



**FOR IMMEDIATE RELEASE:**

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## **ISUZU AND DECISIV TAKE CUSTOMER EXPERIENCE AND UPTIME TO THE NEXT LEVEL**

*Decisiv collaboration powers Isuzu Connect's next evolution—  
boosting uptime, connectivity, and service excellence.*

**ANAHEIM, CA** — Isuzu Commercial Truck of America, Inc. today announced a stronger relationship with Decisiv, Inc., extending and expanding its commitment to deliver faster, smarter, and more connected customer experience.

The collaboration powers Isuzu Connect; the company's advanced version of the Decisiv Service Relationship Management (SRM) platform designed to streamline communication between customers and dealers, improve repair outcomes, and significantly reduce vehicle downtime—by up to 25 percent.

Deployed at the majority of Isuzu dealerships across the U.S. over the past four years, Isuzu Connect continues to expand nationwide, bringing improved functionality and deeper integration with Isuzu360™, Isuzu's proprietary telematics system. The latest updates also include enhanced appointment scheduling and expanded dealer tools for even greater efficiency.

"Our bolstered relationship with Decisiv is a key step in aligning our dealer network with Isuzu's vision for a more connected, customer-centric future," said Shaun Skinner, president of Isuzu Commercial Truck of America. "By integrating Isuzu telematics and leveraging our Uptime Support team, dealership associates are now equipped with advanced tools to reduce downtime and elevate service performance."

Through seamless integration with leading Dealer Management Systems (DMS), Isuzu Connect ensures dealers can access real-time data to optimize service operations and customer communication. The platform also supports emerging technologies, including electric vehicles (EVs), predictive maintenance, and vehicle sharing, reinforcing Isuzu's commitment to innovation and long-term value for its customers.

"Isuzu's commitment to enhance and expand the use of Isuzu Connect represents their ongoing effort to reduce downtime for customers through connected and consistent service management

processes,” said Tim Hardin, president and CEO of Decisiv. “Our partnership is driving revenue growth across their dealer network by increasing service efficiency.”

Together, Isuzu and Decisiv are helping customers get back on the road faster—enhancing uptime, performance, and confidence.

### **About Isuzu Trucks**

Isuzu commercial trucks have been the best-selling low cab forward trucks in America every year since 1986. Headquartered in Anaheim, California, Isuzu Commercial Truck of America, Inc., is the distributor of Isuzu commercial vehicles in the United States. Isuzu Commercial Truck of America, Inc. is a subsidiary of Isuzu Motors Limited, one of the world’s largest manufacturers of medium- and heavy-duty trucks.

For more information, call (866) 441-9638 or visit [www.isuzucv.com](http://www.isuzucv.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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