

Decisiv Brings Comprehensive Managed Care to North American Commercial Vehicle Service Providers

New ServicePlan application expands dealer-fleet partnerships with contract service offerings

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Decisiv, Inc., the industry leader in Service Relationship Management (SRM) solutions, announced today its new ServicePlan application is now in beta release with select service providers.

ServicePlan is a managed care solution that brings comprehensive service management programs from the more than 4,500 dealers to the over 30,000 fleets on the Decisiv SRM platform.

The new method for improving the asset maintenance process provides dealers with the ability to expand their scope of fleet asset maintenance services and strengthen their relationships with fleets by helping them meet the challenge of ensuring assets are optimally maintained.

“Today’s commercial vehicles are increasingly more complex,” said Sara Howes, Senior Director Customer Experience and Applications at Decisiv. “For a growing number of fleets it is making more sense to focus their time, capital, and resources on their core business instead of on service operations. ServicePlan delivers a new level of service capability to commercial asset service providers. It puts them in a position to provide a valuable, cost-effective managed care solution to fleets through their extensive maintenance and repair networks.”

With ServicePlan, service providers can take on the responsibility for managing preventive maintenance, including recalls and campaigns, to meet fleet scheduling and maintenance requirements for their assets’ entire service lifecycle. Using the new solution to manage assets for their customers, they can aggregate fault data from remote diagnostics systems to facilitate repairs.

Service providers can also take advantage of reporting options, automatically update asset inspection and service information, and provide fleets with visibility into service events and timely reports to track compliance and services provided.

Seamlessly integrated into existing workflows in the Decisiv SRM platform, ServicePlan gives service providers immediate access at the point of service to asset and maintenance data from a growing number of sources in the Decisiv SRM Ecosystem. Setting up ServicePlan using its self-service administration features takes less than a day and requires no user training.

About Decisiv, Inc.

As the industry leader in SRM technology, Decisiv is driving unrivaled improvement in asset performance and utilization for manufacturers, service providers and asset owners in the commercial vehicle market. The SRM platform's service orchestration capability that harnesses, shares and analyzes connected asset data, and intelligently enables service management, is the key to driving asset uptime and availability.

Decisiv is the partner of choice for major commercial vehicle manufacturers, including Volvo, Mack, Hino, Isuzu, Peterbilt, Kenworth and Michelin, as well as their dealers and call centers, service networks and asset owners.

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