

Decisiv Adds Quik. Video Capabilities to Speed Estimate Approvals

Technician video platform provider joins the growing Decisiv SRM Ecosystem

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Decisiv, Inc., the industry leader in Service Relationship Management (SRM) solutions, announced today that the Quik. video inspection solution is now integrated with its SRM platform. The integration enables Decisiv SRM users to include technician inspection videos as attachments to service estimates, improving transparency and speeding approval by customers.

“Using the Quik. technician video platform with our SRM platform enhances the level of service for customers because it provides a detailed view of repair needs,” said Michael Gibson, VP of Strategic Partners at Decisiv. “As part of the growing Decisiv SRM Ecosystem, the Quik. technician video platform helps speed the estimating and approval process for asset owners and service providers, and it adds to the SRM platform’s ability to reduce downtime.”

With the Decisiv integration, technicians can make an unlimited number of Quik. inspection videos and seamlessly include them directly in notes in SRM case records. The videos are then automatically incorporated in estimates sent to customers for approval. Another benefit is that the inspection videos are added to the asset’s permanent service history.

The Quik. technician video platform is available for iOS and Android devices and requires minimal Wi-Fi download speeds in the shop to transmit the video to Decisiv SRM. Quik.’s training team is comprised of fixed operations experts that can install the program virtually or in-dealership, alongside the technicians in their bays. The trainers focus on installing a repeatable process to ensure maximum utilization that leads to immediate results.

Visit https://decisivmarketplace.com/solutions_center/technician-video-solution/ for more information.

“With the integration enabled by Decisiv, our Quik. technician video system will enhance the ability of service providers to build confidence with their customers and speed up authorizations, reducing dwell time,” said Chad Deaver, COO at Quik. “Our goal has always been to provide technology that makes relationships more open and transparent. By joining the Decisiv SRM Ecosystem we can deliver on that promise and support the communication and collaboration for estimates and approvals across entire service and repair events that is already a hallmark of Decisiv SRM.”

About Quik.

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.

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 4 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.

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For more information, visit www.decisiv.com.

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