

## Delivering Comprehensive Managed Care with SRM Sentinel

**Decisiv empowers service providers to elevate fleet relationships into trusted partnerships, maximize uptime for customers and drive new business**

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Decisiv, Inc., the industry leader in Service Relationship Management (SRM) solutions, announced today that following successful beta testing its new SRM Sentinel Managed Care application is available for service providers. By providing an elevated level of insight into commercial vehicle service needs in a single management dashboard, the comprehensive solution allows service providers to take a more direct role in communicating and coordinating with fleets to deliver and manage maintenance and repair services.

"SRM Sentinel empowers service providers to ensure that preventive maintenance, service bulletins and diagnostic fault codes on their fleet customers' trucks and trailers are reviewed and resolved in a timely and efficient manner," said Sara Howes, Senior Director of Customer Experience and Applications at Decisiv. "The Managed Care application provides the tools to watch over and protect assets, improving uptime for fleets and driving business to your shops. SRM Sentinel helps dealers and service providers move from being vendors to trusted partners."

With SRM Sentinel, fleets can cooperate with their service providers to implement a more predictable and consistent approach to managing asset repairs based on inspections, driver complaints and telematics fault codes, and service events such as PMs, recalls or campaigns, and warranty work.

In a real-time dashboard, SRM Sentinel provides automated reminders when service is due for scheduling units for service and keeping track of appointments. The actionable information shows all known and serviceable alerts as well as notifications about appointments. Service providers can also access a wide range of reports on Fleets, Alert Types, and Appointment Status.

"The Decisiv SRM Sentinel Managed Care application allows fleet customers to focus on their core business by leaving maintenance and repairs of all makes and models of trucks to trusted service providers," Howes added.

SRM Sentinel, which is seamlessly integrated into existing workflows in the Decisiv SRM platform, is available at more than 4,800 service provider locations throughout the Decisiv SRM Ecosystem.

### **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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