

## Decisiv SRM Discovery Trackers Drive Service Efficiency Improvements

Decisiv introduces two new versions of its Discovery Management Reporting systems

No cost Starter and a subscription premium Pack include Status Tracker, Workflow Tracker and Communication Tracker reports

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Decisiv, Inc., the industry leader in [Service Relationship Management](#) SRM solutions, announced today a no cost Starter and a subscription premium Pack of SRM Discovery Trackers. The management dashboard reports deliver a better understanding of status durations, workflow durations, and customer communication for improving monitoring and management of service activity.

“With SRM Discovery Trackers, better control over service operations will result from the ability to immediately identify bottlenecks or problem areas that impact both productivity and revenue,” said Tim Hardin, President of Decisiv. “For example, dealers already using Status Tracker have achieved an 11% to 24% overall decrease in asset-returned-to-service time. These reports deliver actionable information, directly to you and your team. The information on status durations, workflow durations, and customer communication frequency provides opportunities to implement improved practices.”

Using a single management dashboard, users of SRM Discovery Tracker reports are able to identify operational efficiency improvements, leading to:

- Faster return to service of assets
- Quicker workflow turnaround times
- More revenue-generating wrench time for technicians
- Increased volume of service events
- Faster customer approval on estimates
- Fewer phone calls from customers asking for an update
- Improved overall customer service experience

[SRM Discovery Status Tracker](#) identifies bottlenecks with service performance at Overall, Dealer, Service Advisor, and Individual Case levels. It offers perspectives on days out of service, duration or location performance, and a detailed view of events from case creation to the most recent time a status was changed. With Status Tracker, you can investigate ways to minimize excessive durations to streamline service delivery.

[SRM Discovery Workflow Tracker](#) identifies workflow durations, service time, and efficiency across each step of service delivery. It provides key service metrics on days out of service or specific workflow durations from case creation to the most recent action on a workflow. With these management reports dealers can monitor and implement operational changes and determine if they are delivering expected improvements to the service delivery process, and drive consistency throughout your entire service operation.

[SRM Discovery Communication Tracker](#) enables you to track and manage the level of digital communication with every customer on every repair and assess and compare where you are meeting targeted service levels for customer communication every day that a case is open. With Communication Tracker, you can view trends and performance and identify opportunities to improve practices and service event transparency, and drive consistency in the use of communication throughout your entire service operation leading to elevated customer satisfaction.

The no cost SRM Discovery Trackers Starter provides overview information regarding service performance. The subscription premium Pack includes more detailed service process and workflow analyses.

Dealers on the Decisiv SRM platform have immediate access to the no cost Starter and customers currently subscribing to any of the SRM Discovery Trackers now have access to all three Trackers at no additional charge.

More information is available on the [Decisiv Marketplace](#).

#### **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).

Rob Ziemba  
VP Marketing  
[rziemba@decisiv.com](mailto:rziemba@decisiv.com)  
[www.decisiv.com](http://www.decisiv.com)