

## Decisiv Augments Service Event Check-In Processes with Inspection Videos

TruVideo joins the Decisiv SRM Ecosystem of partners to provide greater support and more detailed information within the Decisiv SRM Case application

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Decisiv, Inc., the industry leader in Service Relationship Management (SRM) solutions, announced today that TruVideo inspection videos are being incorporated in their SRM Case application to enhance communication and collaboration during service events.

“With TruVideo, users of the Decisiv SRM platform can incorporate inspection videos directly into the repair process,” said Mike Gibson, VP of Strategic Partners at Decisiv. “This integration augments inspections and check-in by providing a more detailed view of repair needs. It enables service facilities to provide greater support for estimating parts and labor accurately and quickly, speeding the ability to review and approve estimates, which contributes directly to a reduction in downtime. We are pleased to welcome TruVideo as a partner in the rapidly expanding Decisiv SRM Ecosystem.”

Access to videos using TruVideo technology is provided by attaching a link in the SRM Case application. SRM Case delivers collaboration and communication for progress updates and estimates and approvals across the entire service or repair event. It gives asset owners and service providers greater visibility to proactively determine maintenance requirements and schedules, as well as access to complete service histories, build and warranty specs, and real-time information on recalls.

“Allowing service departments to greatly improve communication with customers helps build trust during the repair process,” said Douglas Chrystall, CoFounder and CTO at TruVideo. “By joining the Decisiv SRM Ecosystem we can help service providers build confidence that elevates them into trusted and preferred suppliers. TruVideo is proud to be able to support the highly effective collaboration between service providers and fleets that is a foundation of the Decisiv SRM platform.”

### **About TruVideo, Inc.**

TruVideo is a video-first texting platform to improve customer experience and increase sales and service revenue by communicating transparently. TruVideo's platform offers streamlined service inspections, sales walkarounds, estimates, internal chat, approvals, and payments. This revolutionary platform fixes the communication chain between the dealership and the customer by connecting through personalized videos, texts, and mobile-friendly features. With all these features and the enhanced reporting on customer engagement and real-time sentiment, no product is as comprehensive as TruVideo.

For more information visit <https://truvideo.com/>

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### **About Decisiv, Inc.**

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.

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