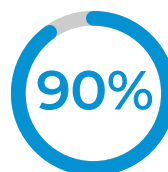
REDUCED  
TRIAGE TIME



INCREASED  
BRAND  
LOYALTY



REDUCED  
PHONE  
CALLS



FIX-IT-RIGHT  
THE FIRST TIME

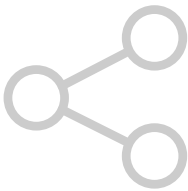
# THE FUTURE OF DECISIV

The SRM Platform is already the foundation for the delivery of increasingly intelligent asset management across the entire service management process and greater collaboration between every participant in the SRM Ecosystem.

For every asset, from acquisition to disposal, SRM streamlines the entire service event process and improves financial and operational control over maintenance activities and costs.

To do so, OEMs, fleets, managed care providers and component manufacturers need to collaborate to deliver actionable data. That higher level of collaboration is driven by the four pillars of Decisiv's SRM foundation.

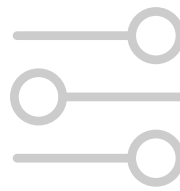
## Connectivity



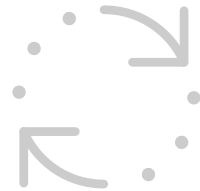
## Communication



## Control



## Consistency



Collaboration is realized through rich, actionable information linked to real-time status information, risk assessment, and supportive analytics that minimize the impact of an asset service event.

Expanding levels of connectivity, in-context real-time delivery of asset information, and higher data quality accumulated throughout the life of an asset will enable Ecosystem participants to analyze performance, establish trends, detect deviations, and quickly identify issues with enough depth of information to answer specific questions about asset utilization, warranty, and parts consumption.

Decisiv SRM delivers unrivaled asset availability and performance for fleets, service providers and OEMs. Its autonomous service management capabilities are the keys to achieving a common goal for all stakeholders - ZERO UNPLANNED DOWNTIME.

**THE FUTURE HOLDS THE PROMISE OF INCREASINGLY INTELLIGENT ASSET SERVICE MANAGEMENT. EVERYONE IN THE SERVICE SUPPLY CHAIN BENEFITS FROM A CONNECTED ECOSYSTEM**

# THE EVOLUTION OF INTELLIGENT SRM

## Engagement

- Connected Service Event Management

## Intelligence

- VMRS Encoding of Operations
- Self-Reporting Maintenance
- Actionable Dashboards
- Workflow Status Tracking
- Forecasted Resources

## Automation

- Predication to Action
- Service Event Auto-create and Assign
- Service Lifecycle Automation





THAT'S THE POWER OF THE

**Decisiv** SRM  
Ecosystem