

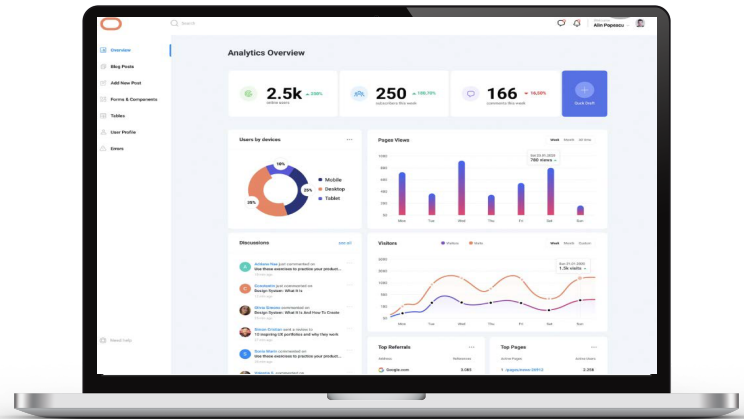
SRM  
**Discovery**  
Data Access

With SRM Discovery Data Access you have readily available access to information about all serviced assets across three primary categories; service event data, asset data, and inspection data. This updated information is delivered to you daily in a format compatible with your business intelligence tool, to keep you current and aware of the activity on serviced assets throughout your network.

SRM Discovery Data Access provides you with direct visibility into the service data generated by assets serviced within your network.

It enables you to create customized analytics using your own Business Intelligence (BI) tools. You can discover trends in service activity, analyze key performance metrics, and much more using the comprehensive asset and service data made available from SRM Discovery.

**Get visibility  
into service data  
throughout your  
service network**



**Service Event Data**

Measure the speed, cost and effectiveness of your service network. Service Event Data enables valuable analytics including cost analysis of service operations (including VMRS trends), monitoring parts usage trends, and analyzing the frequency of digital communications (internal service provider and customer).

The Service Event data includes Line Item Operation, Line Item Parts, and Notes data.

- **Line Item Operations** data provides a description of each service operation that was included as part of an estimate and an indication of whether the operation was approved, declined, or deferred. Complaint, cause, and correction for the service performed are also included.
- **Line Item Parts** data identifies the part description, part number, and quantity that was associated with each line item operation.
- **Notes** data provides records of digital communications during the service event within the service provider as well as between the service provider and customers.

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### Asset Data

With Asset data you gain visibility into detailed information on assets serviced, including the Vehicle Identification Number (VIN), model year, and make. This also includes mileage, engine make, and engine hours, whenever that information is available.

The use of Asset data enables valuable analytics such as evaluating the frequency of service of assets, and monitoring preventive maintenance compliance.

- **Preventive Maintenance** data outlines the maintenance history of an asset. The data set identifies the maintenance that is to be performed on the asset as well as the due date of the scheduled maintenance. Additionally, the mileage and engine hours are provided when the next maintenance is to be performed.

### Inspection Data

With inspection data you receive details on what was inspected and the outcome of each inspection. Additional details on who performed the inspection, as well as when and where inspections were performed are also available. Using Inspection Data delivers insights into inspection completion, failed inspections and service up-sells resulting from inspections.

### Data Dictionary

A thorough description covering the complete set of SRM Discovery data is also available. Contact us to get a copy of the current SRM Discovery data dictionary.

### Getting Started

Gaining actionable insights into service events on your network is both fast and easy. With a comprehensive set of data that is always current and readily available, you're able to immediately gain insights into your service network.

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

**GAIN INTELLIGENCE AND INSIGHT INTO YOUR SERVICE NETWORK.  
GET SRM DISCOVERY DATA ACCESS.**

For more information contact  
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