Decisiv Surpasses 25 Million Service Event Milestone on its SRM Platform

Steady growth in the use of service management technology is improving asset uptime and performance and driving up revenue and profitability

Glen Allen, Virginia – November 8, 2022

Decisiv, Inc., the industry leader in Service Relationship Management (SRM) solutions, announced today that 25 million service events for commercial vehicles have now been managed on its SRM platform. Across the commercial vehicle service industry in the last year, the SRM platform was used to manage $4.3 billion in parts and service transactions.

Growing at nearly 4 million events per year, more than 5,000 service provider locations and over 74,000 fleet owners and managers are using Decisiv SRM to more effectively manage service for more than seven million assets.

"The steady and ongoing growth in usage on our SRM platform reflects how it consistently delivers quantifiable value for every stakeholder in the commercial vehicle service industry," said Dick Hyatt, President and CEO at Decisiv. "For every asset, from acquisition to disposal, SRM is an intelligent asset and service management system that very effectively improves asset performance and availability, and brings fleets, service providers and OEMs closer to the goal of zero unplanned downtime."

The documented value that users of Decisiv SRM are receiving includes:

- Top fleets are seeing an 11% to 26% decrease in downtime. By returning vehicles to service 1 to 2 days faster, SRM is enabling those fleets the opportunity to generate an additional $1.9 billion in revenue annually.

- Top dealers are generating 24% more revenue per service event by improving shop and technician productivity and throughput.

Decisiv SRM is in use by the industry's leading truck OEMs and component suppliers, including Volvo/ Mack, PACCAR, Isuzu, Hino, DTNA, Michelin, and Cummins. The Decisiv SRM Ecosystem, a network that includes more than 750 points of integration, enables delivery of real time information at the point of service.

"The Decisiv SRM Ecosystem is solving service management challenges, including collaboration and connectivity issues, and siloed data and technology, that result in unplanned asset downtime and higher costs," Hyatt said. "For fleets and their service providers, those capabilities are driving greater asset utilization, improving operations, and generating higher levels of revenue and profitability. We are pleased that we have been able to surpass 25 million service events while improving asset utilization and delivery process efficiencies to our OEM, fleet and service provider partners."

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 **www.decisiv.com.**

Mark Wasilko
VP, Marketing
(804) 762-4153
www.decisiv.com