

SRM Case

Streamline Service Event Management

With SRM Case, at every step in the service event process, from service request to estimate approval, to work complete and invoicing, you'll have better control over the service process for any asset at any service provider. Better control ensures that the right work is getting done, the elimination of miscommunication, an audit trail for approved estimates and an overall cost reduction when managing external vendors. It also provides greater transparency to enable you to plan your operations with the best information available regarding your trucks that are down for maintenance.

Right information, right people, right time, right place

Digitize, automate and control your service and repair process from start to finish with the configurable Decisiv SRM platform. With Case, you and your team will have the access you need to relevant information about assets throughout the entire service process, including customized alerts, telematics, and real-time updates based on preferences and service event specifics.

SRM Case Benefits

Managing service at vendors is difficult and expensive. Effectively managing service events at external service providers requires multiple phone calls; manual/duplicate data entry; managing communications across email, text, phone, voicemail; un-auditable estimate approval, invoice mismatches and manually cleaning up and VMRS coding data.

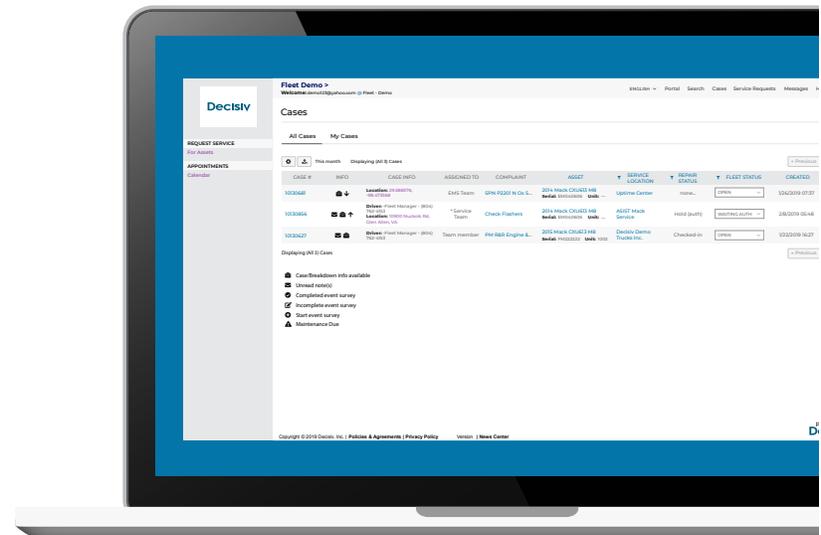
Reduce costs. Operate more efficiently with a reduction in phone calls and paper-based manual processes that eliminate the need to re-key data.

Manage the entire service event and see the status of every repair and maintenance event in one place. View the entire asset service history, including repairs, cost, and performance.

Communicate more proactively and effectively. Stay connected with the service provider on all preventative maintenance and repairs throughout the entire service process.

Focus on what's important to you in the repair process. Use real time data for updates on service, warranty, and parts information.

Improve fleet operations. A more predictable repair process also enables you to better understand asset availability to better schedule and manage fleet operations.



SRM Case Features

Asset Details

Comprehensive asset details are available for fleet management and for streamlining communication with external service providers. This includes details such as build information, service history, warranty status, recalls, mileage, fuel consumed, fault code data, and related assets. Bringing a comprehensive profile of the asset together in one platform eliminates spreadsheets and the need for multiple portals and systems to manage asset service.

Communication and Collaboration

Fleets are empowered to connect and communicate with every service provider in the SRM Ecosystem—directly in the context of the service event. Within the notes section of each case, users can send and receive notes to and from both independent and dealer network service providers. Additionally, users can send internal notes to other fleet users or contacts in their depot. All communication has the context of what is happening with the asset, and is recorded and tracked in the service event.

Automated Notifications

Set up notification preferences and immediately receive push notifications through SMS or Email when a service event reaches a certain status or requires attention. For example, a fleet manager can set notifications in Case to receive an SMS every time there is a change in asset status. This allows users to be fully aware of what is happening with the asset, increasing visibility, speed, and control over the service process which translates into better control of the operation, better planning, and reduced costs.

Digital Estimates Approval

When an estimate is ready for review and approval, the service provider will send a digital estimate that can be reviewed, approved, or rejected digitally and in real time. This improved financial control brings agility to repair approval, reduces uncertainty, and reduces the time spent in the invoice approval process.

Diagnostics and Telematics

Captures fault codes and diagnostic data from telematics and shop diagnostics tools. Automatically create a case that contains this critical data to speed troubleshooting and repair times. Telematics integrations provide meter readings and fault codes to assist in keeping asset data and maintenance schedules up-to-date to facilitate scheduled and preventive maintenance.

Service Provider Search

Improve scheduling time and asset uptime by allowing users to search for service providers based on the type of services provided, location, hours of service, or by using preferred provider networks. Users can then send a service request with the complaint and asset data so the service provider is ready to go as soon as they receive the request.

As part of the Decisiv SRM platform, the Case solution empowers you to efficiently manage your asset service events and collaborate and communicate with stakeholders in the commercial vehicle ecosystem including service providers, OEMs, component suppliers, telematics providers, and others. From preventive maintenance, to asset reports and analytics, Decisiv SRM provides greater control that allows you to directly reduce costs, achieve your asset performance objectives, and keep your operation running efficiently.