

SRM

Gateway

Frequently Asked Questions

What are the benefits of using SRM Gateway?

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 service management operations, enabling greater control of the service event process. Using SRM Gateway enables the reduction in manual work, streamlining the service process, and optimizing service operations.

When should I use SRM Gateway?

Avoid having to manually enter or look up asset or service event information. Using SRM Gateway can get you the data you need, when you need it, and give you the ability to act upon it within another system.

What systems should I Integrate with SRM Gateway?

Any system that needs to integrate with the Decisiv SRM Ecosystem is an excellent candidate for integration. Typical systems that integrate using SRM Gateway include shop/dealer management systems, fleet management systems, and telematics systems.

What versions of the Decisiv SRM are supported?

No matter which Decisiv SRM platform version you are using, SRM Gateway supports your API access.

Which API call types are supported?

SRM Gateway APIs are a RESTful implementation of JSON:API.

How does authentication work?

Authentication for SRM Gateway is based on the industry standard OAuth 2.0. Customers that want to integrate receive an authentication token upon subscribing to use SRM Gateway. This token is provided in each and every API call so that proper authorization is confirmed.

Where can I find additional technical information about SRM Gateway APIs?

The SRM Gateway documentation can be found at <https://api-docs.decisiv.net>

Can I try using SRM Gateway before having to buy it?

SRM Gateway is available for testing in a non-production environment. Contact sales@decisiv.com to get access to a test environment.

What is the price?

Contact sales@decisiv.com to discuss the pricing options that are available.

Who should I contact to get started?

Contact sales@decisiv.com to get started with SRM Gateway.