

SRM Sentinel was developed to help leasing companies proactively provide a consistent process for all asset service management. This solution enables fleets to create and manage service appointments as well as to create cases for alerts that are generated for an asset. Sentinel provides a real-time, complete solution across multiple fleet accounts to view active preventive maintenance, recall, or fault code alerts for leased assets in one place as well as submitting appointment requests for those alerts to be serviced.

### Strengthen Customer Relationships

Improve your value with fleet owners by preemptively taking care of service alerts. Easily manage both scheduled maintenance and respond to breakdown events or repairs for your customers with just a few clicks, as well as have ready access to asset details and warranty information. Whenever there are unexpected alerts to be addressed, you're able to quickly manage unplanned appointments and create Cases directly in the Decisiv SRM platform.

### Increase Visibility

Focus on the alerts that matter by bringing attention to the right data at the right time. Data is made actionable with a real-time dashboard that shows all known and serviceable alerts from any asset brand. With SRM Sentinel, you're always up to date.

- Plan for service by viewing maintenance for the upcoming weeks.
- View the latest recorded location for an asset
- Receive notifications on any appointment updates, including updates that are caused by changes to the status of a case.
- View a diverse set of reports on Customers, Alert Types, and Appointment Status.

### Increase Confidence

SRM Sentinel is a logical extension and improvement to the way you work today. Take the guesswork out of scheduling service since the Sentinel application uses the valuable service data you already have on the Decisiv platform. Sentinel is connected to the SRM Case application, so you will be able to create and manage cases based on the appointments created in the Sentinel application.



