

Sentinel

SRM Sentinel was developed to help service providers deliver a proactive and consistent process to support contract maintenance customers. This solution enables you to create and manage service appointments as well as create cases for service alerts generated for an asset. Sentinel provides a real-time, complete solution across multiple customer accounts to view and take action on active preventive maintenance, recall, or fault code alerts for assets in one place.

Strengthen Customer Relationships

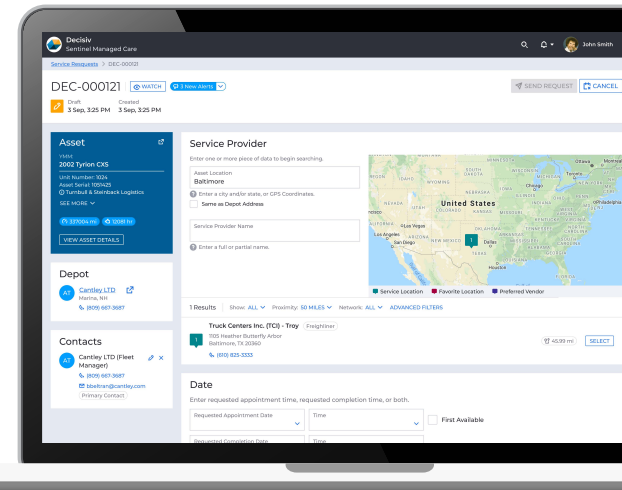
Improve your value to your contract maintenance customers by preemptively addressing service alerts. Easily manage both scheduled maintenance and breakdown events or repairs for your customers with just a few clicks, as well as have ready access to asset details and warranty information.

SRM Sentinel provides an elevated level of insight into service needs in a single management platform and, in conjunction with SRM Case, allows you to communicate and coordinate directly with fleets to manage maintenance and repair services.

Increase Asset Visibility and Control

Manage all of your accounts in one place. Data is made actionable with a dashboard that shows all known asset service information from multiple brands. Assets can be filtered and sorted based on the depot, asset characteristics, alert data, work-in-progress service events, and many other options.

Leverage asset geolocation using telematics data from Decisiv and from Geotab connected devices. Use the last recorded asset location to manage and track assets. View an asset location on a map and search for nearby service providers, all using the last recorded location. With SRM Sentinel, you're always up to date.



Identify Actions with Alerts

Focus on the alerts that matter by bringing attention to the right data at the right time. Be informed when an action is necessary to proactively maintain an asset's performance and compliance. Sentinel delivers multiple alerts including faults, scheduled maintenance, expiring warranties, and recall campaigns.*

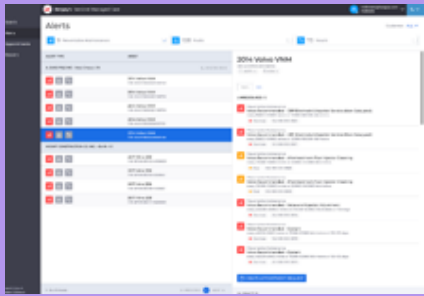
You can also connect with third-party systems for dynamic maintenance, fuel, and oil filter alerts to define additional alerts. These custom alerts can also be used to map alert sources to different severities, modify alert labels, configure alerting conditions, set up alert resolution conditions, and more.

Improve Service Scheduling

Take the guesswork out of scheduling service since SRM Sentinel is connected to SRM Case. Whenever there are alerts to be addressed, you're able to quickly send a service request either inside or outside your organization, manage appointments, and create cases directly in the Decisiv SRM platform. This includes specifying service operations, approving estimates, and accessing the service history for an asset.

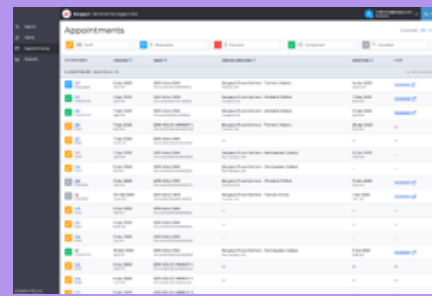
*Availability of warranty and recall data varies by OEM

Alerts



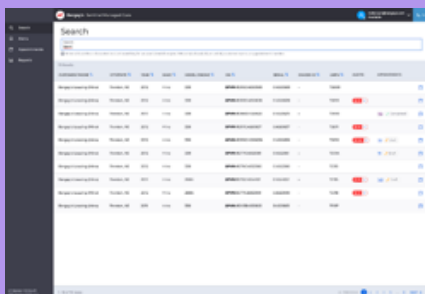
- Filter alerts by customer and by alert type
 - Scheduled Maintenance
 - Active Recalls
 - Expiring Warranties
 - Recent Faults
 - Custom Alerts
- Different alerts for a particular asset can be handled in multiple appointments
- Notification is provided when there are additional in-progress appointments for the same asset
- Alerts can be deferred and addressed at a later time

Appointments



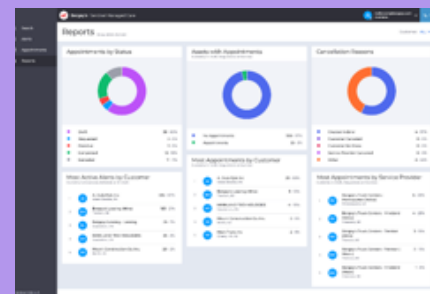
View all your appointments by service location including filtering by customer and by appointment status (e.g. requested, overdue, completed, canceled).

Search



Search the entire system for a specific asset, customer, or appointment. Quickly initiate a new service request for a specific asset.

Reports



View reports related to the number of active alerts and appointment status:

- Appointments by Status
- Assets with Appointments
- Cancellation Reasons
- Most active alerts by customer
- Most appointments by customer

OPTIMIZE YOUR ASSET SERVICE MANAGEMENT WITH SRM SENTINEL

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