

Decisiv Wraps Up 2022 After Surpassing Milestones and Continuing to Expand

With resources in place to ensure ongoing growth, the company is looking ahead to further the use of its unique and highly valuable service management technology

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Decisiv, Inc., the industry leader in Service Relationship Management (SRM) solutions, announced today highlights of a very successful year. In 2022, the company reached new milestones, continued to expand its SRM Ecosystem, worked to develop the industry's knowledge of Intelligent Service Management best practices, and put in place resources to help ensure ongoing growth.

In late 2022, Decisiv crossed a major threshold when the 25 millionth service event was managed on its SRM platform. Growing at nearly four million events per year, Decisiv SRM is now in use at more than 5,000 service provider locations and by over 74,000 fleets.

"Throughout 2022, we have realized steady and ongoing growth as more companies recognize how Decisiv SRM consistently delivers value for the commercial vehicle service industry," said Dick Hyatt, President and CEO at Decisiv. "Our approach to Intelligent Service Management is bringing fleets, service providers and OEMs closer to the goal of zero unplanned downtime. We look forward to continuing the development of new solutions and services, and to incorporating major new suppliers and partners in our core network."

With an eye to the future, Decisiv also completed a \$15 million financing with funding provided by Morgan Stanley Expansion Capital. The company will use the capital to support ongoing expansion across its core network of users and into new asset management and data services offerings.

The Decisiv SRM Ecosystem added key partners in 2022, including:

- Daimler Truck North America (DTNA) has partnered with Decisiv on SRM Case Estimator for Uptime Pro, an integrated solution between the Decisiv SRM and Uptime Pro dealer service management platforms.
- SRM Connector for Cummins Guidanz is being made available across North American fleet and service provider networks that are using the Cummins Guidanz servicing technology suite.
- The Quik. video inspection solution is now integrated with Decisiv SRM to include technician inspection videos as attachments to service estimates.

Throughout 2022, Decisiv has focused on best practices in service management by launching and conducting a series of instructional webinars for both fleets and service providers on streamlining the asset service process.

Illustrating customer success, Decisiv released new case studies in 2022. Included were reports on how Dobbs Truck Group is deploying Decisiv SRM and TruVideo inspection video technology, how Kriete Leasing & Rental is using Decisiv SRM Sentinel, and how Papé Kenworth is utilizing the Decisiv SRM Connector for Cummins Guidanz.

Decisiv and the American Trucking Associations' Technology & Maintenance Council (TMC) continued to jointly publish the quarterly Decisiv/TMC North American Service Event Benchmark Report on parts and labor costs based on TMC's Vehicle Maintenance Reporting Standards (VMRS).

Across the commercial vehicle service industry in the last year, Decisiv SRM was used to manage \$4.3 billion in parts and service transactions. The platform is used by the industry's leading truck OEMs and component suppliers, including Volvo, Mack, PACCAR, DTNA, Isuzu, Hino, Michelin, and Cummins.

PRESS RELEASE

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**.

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