

Hino Trucks

Elevating The Service Experience

Hino Case Management enabled by Decisiv is driving the growth of trusted partnerships between dealers and fleet customers.

Since 2016, Hino Trucks has connected all new vehicles with its Hino Case Management system. Today, 60,000 of the manufacturer's trucks in the U.S. are connected to 240 dealers through the solution powered by the Decisiv Service Relationship Management (SRM) platform.

Servicing operations of all sizes, ranging from single trucks to national fleets with hundreds of vehicles, the Hino dealer network across the U.S. is using Hino Case Management to efficiently meet their maintenance and repair needs.

Hino has seen a 439% increase since 2017 in the use of Hino Case Management. In 2020, the OEM's dealers managed nearly 150,000 service events for 10,500 customers on the platform.

Streamlining service events with actionable information

Beginning with vehicle mileage, and location and active fault data, Hino Case Management provides in-context and actionable information that facilitates the service diagnosis and check-in process. During maintenance and repairs, dealers also have immediate access to technical details, warranty information and repair instructions on the platform, and live communication with trained experts in the Hino Ultimate Support Center.

For model year 2017 through 2021 vehicles, Hino Case Management was fed telematics data on fault codes and engine parameters using Hino Telematics and Remote Diagnostics and an exclusive partnership with Verizon Connect Telematics. Starting with model year 2022 vehicles, the OEM will utilize more robust on-board hardware that will allow for advanced features and flexibility, and partnerships with several select Telematics Service Providers to allow customers the choice of where their data flows.



“Hino Case Management has allowed our dealer service operations to elevate their connection with customers, to become trusted partners rather just suppliers of maintenance and repair services. The relationship between customer and dealer is very important, but in the past we only became involved in negative situations.

With Decisiv, since 2016 we've been able to take a more proactive approach by providing actionable data and by being the source of a better and more consistent service experience.”

Rachel Suttle
Connected Vehicle
Program Manager
Hino Trucks



“Decisiv encompasses our entire service ecosystem from communicating with customers using actionable data and information to ensure dealers are prepared to maintain and repair vehicles, to analyzing trends to improve products. The Decisiv SRM platform behind Hino Case Management is what helps drive the ultimate ownership experience for all of our customers.”

Rachel Suttle
Connected Vehicle
Program Manager
Hino Trucks

When an active fault is detected on a Hino vehicle, telematics data is sent to Hino Case Management where a service event case is automatically generated, and an immediate notification is sent to the fleet. In addition to the fault itself, technical data that can help dealers diagnose the issue is also captured. The information, including the vehicle’s current location, assists in getting it to the nearest authorized dealer for repair.

Hino has also integrated warranty submission with Hino Case Management. The automated process further streamlines service operations and helps ensure claims for covered items are filed accurately and in a timely manner. The capability also easily allows Hino to apply its goodwill policy into cases.

On a corporate level, Hino trucks is using data in Hino Case Management to look at trends and answer common questions by developing new service and repair instructions and operations. Anonymized data is also used by the manufacturer’s quality assurance team to improve products over time. Hino Case Management also surveys customers based on their specific service experiences.

Streamlining service events with actionable information

Hino Trucks continues to collaborate closely with Decisiv to provide dealers with the ability to support customers more effectively. For fleets, the result is actionable information and more effective communication and collaboration with support and dealer representatives during service and repair events.

Through Decisiv’s SRM Connect system where Asset APIs enabled in the SRM platform extend connectivity, and connections with telematics service providers, Hino has added flexibility for supporting customers and improving their service experience in real time.

The growing number of Dealer Management System (DMS) integrations with the Decisiv SRM platform has steadily and significantly increased the use of Hino Case Management, driven by the ability to reduce data entry and have access to all relevant service information across the dealership’s business systems. Hino cites the growing number of OEMs and DMS providers using Decisiv SRM in a single integrated solution for the growth in adoption.

Overall, Hino Case Management provides a highly streamlined service event management process that is consistent across the OEM's dealer network on one platform. Along with Decisiv's growth among fleets that are served by Hino, its dealers are now more effectively supporting a steadily rising number of customers each year.

About Hino Trucks

Headquartered in Novi, Michigan, Hino Trucks is the premier heavy & medium duty nameplate in the United States with a product lineup that offers fully connected vehicles with low total cost of ownership, superior fuel economy, unmatched reliability and maneuverability, and the most comprehensive bundle of standard features in the market.



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 harnesses, shares and analyzes connected asset data, and intelligently enables service management, 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