SRM

Discovery
Custom Reporting

Access data and insights on your service operations

SRM Discovery Custom Reporting from Decisiv is a technical services solution that helps you get access to the data and insights you need to make well-informed decisions about your operations. And your custom reports are readily available via SRM Insite.

The Decisiv team works closely with you to learn about your specific needs, find the right data, and make custom reports. Your custom reports deliver the information you need to understand your operations and run them more efficiently. These reports are dynamic, meaning they are updated as conditions change. And they are designed to be fast, efficient, and secure.

Because the data needs to be accurate and current, Decisiv uses cutting-edge methodology and analytics tools to ensure the quality and accuracy of the data in your custom reports. The Decisiv team, with expertise in service management, also has the experience to quickly translate what you want so you receive the right answers.
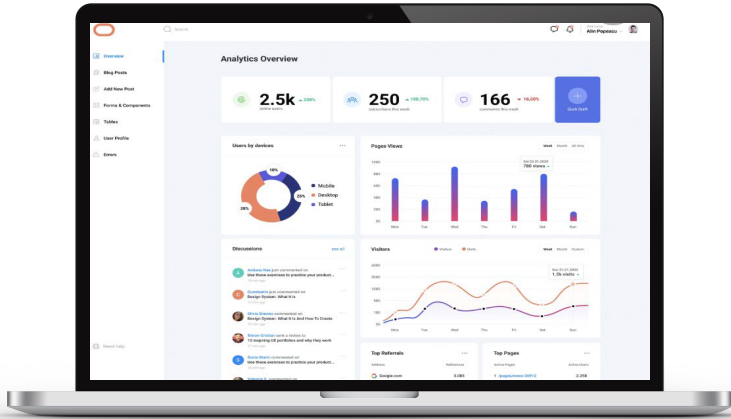
SRM Discovery Custom Reporting from Decisiv is a fast, easy, and safe way to get the data you need to understand customer journeys, review the performance of operations, or look at data from multiple locations. Custom Reporting also offers a secure cloud environment, so you can be sure your data is safe and secure.

Service Event Insights

Measure the speed, cost and effectiveness of your service operations. Valuable analytics that are enabled with service event data include cost analysis of service operations (including VMRS trends), monitoring parts usage trends, and analyzing the frequency of digital communications (internal service provider and customer).

- **Ad-hoc Reporting:** Untangle complex data sets quickly and easily. With our powerful query and reporting tools and our expert knowledge of SRM data, Decisiv can create custom reports for you that help you visualize the data the way you want to see it.

- **Interactive Visualizations and Embedded Analytics:** Decisiv can generate clear and interactive visualizations of your data and personalize them to your exact specifications. Our analytics solution unlocks the valuable insights you need to make informed decisions.

- **Dashboard Reports:** Monitor your data on the go. Decisiv can generate dashboard reports to give you access to the metrics you need at-a-glance to track performance and take action.

Decisiv™

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Benefits

With SRM Discovery Custom Reporting you gain visibility with valuable analytics.

- Automate time-consuming and manual data reporting tasks

- Easily track, manage and analyze service-level activity

- Minimize costs through data-driven performance optimization

- Accurately analyze asset, service, OEM, and fleet information

- Gain actionable intelligence from service data

- Share reports with related parties to distribute analysis and insights

- Provide complete visibility over service event history

- Measure and improve service center performance

- Access service insights and maintenance data to make informed decisions

Getting Started

Now you can go beyond our standard reports to gain actionable insights into service events on your network, the way you want to see them. With a complete set of data that is always up-to-date and the services of our SRM data experts, you can track your service network based on the service metrics and performance objectives that drive your business.

Contact us to discuss how easy it is to get started.

GAIN INTELLIGENCE AND INSIGHT INTO YOUR SERVICE OPERATIONS. GET SRM DISCOVERY CUSTOM REPORTING.

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