

SRM Sentinel

Asset Managed Care

SRM Sentinel, Decisiv's Managed Care application, was developed to help service providers proactively create and manage appointments and create cases for alerts that are generated for an asset. Sentinel provides a real-time, complete solution to view active preventive maintenance, recall, or fault code alerts for managed assets in one place as well as submitting appointment requests for those alerts to be serviced.

Drive Business

Drive business to your shops while providing customers with greater control over their assets by proactively scheduling service for impending preventive maintenance based on a recommended schedule.

Strengthen Customer Relationships

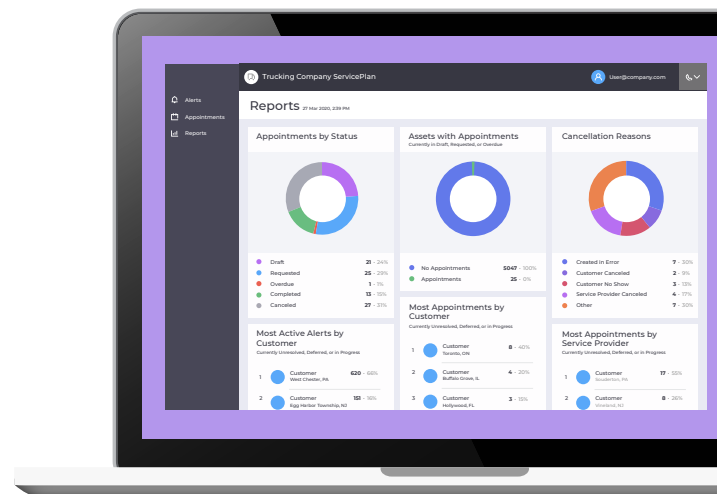
Improve your value with fleet owners by preemptively taking care of service alerts. Easily manage both scheduled maintenance and respond to breakdown events or repairs for your customers with just a few clicks, as well as have ready access to asset details and warranty information. Whenever there are unexpected alerts to be addressed, you're able to quickly manage unplanned appointments and create Cases directly in the Decisiv SRM platform.

Increase Visibility

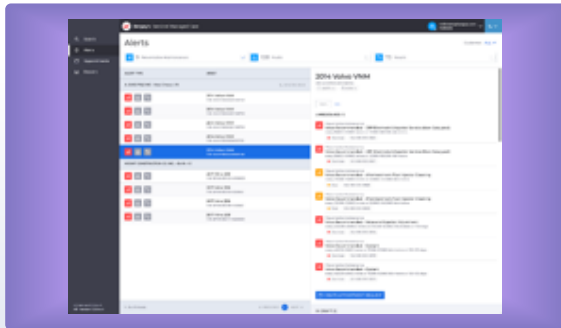
Focus on the alerts that matter by bringing attention to the right data at the right time. Data is made actionable with a real-time dashboard that shows all known and serviceable alerts from any asset brand. With SRM Sentinel, you're always up to date. Receive notifications on any appointment updates, including updates that are caused by changes to the status of a Case. You can also view a diverse set of reports on Customers, Alert Types, and Appointment Status.

Increase Confidence

SRM Sentinel is a logical extension and improvement to the way you work today. Take the guesswork out of scheduling service since the Sentinel application uses the valuable service data you already have on the Decisiv platform. Sentinel is connected to the SRM Case application, so you will be able to create and manage cases based on the appointments created in the Sentinel application.

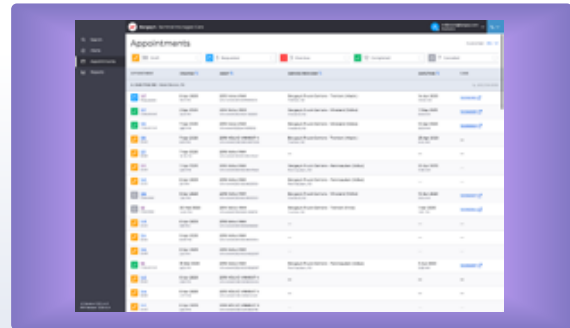


Alerts



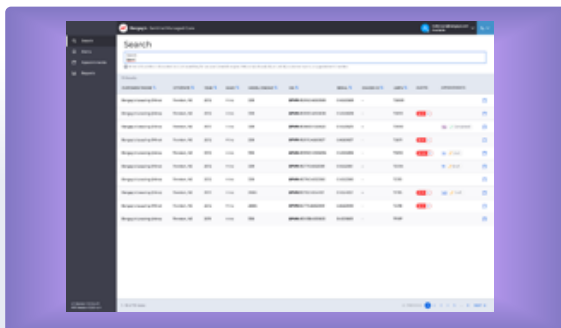
- Filter alerts by customer and by alert type
- Alert types include Preventive Maintenance (PM), fault codes, and recalls (including campaigns)
- Different alerts for a particular asset can be handled in multiple appointments
- Notification is provided when there are additional in-progress appointments for the same asset
- Alerts can be deferred and addressed at a later time

Appointments



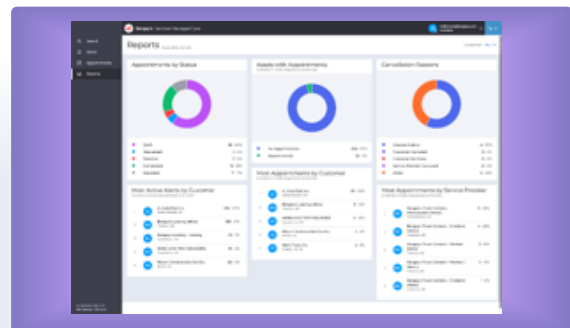
View all your appointments by service location including filtering by customer and by appointment status (e.g. requested, overdue, completed, canceled).

Search



Search the entire system for a specific asset, customer, or appointment. Initiate a new request for a specific asset.

Reports



View reports related to the number of active alerts and appointment status:

- Appointments by Status
- Assets with Appointments
- Cancellation Reasons
- Most active alerts by customer
- Most appointments by customer
- Most appointments by service provider