

# Peterbilt of Atlanta

## Decisiv SRM and Procede Drive Seamless Service Management for Peterbilt of Atlanta

Peterbilt of Atlanta is using the Decisiv Service Relationship Management (SRM) platform and Procede's Dealer Business System, Excede, to provide a higher level of service quality to its customers. The long-time user of both systems manages over 450 service events monthly with the integrated solutions across six service locations.

For Peterbilt of Atlanta, a seamless service management environment is a critical component of meeting the dealership's promise to provide an estimate for repairs within 4-1/2 hours of vehicle check in.



**“The integration between Decisiv SRM and Procede has supported our dealership by saving considerable data entry time and eliminating confusion. It speeds the process of communicating updates to customers about the status of their vehicles. With the solutions, there has been as much as an 80% improvement in reduced dwell time because we can turn around estimates that much faster.”**

*Wes Gayhart  
Vice President of Operations  
Peterbilt of Atlanta*

### Facilitating a seamless process

The service workflow process employed at all Peterbilt of Atlanta locations begins with check-in. On tablets, service advisors use Decisiv SRM to follow a set of questions, enter information provided by drivers and complete a video inspection of the vehicle, including scanning a QR Code and capturing the VIN and vehicle's mileage.

For existing customers, the information is then used to open a service case in the Decisiv SRM application at the truck. Service events for new customers are added at a desktop terminal. In both instances, the service event is immediately exported to Excede for pricing, including costs for fleets participating in PACCAR national fleet programs.

Decisiv SRM data is also simultaneously exported to the shop's foreman who then assigns it to technicians with a simple click to complete a rapid check of the vehicle and a courtesy inspection.

**“The workflow capabilities in Decisiv SRM that facilitate information sharing between different individuals have been a huge time saver. It not only helps the people on the shop floor. It also helps us make more informed decisions about staffing and assignments so we can provide better customer service.”**

**Matt Miller**  
**Service Director**  
**Peterbilt of Atlanta**

Information from technicians is then used by the foremen to start the estimate process. Included are diagnostic data, photos and parts requests, which are sent automatically to the parts department. There, items are added directly into the Decisiv SRM case and sent to Excede for invoicing. The workflow also connects to the dealership's warranty department to verify any existing coverage.

Once the shop foreman reviews the work order and verifies that all the correct jobs and parts have been added to the case, the estimate is sent to the service advisor who sets an estimated time of completion for the repair and requests approval via text, email or by phone depending on the customer's communication preference.

## Finding measurable success

With the use of Decisiv SRM and Excede, Peterbilt of Atlanta benefits from the ability to sync real-time information between the applications and reduce errors from duplicate data entries.

The capabilities of the combined solutions have led to as much as 90% success meeting the dealership's goal of providing repair estimates to customers within 4-1/2 hours of check in.

Using the new Decisiv texting capability, which is increasingly popular with customers, the dealership is finding that approvals are being received 80% faster than with email.

Reporting capabilities in Decisiv SRM and Excede are enabling improvements by allowing Peterbilt of Atlanta's service management team to pull data on several key areas, including service advisor, foreman and technician performance, and dwell time through each step in the process from check-in to the time the repair is completed.

That information also helps identify operations and personnel requirements, including any need for more rapid check technicians, service advisors, and parts counter personnel, extended service department hours, and additional customer communication about vehicle status.

**“Decisiv SRM is a very simple program to use for our service advisors, shop foremen, technicians and parts staff. Training everyone on how it functions has been seamless because it's self-explanatory. It's not difficult at all to get them up to speed.” - Matt Miller**



**“Decisiv SRM and Procede have facilitated a culture of change across our service operations. With the integrated solutions we're better positioned to meet our goal of providing estimates within 4-1/2 hours of a vehicle's arrival and with improving uptime for our customers.” - Wes Gayhart**



*Peterbilt of Atlanta, headquartered in Jackson, Georgia, offers truck sales, parts and service, and mobile service at six locations. The dealership employs more than 150 technicians at its facilities and on 14 mobile service units. In 2022, Peterbilt of Atlanta received the UPTIME Dealership of the Year award from Peterbilt Motors Company and PACCAR Parts.*

**Decisiv SRM**

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