

SRM

# Total Service Management

Concurrently manage all your external and internal commercial asset service and repairs in a single solution with SRM Total Service Management. This fully-connected, end-to-end service management solution extends the integrated, OEM-provided service management platform you are currently using.

Now you can easily take advantage of the SRM platform's full service management capabilities to streamline service and improve asset uptime.

## Manage End-to-End Service

Manage every step in the service process with a single, connected service management platform. Whether you are performing work at your own shops, or working with dealers and independent service providers, the entire service process is exactly the same.

- Capture information from diagnostic tools and automatically add it to the case.
- Build estimates for each service event with labor and part costs.
- Utilize estimates for approvals, both internally and externally.
- Customize and standardize all inspections and repair operations.
- Track and analyze the status of every service event in real-time.

## Communicate Intelligently

Communicating with your internal shop depots and your external service providers from a single platform means you'll be in more consistent control. This solution automates and documents all of the communication between maintenance executives, service writers, shop managers, and operations personnel.

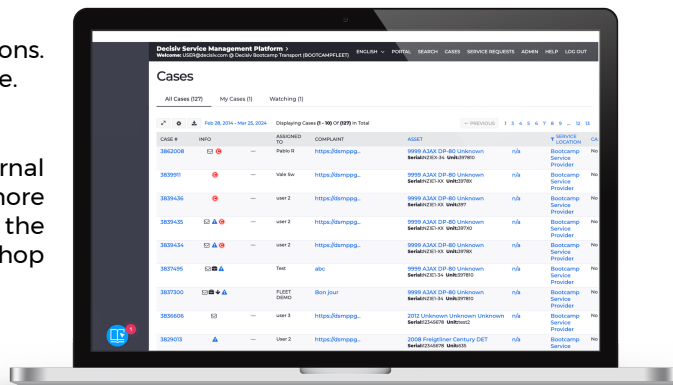
## Access Asset Service Information

SRM Total Service Management connects you with OEM-provided SRM platforms. So, you get immediate, real-time access to asset, diagnostics, warranty, recall and telematics information for every service event. In-context information streamlines processes, improves shop productivity, reduces downtime and costs, and enables you to prioritize and act on critical work in progress.

## Getting Started - You probably already have.

Managing both your internal and external service events is fast and easy. If you're using any of the Decisiv-powered OEM service management systems; Volvo /Mack ASIST, PACCAR Solutions Service Management (PSSM), Isuzu Connect, Hino Case Management, TICO EDGE, Michelin MAESTRO, or Wheeltime LINQ - then you're **already on track to** immediately take advantage of SRM Total Service Management.

**Take control.**  
**Manage all your**  
**internal and**  
**external service**  
**events on one**  
**platform.**



**MANAGE ALL OF YOUR SERVICE EVENTS  
WITH SRM TOTAL SERVICE MANAGEMENT.**

For more information contact  
[sales@decisiv.com](mailto:sales@decisiv.com)  
804-762-4153, EXT: 1

Visit the Decisiv Marketplace at  
[marketplace.decisiv.com](http://marketplace.decisiv.com)

**Decisiv**™