

Intelligent Service Management

Our answer to the next generation of service management needs

What is Intelligent Service Management?

Intelligent SRM is Decisiv's answer to the next generation of service management needs—more specifically the increased volume of complex data and elevated customer expectations apparent today in the Service Relationship Management industry.

Intelligent SRM enables all participants in the service supply chain (Fleets, Service Providers, and OEMs) to come together in the Decisiv SRM Ecosystem where they can streamline, simplify, and smarten the way they manage, maintain, and service commercial assets.

It focuses not only on bringing together the variety of complex data sources out there today, but also interpreting that data in a meaningful way and allowing for better communication between all parties so they can make informed decisions faster and more confidently.

Why do you need it?

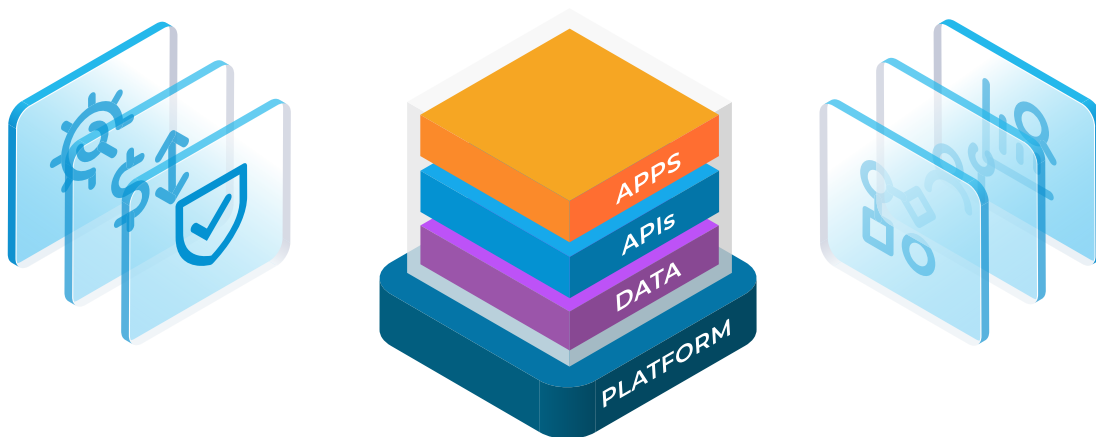
Industry innovations, such as electric vehicles, and new service models, such as truck-as-a-service, are bringing new technology and new data sources to the service management industry.

They're introducing new challenges to the service process and adding more complexity to service delivery resulting in a greater volume of data, more complex data, and elevated customer expectations. If you're a Fleet or Asset Manager, you know you want to take advantage of these new innovations and data sources and you won't settle for today's service experience without them.

How does it work?

Intelligent SRM pulls in your extensive set of data on both assets and services already within the Decisiv SRM Platform¹ and combines it with the capabilities of Intelligent SRM to provide you with predictive, real-time, optimized, and automated service management.

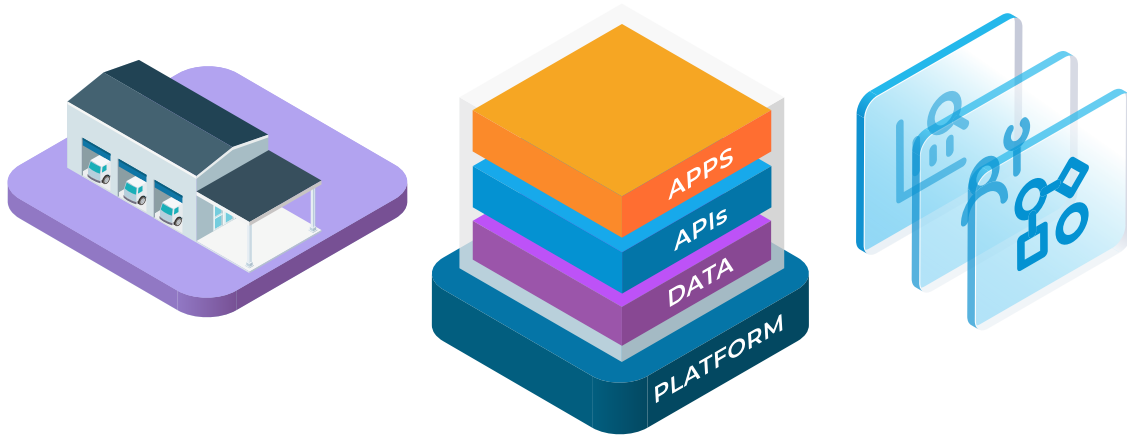
It also incorporates a new level of data access with powerful analytic and artificial intelligence tools to connect all participants in the service supply chain through the Decisiv Ecosystem, so everyone can take advantage of the new communication and collaboration capabilities, integrated management technologies, paperless processes, and predictive, real-time data to automate and optimize service event management together in one place.



