

Decisiv Provides an In-Depth Look at How Fleets are Reducing Downtime and Increasing Revenue

Fleet Best Practices webinar illustrates how the Decisiv SRM platform improves service management effectiveness and asset performance

Decisiv, Inc., the industry leader in [Service Relationship Management \(SRM\)](#) solutions, has showcased how fleets can proactively improve service event management in their operations to reduce downtime, generate revenue, and improve driver satisfaction. A recorded version of this highly informative Fleet Best Practices webinar is now available.

“With operating costs skyrocketing, there is a growing expectation among fleets that their service providers implement more effective service management practices to improve uptime and make vehicles available to generate revenue,” said Robert Nordstrom, VP of Customer Solutions at Decisiv. “Fleets that are actively engaged with their service providers on the Decisiv SRM platform are able to expedite service processes through more consistent and transparent communication and get their trucks back on the road faster.”

The Decisiv webinar on expediting asset service by improving management during repair and maintenance events at external providers focused on key best practices for:

- Digital communication and collaboration
- Estimates, approvals, and purchase orders
- Requesting and scheduling service
- PM scheduling

Also covered during the presentation was data on how fleets actively using Decisiv SRM are reducing downtime up to 21%, and as a result are improving revenue per asset by as much \$3,200. The platform's value is also being seen in improved driver satisfaction and retention.

Decisiv also introduced its new Fleet Scorecard that allows SRM platform users to fully examine metrics that compare their performance to fleets of similar size. The customized scorecards provide a simple and convenient way to monitor and track improvement, set clear expectations, and enforce consistency across service networks.

Decisiv SRM is now in use by more than 40,000 fleet owners and managers and over 5,000 service provider locations where it has been deployed by the industry's leading truck OEMs and component suppliers, including Volvo, Mack, Paccar, Isuzu, Hino, DTNA and Michelin and Cummins. In 2022, usage on the platform for managing more than 7 million assets will surpass 25 million service events. The Decisiv SRM Ecosystem, a network that enables delivery of real time information at the point of service, includes more than 750 points of integration.

[CLICK HERE](#) to access a recording of the Decisiv webinar.

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. 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 <http://www.decisiv.com>.

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