

Frost & Sullivan Honors Decisiv with Its 2022 North America Company of the Year Award in the SRM Industry

Global research and consulting firm recognizes how the Decisiv SRM platform and SRM Ecosystem address challenges and provide measurable value for users

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Decisiv, Inc., the industry leader in Service Relationship Management (SRM) solutions, announced today that Frost & Sullivan has presented it with this year's North America Company of the Year Award in the service relationship management (SRM) industry.

"The Frost & Sullivan 2022 North America Company of the Year Award in the SRM Industry is very much appreciated," said Dick Hyatt, President and CEO at Decisiv. "This recognition validates the effectiveness of our focus on enabling best practices that enhance safety, compliance, performance, and utilization for fleets, service providers, and OEMs. Delivering those four areas of critical value will continue to be at the forefront as we develop new solutions and services for the entire commercial asset service supply chain."

Frost & Sullivan is honoring Decisiv's visionary understanding of industry needs and client-centric strategies. The firm also noted how the Decisiv SRM platform has become the foundation of service management processes for the industry's leading truck manufacturers. Additionally, fleets and dealers connected across the SRM Ecosystem are achieving measurable improvements in service efficiency, decreased downtime, and asset utilization.

Today, Decisiv SRM is used by the industry's leading truck OEMs and component suppliers, including Volvo/ Mack, PACCAR, Isuzu, Hino, DTNA, Michelin, and Cummins.

"Decisiv connects deep-seated domain and operational knowledge with advanced IoT and cloud-based technologies to connect people, places, systems, and things to enable collaboration, communication, and workflows for an industry-leading asset service management solution," stated Elizabeth Whynott, Best Practices Research Analyst for Frost & Sullivan.

In 2022, Decisiv reached another new milestone when the 25 millionth service event was managed on its SRM platform. In the last year, the platform was used to manage \$4.3 billion in parts and service transactions. Decisiv SRM is now in use at more than 5,000 service provider locations and by over 74,000 fleet owners and managers to effectively manage service for more than seven million assets.

"We've made great progress improving service compliance and asset performance and utilization for the growing number of SRM users," Hyatt said. "For the future, as we continue to develop new solutions and services and incorporate major new component suppliers and partners in our core network, we are getting closer to the promise of more intelligent and increasingly autonomous service management and to realizing the goal of zero unplanned downtime."

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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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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