Karmak Fusion

SRM

Connector

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

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

Price the Job with Confidence

SRM Case pulls customer-specific labor pricing from Karmak Fusion by operation code and by DMS labor price code. Before work begins, the connector checks the customer's credit limit, available credit, and PO requirements, and flags any credit hold so your team can address it up front.

Search parts directly from Karmak Fusion. Dealers with Karmak Business Online or the Karmak Decisiv Connector module also see customer-specific parts pricing and availability, including superseded part numbers and pricing by manufacturer or source. Shop supplies and hazardous waste charges come through automatically.

Keep the Fusion RO Current as Work Evolves

Additional charges such as sublet, towing, and miscellaneous items flow from SRM Case to the Fusion RO, along with new repair segments added as the diagnosis develops. Export a case as a Fusion quote to convert later, create an RO without a VIN, and support serial-number assets such as generator sets. Parts sales can be tracked by salesman.



Real-Time Repair Updates, Both Ways

SRM Case sends complaint, cause, and correction detail, timestamps, and technician assignments to the Fusion RO, with optional technician time tracking. Karmak Fusion posts technician status, actual labor hours, and last-labor updates back to the case as they happen.

Close the Loop Automatically

When the repair is invoiced, the invoice date, number, and amount post to the case and complaint, cause, and correction are finalized. The case closes the moment the Fusion RO closes, including for multi-brand dealers running several OEM service programs through one Karmak Fusion system.

Why Service Providers Connect

- Customer-specific labor pricing, plus parts pricing and availability for eligible dealers
- Credit risks identified before service begins
- Minimal double entry from estimate to invoice
- Automatic case closure when the Fusion RO closes
- A Fusion RO that stays current as the repair evolves
- Real-time repair status your customers can see

Fast, Clean Go-Live

Customer, asset and VIN, and repair operation (SRT) data load into the Decisiv SRM Platform at onboarding. Ongoing customer sync keeps profiles current, and new customers created in SRM Case are sent to Karmak Fusion.

IMPROVE YOUR SERVICE OPERATIONS WITH THE KARMAK FUSION SRM CONNECTOR

Decisiv™

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