SRM

Case

Estimator for Uptime Pro

Decisiv SRM Case Estimator for Uptime Pro completes a best-in-class solution for Daimler Truck North America (DTNA) service providers. SRM Case Estimator provides new levels of communication and collaboration for efficiently managing service events. By integrating with capabilities already provided by DTNA Uptime Pro and your DMS, Decisiv SRM Case Estimator enables comprehensive estimates, delivers the estimates to your customers, and manages your customer approvals. Throughout the repair process, the Decisiv SRM Case Estimator solution ensures that the DMS Repair Order (RO) and corresponding Uptime Pro case are always current.

DMS

DAIMLER

Uptime Pro

Decisiv™

SRM Case Estimator

With SRM Case Estimator, DTNA service providers now have access to a comprehensive estimating solution. Real time data is made available at the point of service and includes SRTs, warranty coverage, truck specification build data, and more, through integrations with Express WriteUp, DTNA OWL Online Warranty Link system, and DTNA Vehicle Information Portal (VIP) truck specs database. Service providers are able to efficiently communicate digitally with customers to provide estimates and obtain their approval, including offering line level approvals.

Streamlines Workflows

➤ Optimizes the user experience via an integrated workflow that creates seamless operations and minimizes end user training.

Reduces Double Entry

➤ System interoperability between Uptime Pro, your DMS, and Decisiv SRM Case automatically creates and updates both ROs and cases.

The integration between Uptime Pro, your DMS, and Decisiv SRM Case drives a more efficient service process. As a DTNA service provider, SRM Case Estimator enables you to do the following:

- **Generate an estimate** and provide it to your customer for their approval prior to doing any work. Alternatively, if your customer sends a service request to you, a Decisiv estimate is automatically created upon your acceptance of the service request.

- **Receive an automatically created RO** from your DMS, upon estimate approval, based on the data seamlessly included in the estimate.

- **Update an estimate** if additional work is needed on an asset under repair, and provide it to your customer for their approval prior to doing the work.

- **Capture all external and internal communications** related to the asset under repair during the estimating process and include it in the corresponding Uptime Pro case.

- **Access vehicle configuration data** within the estimating process.

As a DTNA service provider, all your service event workflow management is simplified because of the integration between Decisiv SRM Case, Uptime Pro, and your DMS.

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Asset Received  →  Express Write-Up Conducted  →  Decisiv Estimate Created
                                                          ↓
Uptime Pro DMS RO Created  ←  DMS RO Generated  ←  Uptime Pro Estimate RO Created
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The high level of integration between Decisiv SRM Case, DTNA Uptime Pro, and your DMS solutions ensures that every asset service event for every customer is conducted more effectively and more efficiently. This powerful combination delivers an unrivaled level of service that drives better uptime for all of your customers

STREAMLINE YOUR SERVICE OPERATIONS WITH SRM CASE ESTIMATOR FOR UPTIME PRO

Decisiv™

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Visit the Decisiv Marketplace at
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