



FOR IMMEDIATE RELEASE

## Prokeep and Decisiv Launch Native Integration to Connect Service, Parts, and Customer Conversations for Commercial Vehicle Dealers

**Helping dealers deliver a better customer experience by keeping service and parts in sync, every conversation in one place, and every truck moving through the shop faster**

NEW ORLEANS/Reston, Virginia, May 12, 2026 — Prokeep, the AI-powered Order Engine where distributors win more orders, and Decisiv, the industry leader in Service Relationship Management (SRM) solutions, today launched an integration that routes parts requests between service and parts teams in real time, and pulls every customer text, before, during, and after a repair, into a single connected record. This native integration, which connects Prokeep conversations to Decisiv cases, is now available to customers on both platforms.

Built jointly by the Prokeep and Decisiv product teams in direct response to dealer requests, the integration is native to both systems, with no new tool to learn. It closes a gap dealers have lived with for decades: customer conversations, service cases, and parts requests sitting in three separate places. That disconnect is where time, revenue, and trust quietly slip away.

The integration is also a clear expression of where Prokeep believes distributor software is headed: away from siloed point tools and toward connected workflows.

"We built this integration with Decisiv to close that gap directly inside the workflows dealers already trust, with no rip-and-replace and no new tool to learn," said Jack Carrere, CEO and Co-Founder of Prokeep. "When truck dealers are running multiple systems to manage a single repair, the people at the counter are paying for it in keystrokes. Now every text, every parts request, and every follow-up lands where it belongs. This is where distributors win more orders."

The integration is anchored by several key capabilities

**Complete communication records on every case.** Decisiv captures conversations during an active case. But when customers text or email before the case opens or after it closes, any Prokeep thread now attaches to the matching Decisiv case in two clicks and syncs automatically, rather than in personal phones, sticky notes, or screenshot uploads. No more manual downloads or uploads: just simple, complete customer records.



**Faster parts requests between Service and Parts teams.** A parts request created in an active Decisiv case can be easily escalated to the Parts team's Prokeep queue. The Parts team responds with status updates, sync to Decisiv automatically. Within their existing workflows, both teams see live parts order status, without needing to chase it down.

"A Case is only as complete as the communication around it," said Jeff Clark, Chief Product Officer of Decisiv. "Building this integration with Prokeep extends what Decisiv has always done well, capturing service event conversations. The result is a more complete service record, fewer dropped handoffs, and a faster path from request to repair that reduces downtime for customers."

Bruckner's Truck and Equipment served as the joint design partner and pilot customer for the integration. Launched at Bruckner's in Q1 2026, it is now live at every Bruckner's Service Center location.

"We didn't need another tool, we needed the tools we already use to talk to each other." said Clay Claiborne, Sr. Corporate Service Manager of Bruckner's Truck and Equipment. Since the integration went live, the manual work we were doing to sync conversations from Prokeep to Decisiv has disappeared. We now have expanded abilities we never had with Decisiv alone, we can send conversation to multiple Decisiv Cases which is a huge time saver over updating several fleet units that were discussed in one conversation. It has also never been easier to take and attach pictures to Decisiv Case, all while maintaining crystal clear transparency with our customers."

### **Better data in, better reports out**

Beyond the day-to-day workflow gains, the integration delivers a compounding benefit: data completeness. By routing conversations and requests into Decisiv automatically that occur before a case opens or after it closes, the integration gives dealers a more complete picture of parts demand, service cycles, and orders without changing how their teams work or adding a new reporting tool.

The need is well-documented. A March 2026 Prokeep diagnostic survey of 85 truck dealers and distributors found that 84% of reps lose one to four hours a week chasing internal updates, 95% carry at least one stalled order in the queue every week, and 88% are juggling three or more systems for a single repair.

### **Availability**



The Prokeep and Decisiv integration is available now for customers of both platforms. Dealers can learn more, see a demo, and request enablement at [prokeep.com/integrations/decisiv](https://prokeep.com/integrations/decisiv) or [decisivmarketplace.com/product/prokeep-order-engine](https://decisivmarketplace.com/product/prokeep-order-engine)

Join us on June 10 for a webinar that will be a live look at how connecting Decisiv and Prokeep is helping Bruckner's deliver faster service, clearer communication, and a customer experience their fleet customers notice. Register today: <https://hubs.la/Q04g59vT0>

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### **About Decisiv**

Decisiv, based in Virginia, powers North America's largest asset service management ecosystem for the commercial vehicle industry. Our industry leading Service Relationship Management (SRM) platform connects over 5,000 service locations and 74,000 fleets, orchestrating more than 4 million annual service events. By linking dealers, OEMs, component manufacturers, and fleets with real-time, actionable data at the point of service, Decisiv enables smarter maintenance planning and lifecycle management for improved utilization, performance, and compliance. Learn more at [decisiv.com](https://decisiv.com).

### **About Prokeep**

Prokeep is the AI-powered Order Engine where distributors win more orders. Purpose-built for distributors, Prokeep helps counter and inside sales teams take more orders with centralized conversations, order data, and lightning-fast responses, and helps marketing and branch teams get more orders by turning every customer interaction into a proactive sales opportunity. Trusted by 8,800 distributor locations across North America, Prokeep has powered more than 20 million conversations and \$11 billion in revenue since its founding in New Orleans in 2016.

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