

Contact: robert.hodgson@daimler.com; mwasilko@decisiv.com

Daimler Trucks North America Partners with Decisiv to streamline dealer service operations and improve customer uptime

PORTLAND, Ore. – July 28, 2021 – Daimler Trucks North America (DTNA) today announced a partnership with Decisiv Inc., the industry leader in Service Relationship Management (SRM) solutions, to integrate its SRM platform with DTNA’s Uptime Pro dealer service management platform.

“This partnership will enhance our Uptime Management Suite by reducing time to write up repair estimates, enabling instant approvals, verifying real-time parts availability, and providing consistent labor hours using standard repair times,” said Paul Romanaggi, chief customer experience officer at DTNA. “It will allow our dealer service locations to operate at peak efficiency with the transparency and real-time coordination to maximize uptime and provide an even better customer experience.”

The connectivity between Decisiv SRM and Uptime Pro streamlines estimate creation for dealers, which are then sent to the customer for approval. The estimate and approval process is fully integrated into Uptime Pro and incorporates diagnostics, repair information, and photos from DTNA’s Express WriteUp mobile app into a service case in the Decisiv SRM platform.

“By working together, Decisiv and Daimler Trucks North America are optimizing the service experience for dealers and fleets,” said Michael Gibson, vice president of strategic partnerships at Decisiv. “The synergy we’re enabling through this integration creates best practices for workflow and communications that minimize asset downtime. Together, we are delivering a best-in-class service event management solution that will keep Freightliner and Western Star dealers in the lead as trusted partners to their customers.”

To further enhance service management for DTNA dealers, the SRM case can automatically be integrated with Dealer Management System software, interfacing with DTNA's Online Warranty Link (OWL) system and its VIP truck specs database.

About Daimler Trucks North America

Daimler Trucks North America LLC, headquartered in Portland, Oregon, is the leading heavy-duty truck manufacturer in North America. Daimler Trucks North America produces and markets commercial vehicles under the Freightliner, Western Star and Thomas Built Buses nameplates. Daimler Trucks North America is a Daimler company, the world's leading commercial vehicle manufacturer.

About Decisiv, Inc.

Virginia-based Decisiv is the provider of the largest asset service management ecosystem for the commercial vehicle industry. The Decisiv Service Relationship Management (SRM) platform is the foundation for the nearly 5,000 service locations across North America that manage more than 3.5 million service and repair events for commercial vehicles annually. Through Decisiv's SRM platform, dealers, service providers, manufacturers, and fleet and asset managers can communicate and collaborate during every service event. The SRM solution streamlines the entire asset service management process bringing all the necessary diagnostic, telematics and asset information together for all participants, and delivers it at the point of service. This level of connectivity and collaboration drives an unrivaled level of service performance and asset optimization that gets trucks back on the road faster so fleets see higher revenue per asset and lower costs. Service providers using SRM establish efficient communication, better controls, and increased productivity in service operations that enables them to become trusted partners to fleets. For manufacturers, SRM enhances the value of service networks and provides data and analytics to help develop more reliable and efficient commercial assets. For more information, visit www.decisiv.com.