

Decisiv Rolls Out a New Program to Increase Revenue for Fleets

Initiative will objectively quantify and track fleet success in reducing downtime and increasing revenue based on key service metrics in the Decisiv Fleet Best Practices Scorecard

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Decisiv, Inc., the industry leader in [Service Relationship Management](#) SRM solutions, announced today it will provide fleets with key service metrics in the new Decisiv Fleet Best Practices Scorecard. The information will be provided on a quarterly basis at no cost beginning with data from Q1 2025.

"The top performing fleets using the Decisiv SRM platform are reducing days out of service for maintenance and repairs and increasing revenue by employing best practices," said Tim Hardin, President of Decisiv. "The Decisiv Fleet Best Practices Scorecard highlights those key metrics that help fleets better understand their overall service performance. It also illustrates the ongoing value for fleets in using the scorecard to help focus on areas where improvement will yield measurable increases in asset availability."

The Decisiv Fleet Best Practices Scorecard is an objective assessment of a fleet's effective use of Decisiv SRM platforms across several major OEM dealership networks. Best practice metrics are computed based on ten criteria. The most significant best practice metrics include:

- **Days Out of Service (DoS):** Measures average elapsed time assets were unavailable due to maintenance and repair events.
- **Cases with Service Requests:** Measures the level of fleet-initiated maintenance and repair events.
- **Cases with Notes to Dealer:** Measures the level of fleet-initiated digital communications to dealers.
- **Cases with Fleet Actions:** Measures the level of platform activity originated by fleets.
- **Average Hold to Respond Hours:** Measures elapsed time from time of estimate notification to response.

Fleets can use the Decisiv Fleet Best Practices Scorecard to effectively enforce consistency across their service networks, monitor and track improvement, and rank their performance against comparable fleets on the platform. The scorecard also illustrates the benefits of consistent use of Decisiv SRM to schedule service, communicate internally and externally, and monitor service status and service provider performance.

Scorecards are available to all fleets on the Decisiv SRM platform at no cost. Fleets can easily request their individual scorecards by visiting decisiv.com/fleets.

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.

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