

## Decisiv 2023: A Year Marked by Growth and New Developments

On track to surpass the 30 million service event milestone on its SRM platform, Decisiv wraps up a year of product developments and new capabilities

**Reston, Virginia** – December 4, 2023

Decisiv, Inc., the industry leader in [Service Relationship Management](#) (SRM) solutions, announced today highlights of one of the most successful years in the company's 22-year history.

Usage and adoption of Decisiv SRM has continued as 5,000 service locations and more than 74,000 fleets are actively using the platform to manage more than 70,000 service events every week. In early 2023, Decisiv surpassed 25 million service events managed on its SRM platform and will exceed the 30 million milestone in the first quarter of 2024.

"Decisiv SRM is being used actively by service providers to drive accelerated return to service for fleets," said Dick Hyatt, President and CEO of Decisiv. "This year, that capability enabled fleets to realize more than \$11 billion in revenue from increased uptime. We are also continuing to expand the number of OEM, component manufacturer and technology partners in the Decisiv SRM Ecosystem, and we're continually building on existing relationships to deliver more advanced capabilities in 2024."

In 2023, Decisiv announced several product and technology developments, including:

- New partnerships with Cummins-Meritor and Phillips Industries to deliver intelligent digital inspections.
- New asset location capabilities in the SRM Sentinel managed care application.
- New tools for service providers and fleets to accurately calculate the revenue potential from streamlining maintenance and repair operations.
- New fleet and service provider communication capabilities via bi-directional text messaging.
- The SRM Discovery Status Tracker that provides a better understanding of service event durations, roadblocks, and inefficiencies to drive best service practices.
- Upgrades for extended AWS Cloud Security with Automation and Encryption.

Decisiv continued its support of industry stakeholders in 2023 by providing data for the ATRI Operational Costs Research and Analysis report. Additionally, MacKay & Company is now expanding the analyses and insights presented in their monthly DataPulse Plus Reports with service data captured in the Decisiv SRM platform.

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. Starting with Q1 2023, the report was expanded to account for more than 96% of parts and labor costs by broadening the scope of the reporting to cover the top 25 VMRS system codes.

## PRESS RELEASE

Industry insights from Decisiv are now available in a quarterly Commercial Vehicle Service Analysis. The report that provides a comprehensive review of service costs and activity by VMRS System Code is available on the [Decisiv Marketplace](#), the company's hub for technology, services, and solutions partners within the [Decisiv SRM Ecosystem](#). Also launched was the [Decisiv Learning Center](#) to provide expanded training and support for fleets and service providers.

In 2023, Decisiv added new strategic advisors, Andrew Forti and Forrest Hobbs, whose expertise will be instrumental as the company continues to develop new asset management solutions and services.

### **About Decisiv, Inc.**

Virginia-based Decisiv is the provider of the largest asset service management ecosystem for the commercial vehicle industry in North America, delivering intelligent asset service management for improved utilization, performance, security, and compliance. The Decisiv Service Relationship Management (SRM) platform is the foundation for over 5,000 service locations and over 74,000 fleets across North America that manage more than 4 million service and repair events for commercial vehicles annually. The Decisiv SRM Ecosystem acts as the system of orchestration that uniquely connects dealers, service providers, OEMs, component manufacturers, and fleets by delivering critical in-context, actionable data at the point of service. This unrivaled level of data connectivity and collaboration drives more intelligent, effective service and enables asset owners and managers to proactively plan and manage maintenance across the entire lifecycle of every asset.

For more information, visit [www.decisiv.com](http://www.decisiv.com).

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