

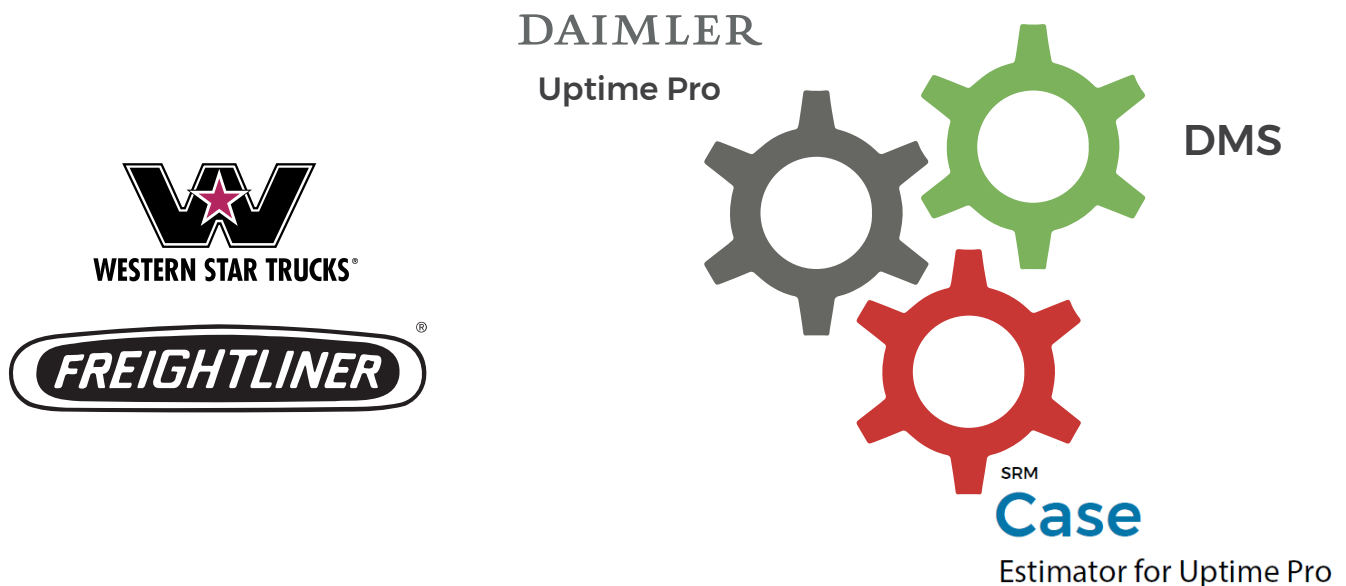
SRM

# Case

## Estimator for Uptime Pro

Decisiv SRM Case Estimator for Uptime Pro completes a best-in-class solution for Daimler Truck North America (DTNA) service providers. SRM Case Estimator provides new levels of communication and collaboration for efficiently managing service events. By connecting with capabilities already provided by DTNA Uptime Pro and your DMS, Decisiv SRM Case Estimator enables comprehensive estimates, digitally delivers the estimates to your customers, and manages your customer approvals. Throughout the repair process, the Decisiv SRM Case Estimator solution ensures that the DMS Repair Order (RO) and corresponding Uptime Pro case are always current.

**Improve your operations with comprehensive estimating.**



With SRM Case Estimator, DTNA service providers now have access to a comprehensive estimating solution. Real time data is made available at the point of service and includes SRTs, warranty coverage, truck specification build data, and more, through connections with Express WriteUp, OWL (Online Warranty Link) system, and VIP (Vehicle Information Portal) truck specs database. Service providers are able to efficiently communicate digitally with customers to provide estimates and obtain their approval, including offering line level approvals.

### Streamlines Workflows

- Optimizes the user experience via an integrated workflow that enables consistent operations across all of your service locations and minimizes end user training.

### Reduces Double Entry

- System interoperability between Uptime Pro, your DMS, and Decisiv SRM Case automatically creates and updates both ROs and cases.

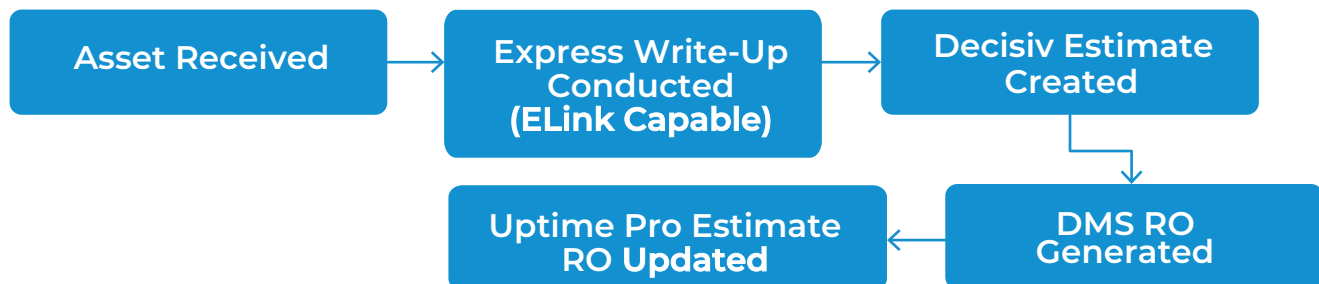
### Simplifies DTNA Elite Certification

- Annual recertification of your DTNA Elite Support Certified dealership is supported using custom dashboards showing information on estimates, approvals and repair details, that go above what is required by Daimler.

The integration between Uptime Pro, your DMS, and Decisiv SRM Case drives a more efficient service process. As a DTNA service provider, SRM Case Estimator enables you to do the following:

- **Generate an estimate** and provide it to your customer for their approval prior to doing any work. Alternatively, if your customer sends a service request to you, a Decisiv estimate is automatically created upon your acceptance of the service request.
- **RO Integration** between SRM Case and your DMS.
- **Update an estimate** when additional work is needed and capture your customer approval of the new work.
- **Capture all external and internal communications** related to the asset under repair during the estimating process and include it in the corresponding Uptime Pro case.
- **Access vehicle configuration data** within the estimating process.

As a DTNA service provider, all your service event workflow management is simplified owing to the connections between Decisiv SRM Case, Uptime Pro, and your DMS.



The high level of connectivity between Decisiv SRM Case, DTNA Uptime Pro, and your DMS solutions ensures that every asset service event for every customer is conducted more effectively and more efficiently. This powerful combination delivers an unrivaled level of service that drives better uptime for all of your customers.

## STREAMLINE YOUR SERVICE OPERATIONS WITH SRM CASE ESTIMATOR FOR UPTIME PRO

**Decisiv**™

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