

SRM  
**Discovery**  
Service Performance Intelligence

The Service Performance Intelligence (SPI) dashboard delivers data-driven insights into your service performance, competitive positioning, and revenue growth opportunities. Designed for Executive Management and Service Leadership, SPI provides a high-level view of how effectively your shops are delivering service and the intelligence to act on what you find.

The reports are concise by design. SPI gives you clear, actionable intelligence without complexity. With SPI you can act quickly and confidently on key service performance data.

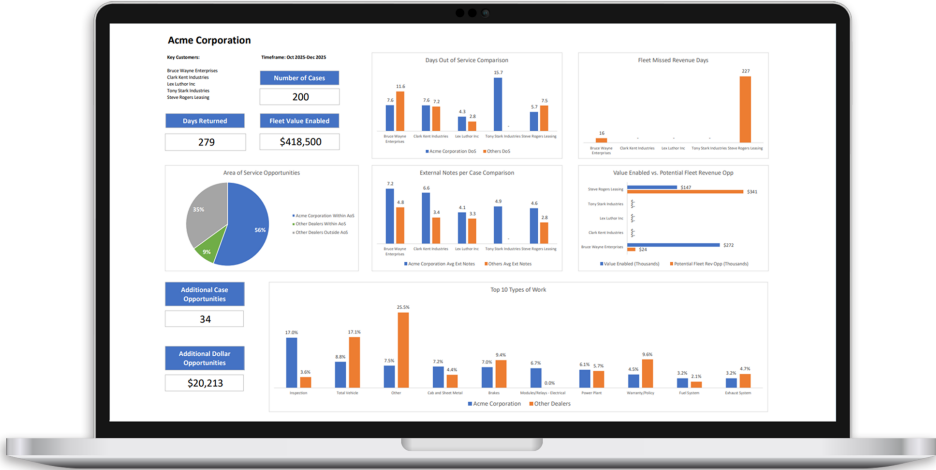
**Secure More Service Revenue**

SPI reports give your management team a direct measure on how efficiently you are serving your key customers. It also provides a clear, quantified assessment of your performance compared to other dealers. With SPI, you can identify opportunities to secure more service business with existing customers as well as where competitors are gaining ground so you can act before it costs you revenue.

These reports help you identify opportunities and risks across five critical dimensions:

- **Service performance visibility:** Clear insight into how efficiently you are servicing specific fleet customers, measured by Days Out of Service (DoS).
- **Competitive benchmarking:** Direct side-by-side comparison of your service performance against peer dealers to highlight relative strengths and opportunities you won't find anywhere else.
- **Revenue expansion opportunities:** Identification of specific customers where additional services could be offered to increase market share and grow service revenue.
- **Competitive risk identification:** Visibility into fleet customers where competitors are providing faster or more effective service.
- **New fleet targeting opportunities:** Identification of prospective customers within your designated Areas of Service that represent new service and revenue opportunities.

Turn service data into your competitive advantage.



## Measure What Matters For Your Customer

SPI goes beyond summary totals. For your top fleet customers, you can now identify individual DoS and customer communications metrics at each shop location. This detail makes it easy to spot where the customer experience is lagging and take targeted action.

SPI reports are delivered in easy to digest and accessible format. Views include:

- **Summary and single-customer dashboards:** Executive-level snapshots of your most critical service relationships.
- **Performance metrics for top customers:** Individual metrics for DOS and customer communications across your key fleet accounts.
- **Customer and shop details:** Side-by-side performance comparison of your shops, highlighting relative strengths and opportunities to improve.
- **Top 10 types of work vs. other dealers:** Understand where your repair mix aligns, or diverges, from competitors.
- **Area of Service (AoS) summary and geographic details:** Identify fleet customers within your AoS that are currently being served by other dealers.
- **Raw data results:** Full access to underlying data for deeper analysis.



## Who Benefits

- **Executive Management** who needs a high-level view of competitive positioning and revenue growth opportunities.
- **Service Leadership** who wants data-driven insight into customer-level performance and areas for improvement.
- **Business Development teams** looking to identify and pursue new fleet service opportunities within their area of service.

TURN YOUR SERVICE DATA INTO A COMPETITIVE ADVANTAGE  
WITH SERVICE PERFORMANCE INTELLIGENCE.

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