



Subject: Decisiv Welcomes New CEO

I'm writing to share an important milestone in Decisiv's journey.

After 25 years of founding and leading Decisiv, I will be transitioning from the role of CEO. Effective immediately, I am pleased to announce that **Tim Hardin, Decisiv's President, will assume the role of Chief Executive Officer.**

I will continue to serve as Chairman of the Board and will work closely with Tim and the entire Decisiv management team to advance our mission, expand our Service Relationship Management (SRM) platform, and strengthen our partner ecosystem.

Over the past six months as President, Tim has demonstrated exceptional leadership, a deep understanding of our market, and a steadfast commitment to our mission. He has engaged meaningfully with our OEM partners, service providers, fleets, and growing ecosystem of connected data and services, helping to lay the groundwork for Decisiv's next phase of growth.

The Decisiv Board of Directors, management team, and I are fully aligned and confident in Tim's ability to lead the company into the future. **Tim steps into the CEO role at a time of tremendous opportunity for Decisiv.** We are seeing strong industry tailwinds as our partners increasingly focus on asset health, reliability, and uptime.

Tim's extensive background in product development, market expansion, and strategic growth—through collaboration, partnerships, and M&A—combined with his experience in AI and data analytics, uniquely positions him to drive Decisiv's innovation and long-term growth.

My heartfelt thanks go to all who have made this journey possible—customers, partners, editors, and, of course, the Decisiv team. Many of you embraced the SRM concept in its earliest days, trusting in our vision and helping us shape the future of service management. For that, I will always be deeply grateful.

Looking ahead, we have a strong foundation and an exciting roadmap for 2025 and beyond. Under Tim's leadership, you can expect several important announcements in the near future as we continue to deliver new value to our customers, partners, and stakeholders.

Please join me in congratulating Tim Hardin on his new role as CEO. Together, we will continue building the future of SRM and creating transformative value across the commercial asset service ecosystem.

Sincerely,

Dick Hyatt
Chairman, Decisiv