

SRM

Gateway

Delivering Access to the Decisiv SRM Ecosystem

The Decisiv SRM platform offers an unrivaled level of connectivity and control, delivering the largest asset service management Ecosystem in the commercial vehicle industry by bringing together equipment and component manufacturers, fleets and asset managers, and service providers on a common platform.

SRM Gateway enables access to the actionable, real-time data you need within the Decisiv SRM Ecosystem, through APIs connecting applications and intelligence at the point of service. SRM Gateway delivers unique offerings that break down silos and enable streamlined shop management operations, give greater control of the service event process, and lower operating costs.

Access at the Point of Service

Connecting to the Decisiv SRM platform provides full visibility into every aspect of the service management process at the point of service, from remote diagnostics, to service bulletins, to pending work, to recalls, enabling streamlined operations across the entire service lifecycle. All of this information is available at your fingertips in one location, with alerts and notifications to help you stay on track.

Improve Data Quality

High-quality data enables an efficient and effective service process by eliminating manual re-entry of asset data into multiple systems that consumes costly resources and is fraught with errors. By maintaining data quality as the business grows, efficient operations are enabled and cost increases are constrained because data integrity is maintained and errors are eliminated.

Achieve Seamless Integration

Shop and Dealer Management Systems (DMS) play a vital role in service operations. Whatever DMS you have implemented, these processes are further enriched by integrating it with the Decisiv SRM Ecosystem through automated processes and ready access to ecosystem partner data. This eliminates mistakes caused by manually entered data, streamlines maintenance processes, improves communication with fleet customers, and significantly reduces operating costs.

Enable Custom User Interfaces

A standard user interface enables the entire organization to work effectively in managing the service management processes. However, individual shops often have unique and custom process flows for managing operations as well as specific data entry requirements.

Implementing an interface that is tailored to the workflows reflecting the unique business needs, such as a specific set of SRM functionality, plays a big part in having processes that enable optimized task execution.

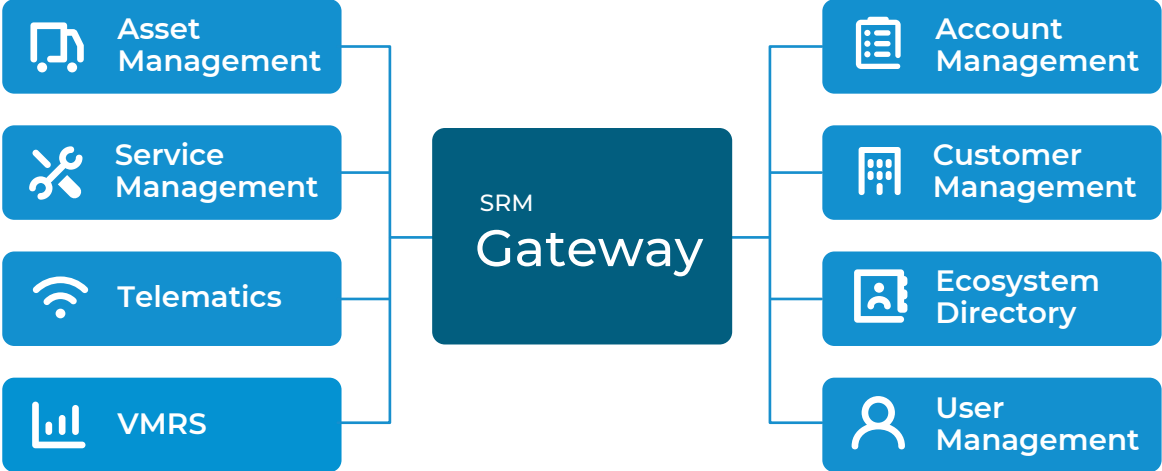
Access Telematics Data

SRM Gateway delivers actionable telematics data at the point of service by providing OEMs, component suppliers, and telematics system partners with enhanced service management capabilities through the analysis of vehicle performance, diagnostic information, and more. SRM Gateway delivers a valuable element of asset service management where applications can read and evaluate telematics data, and communicate with the Decisiv platform to initiate the appropriate actions.

Enable Self-Service

By providing the necessary self-service tools directly to everyone who needs them, systems and users are able to easily access valuable information. For example, self-service enables service providers to load fleet customer information directly into the Decisiv SRM platform without requiring any interaction with someone at Decisiv.

SRM Gateway delivers access to the Decisiv SRM Ecosystem that enhances critical service processes. The complete set of SRM Gateway capabilities are enabled by a suite of APIs that provide ready access to data and processes that are part of the Decisiv SRM platform.



Asset Management
Enables fleets and asset managers to add and manage individual assets within the Decisiv SRM platform, such as adding or removing assets for the fleet account, and updating asset information such as meter data.

Service Management
Provides access to data and processes that span the entire service event lifecycle, to gain relevant information about specific service events.

Telematics
Populates diagnostic and fault data into the Decisiv SRM Ecosystem from telematics system partners, who receive the data directly from hardware devices installed on assets.

VMRS
Directory of Vehicle Maintenance Reporting Standard (VMRS) codes that are applied to repairs to provide a single, concise coding convention to manage fleet assets and analyze maintenance operation costs.

Account Management
Listing of all accounts which the authenticated user may access based upon security access roles inside the Decisiv SRM Platform.

Customer Management
Delivers access to customer information that Service Providers need in order to deliver service, such as data for assets belonging to, operated by, or managed by the customer.

Ecosystem Directory
Listing of all entities participating in Decisiv SRM and assets registered on the Decisiv SRM platform.

User Management
Management of user access security, preferences and contract information for a given account on the Decisiv SRM platform.