

Karmak Blaze

SRM

Connector

The Karmak Blaze SRM Connector links the Decisiv SRM Platform to the Karmak Blaze dealer management system through a bi-directional integration. Your service team prices and documents the repair in SRM Case, the Karmak Blaze Repair Order (RO) stays current without re-keying, and invoicing flows back to the case. One intelligent, integrated workflow replaces two.

Start with the Right Customer and Asset

Pull customers and assets from Karmak Blaze straight into SRM Case, with customer updates reaching SRM Case in real time. New customers created in SRM Case are sent to Karmak Blaze, and assets added in SRM Case sync back, including serial-number equipment such as generator sets.

Price the Job with Confidence

SRM Case pulls customer-specific labor pricing by operation code and checks the customer's credit limit, available credit, and PO requirements. If the customer is on credit hold, your team is alerted and RO creation can be stopped. Search parts by partial number or description and see customer-specific pricing and availability, including superseded parts and pricing by manufacturer or source. Shop supplies, hazardous waste, and sales tax come back from Karmak Blaze so the customer sees accurate totals.

Keep every
Karmak Blaze
repair order
and its SRM
Case in sync
automatically,
from check-in
to invoice.



Keep the RO Current Without Re-Keying

Export the case as a Blaze quote to convert later or to the repair order, with the RO number returned to the case and a direct link to the Blaze RO. Sublet, towing, and miscellaneous charges flow to the RO, and parts sales can be tracked by salesman for commissions.

Document the Repair Once

Complaint, cause, and correction detail and technician stories are shared between SRM Case and the Blaze RO, so repair documentation is entered once and stays consistent in both systems.

Close the Loop Automatically

Invoice date, number, and amount post to the case when the repair is invoiced, and the case closes automatically when the Blaze RO closes, including for multi-brand dealers.

Why Service Providers Connect

- Complete labor and parts pricing and availability inside SRM Case
- Credit holds caught before the RO is created
- Accurate taxes and fees on every estimate
- Real-time customer updates between systems
- Automatic case closure when the Blaze RO closes
- Minimal double entry from estimate to invoice

Fast, Clean Go-Live

Customer, asset and VIN, and repair operation (SRT) data load into the Decisiv SRM Platform at onboarding, so your team starts with the records it already trusts.

**IMPROVE YOUR SERVICE OPERATIONS WITH THE
KARMAK BLAZE SRM CONNECTOR**



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