

SRM
Case

Decisiv SRM Case provides complete visibility into every service event, from first request to final repair, across all dealers and independent service providers in your network.

The Decisiv SRM Case platform is the commercial vehicle industry's most intelligent, integrated service management solution. It connects your fleet directly with service providers, OEM data, diagnostics, and telematics — all in one place. Easily manage your repairs and stay up to date on the status.

Drive Uptime.
Reduce Costs.
Take Control
of Every
Service Event.

<p>Service Request and Scheduling</p> <p>Send electronic service requests to any provider in the Decisiv SRM Ecosystem. Search by location, services offered, hours of operation, or preferred provider networks. Include complaint data so providers are ready before the truck arrives.</p>	<p>Estimate Approval and Control</p> <p>Digitally review, approve, defer, or decline estimates at the line-item level before a single wrench turns. Reduce surprise costs and unauthorized work while keeping repairs moving.</p>	<p>Case Status and Communication</p> <p>Track every case from open to closed. Send and receive notes between your team, your depots, and service providers. All correspondence is captured in context. No lost emails, no phone tag.</p>
<p>Comprehensive Asset Intelligence</p> <p>Access build specifications, warranty status, recall alerts, service history, fault codes — giving Fleets and providers everything they need to do the job right the first time.</p>	<p>VMRS Encoding and Data Quality</p> <p>Standardize repair data using Vehicle Maintenance Reporting Standards (VMRS) coding. Improve cost tracking accuracy and generate more meaningful service operation analytics across your fleet.</p>	<p>Mobile Access, Anywhere</p> <p>Manage service events on any device: desktop, tablet, or smartphone. Send requests, track cases, and communicate with providers from the road, the yard, or the office.</p>

<p>3+DAYS AVG. DOWNTIME REDUCTION</p>	<p>Delivers \$13B+ in annual savings from increased uptime.</p>
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Intelligent Features Built for Fleets

<p>SRM Sentinel</p> <p>Proactive PM, recall, and fault code alerts automatically translated to service appointments before a breakdown happens.</p>	<p>SRM Inspections</p> <p>Digital inspection creation, tracking, and history storage. Reduce liability, streamline compliance, and minimize downtime.</p>	<p>SRM Insite Reporting</p> <p>Predefined KPI reports for fleets regarding service performance, costs, and trends. All this is available in just a few clicks.</p>
<p>SRM Vision Dashboard</p> <p>Complete visibility into every service event at every location. Streamline daily operations across your distributed network.</p>	<p>SRM Connect APIs</p> <p>Seamless integration with Fleet Management Systems, telematics providers, and your existing technology stack.</p>	<p>Telematics and Diagnostics</p> <p>Cases can be created automatically from diagnostic fault codes or geofence triggers — getting ahead of issues before they escalate.</p>

Benefits for Fleet Managers

- Reduce average days out of service by 3+ days per multi-day repair event
- Eliminate unauthorized repair costs with digital estimate approvals
- Lower maintenance and repair costs through better data and accountability
- Reduce administrative overhead with centralized, in-context communication
- Improve first-time fix rates with full asset history at the point of service
- Manage internal and external service events in one unified platform
- Request your personalized performance report benchmarked against other fleets at www.decisiv.com/fleets

“ Decisiv SRM is how we manage vendor repairs from birth until the final transaction. It’s a key part of the way we interact with dealerships across different brands of trucks to schedule service, communicate and approve estimates. We don’t even need to call them. We can just set up service through Decisiv and they respond in the platform within a short period of time. ”

Magnum

What Sets Decisiv Apart

- North America's largest commercial vehicle service management ecosystem
- Trusted by Volvo, Mack, Peterbilt, Kenworth, Hino, Isuzu, and more
- Over 65 integrated data and technology partners
- Proven results from data on more than 4 million service events per year
- ISO 27001:2022 certified — enterprise-grade security and data governance
- Continuous innovation with new features released regularly

5,000+
SERVICE
LOCATIONS

“ Kriete Leasing and Rental improved customer service and provider collaboration using SRM Sentinel for proactive maintenance management. ”

Kriete Leasing and Rental

READY TO DRIVE MORE UPTIME FOR YOUR FLEET?
VISIT DECISIV.COM/FLEETS TO CALCULATE YOUR REVENUE OPPORTUNITY
OR REQUEST A PERSONALIZED PERFORMANCE REPORT.

Contact us to learn more, request a demo, or explore helpful resources in the Fleet Help Center, where you'll find step-by-step articles and guides: support.dsmp.decisiv.net/hc/en-us.

For more information contact
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Visit the Decisiv Marketplace at marketplace.decisiv.com

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