¹The Decisiv SRM platform is available under several names; Mack / Volvo ASIST, PACCAR Solutions Service Management (PSSM), Isuzu Connect, Hino Case Management, TICO Edge, Michelin MAESTRO, and Wheeltime LINQ.

What are the features?

The features of Intelligent SRM bring a new level of insight, control, and responsiveness to the way commercial assets are managed, maintained, and serviced.



For Service Providers and OEMs:



Workflow Status Tracking

Track service workflow processes, so you can identify and resolve bottlenecks.



Forecasted Resources

Minimize downtime by anticipating inventory, labor, and space based on historical service operations, workflow, and workflow anomalies.



Sentiment Analysis

Predict and assess a customer's satisfaction during and after the service event, so you can intervene and follow-up personally or through automated means.



Expert insights

Connect with experts and get answers fast to figure out the best repair and diagnostic plan for complex components and warranty coverage.



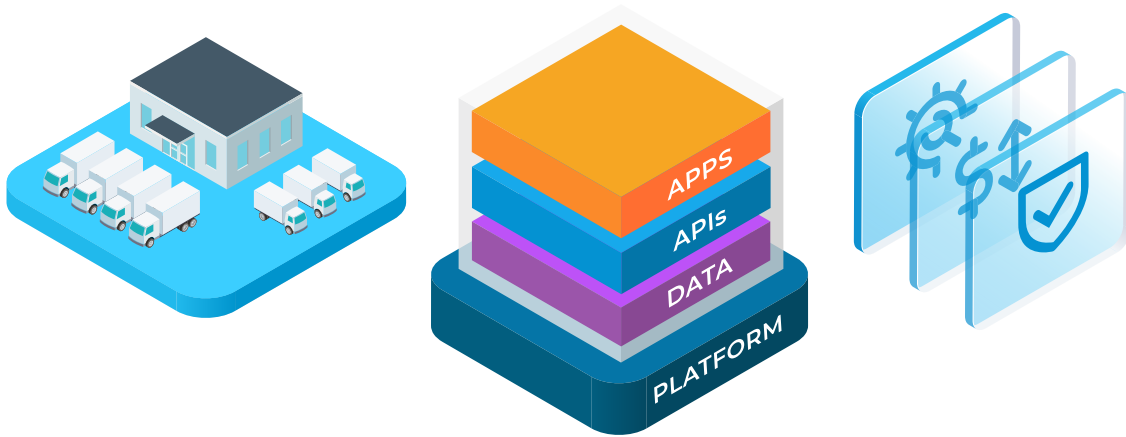
Predictive, Dynamic Maintenance

Determine maintenance requirements by employing a detailed understanding of equipment use.



Customized Service Preference Management

Automate steps in the service process according to customer-configured preferences, such as automatically escalating estimate approval based on criteria they set ahead of time.



For Fleets and Asset Managers:



VMRS Encoding

Amplify your service operations by automatically encoding service operations with the appropriate VMRS code.



Cost Forecasting

Forecast the cost of service for assets based on historical operations and meter data.



Predictive Repair

Maximize asset uptime by converting unexpected breakdowns into scheduled repairs based on historical meter and fault data.



Self-reporting Maintenance

Receive preventive maintenance and repair need notifications using extensive asset data beyond simple fault codes.



Predictive, Dynamic Maintenance

Determine maintenance requirements by employing a detailed understanding of equipment use.



Dynamic Warranty

Extend the warranty coverage of your assets by analyzing asset use and maintenance history.

What are the benefits?

Intelligent SRM ushers in a new way of doing business that fundamentally improves service delivery, service efficiency, and most importantly, asset uptime.

By knowing what happened in the past, you'll be able to better manage service requirements in the future.

For Service Providers that means:	For Fleets and Asset Managers that means:
<ul style="list-style-type: none">• More effective communication with customers• Better understanding and greater visibility into the service process• Direct engagement in the management and maintenance of assets• New levels of process automation• Increased revenue for parts and labor• More efficient and profitable operations• Lower shop costs and improved shop throughput• Higher technician proficiency• Higher customer satisfaction and repeat business	<ul style="list-style-type: none">• More effective communication with service providers• More comprehensive understanding of asset performance• Better informed decision-making based on data analytics• Streamlined overhead, administrative, and business processes• Predictive maintenance and repair programs• Lower costs for labor and parts• Increased revenue otherwise lost to unnecessary downtime

Ultimately, Intelligent SRM improves the bottom line for every member of the service supply chain. It elevates the service experience for everyone involved and answers the question of how to rein in and take advantage of the new technology and new data sources available today.

Industry innovations are an opportunity to improve revenue for everyone - Intelligent SRM is here to make that a reality.

For the latest information about Intelligent Service Management, including webinars and podcasts, contact us at info@decisiv.com