

## Diesel Laptops and Decisiv Announce Partnership to Reduce Downtime Through Integrated Diagnostics and Automated Case Creation

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Diesel Laptops, a leading provider of commercial truck efficiency solutions, and Decisiv, Inc., the industry leader in Service Relationship Management (SRM) solutions, today announced a new partnership to integrate diagnostic scanning data and automate service event case creation. The announcement was made at the TMC 2025 Annual Meeting & Transportation Technology Exhibition.

“By integrating Diesel Explorer Pro with Decisiv’s SRM platform, we’re helping repair facilities and fleets eliminate time-consuming data entry, accelerate repair decisions, and get trucks back on the road faster,” said Tyler Robertson, CEO of Diesel Laptops. “This partnership is all about reducing downtime and improving efficiency for everyone involved in the service process.”

“The Diesel Laptops integration is another example of how leading industry partners are working within the Decisiv SRM Ecosystem to streamline service management,” said Michael Gibson, VP/ GM Business Development at Decisiv. “When dealers and fleets employ automated case creation from Diesel Explorer Pro’s diagnostic scanning, they benefit from significant time savings and streamlined service event management.”

By automatically collecting and feeding truck data such as VIN, mileage, and fault codes directly into Decisiv SRM, the combined solution allows for more accurate and efficient service event creation. As part of the Diesel Explorer Pro subscription, users can access advanced capabilities including bi-directional commands for Diesel Particulate Filter (DPF) regenerations, aftertreatment resets, and emissions tampering detection for Detroit, Cummins, and International engines.

### Key Benefits:

- **Automated Case Creation:** Eliminates duplicate data entry and reduces human error.
- **Accurate Repair Information:** Provides real-time, up-to-date fault code information to help technicians quickly diagnose issues and plan repairs.
- **Improved Communication:** Ensures all service stakeholders, from technicians to fleet managers, operate with the same, real-time diagnostic information.

“We’re proud to work with Decisiv to provide the diagnostic information into the end-to-end service workflow that keeps trucks up and running,” added Robertson. “It’s a win-win: fleets see less downtime, and repair facilities benefit from simpler processes and happier customers.”

Live demonstrations of the integrated solution are available at both Diesel Laptops booth (#2535) and Decisiv booth (#1213) during the TMC Transportation Technology Exhibition.

## **About Diesel Laptops**

Headquartered in Irmo, South Carolina, Diesel Laptops LLC leads the market in diesel diagnostic software, hardware, and training for commercial trucks and off-highway vehicles. By simplifying and accelerating repair processes, Diesel Laptops helps reduce downtime and drive significant savings for fleets, independent repair facilities, and service technicians. For more information, visit [www.DieselLaptops.com](http://www.DieselLaptops.com).

## **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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