



**Bruckner Leasing Company is reducing downtime and lowering costs with MVASIST and its integration with the Mack OneCall and Volvo Action Service (VAS) roadside assistance networks**

*“By tremendously improving communication with service locations, MVASIST has significantly enhanced service efficiency for us and for our leasing customers. This platform has provided us with the tools to improve communications, streamline paper flow and payments with our service vendors, resulting in reduced downtime, clearer estimates and invoices, and lower operational expenses. Uptime is critical for our customers, and with MVASIST we have a very valuable tool at our disposal to better serve their needs.”*

**Steve Boisvert**

Corporate Lease Service Manager  
Bruckner Leasing Company



Bruckner Leasing Company, headquartered in Amarillo, Texas, offers daily and long-term rental, full-service leasing and contract maintenance services. The company has approximately 650 vehicles in its lease and rental fleet, the majority of which are Class 8 Mack and Volvo tractors. A member of the Mack Leasing System, a division of Mack Trucks, Inc., Volvo Leasing System and NationalLease, Bruckner Leasing supports its customers' service needs across the lower 48 states and Canada. Bruckner Leasing is a division of Bruckner Truck Sales, a Mack Trucks and Volvo Trucks North America dealer with 13 locations in Texas, Oklahoma, Kansas and New Mexico.

## challenges

**A more effective method of communication with service providers to reduce downtime for customers and improve service management**

Bruckner Leasing needed a way to improve its ability to manage routine service and breakdown repairs on customer vehicles. Typically, the company and its service providers would require significant amounts of time to manage a service event using numerous phone conversations, voicemail, faxes and email.

In place of this time-consuming exchange, Bruckner Leasing desired a solution that would allow it to communicate more effectively and efficiently with service locations, saving time and getting trucks back on the road faster for customers.

## solution

MVASIST, developed by technology partner Decisiv, Inc. in partnership with Mack Trucks and Volvo Trucks North America, has been in use at Bruckner Leasing Company for more than one year. The unique, web-based service management platform is enabling Bruckner and its service providers to more clearly, accurately and efficiently communicate about the status of service events, authorize service, and share information and options.

With MVASIST, all estimates and related documents for a service event and the vehicle involved are linked in one online folder, streamlining communications and the service process. MVASIST also makes service personnel aware of fleet and vehicle-specific information, such as warranty coverage, previous service performed and established parts pricing. The platform can also be used to plan and schedule routine inspections and service.



*“On some days the MVASIST platform can eliminate more than 50 telephone calls needed to communicate with vendors and service departments. By communicating with service locations on the MVASIST platform, the savings from eliminating confusion and ensuring that repairs are handled efficiently add up quickly for us and for our customers.”*

**Steve Boisvert**

Corporate Lease Service Manager  
Bruckner Leasing Company

### about decisiv. inc.

The Decisiv Service Management Platform is revolutionizing the way North American Medium-and Heavy-Duty Trucks are serviced and maintained, and benefiting Transportation Fleets, Dealer and Service Locations and OE Truck and Component Manufacturers. Founded in 2001 and based in Glen Allen, Virginia, Decisiv designed its platform to dramatically increase the efficiency of the service and maintenance process. The Decisiv platform streamlines communication between fleets, service locations and OEMs and pulls together historically separate silos of critical repair and service information from truck and component manufacturers. The platform leads to improved vehicle uptime, lower operating costs, and enhanced business processes and customer satisfaction. For more information, visit [www.decisiv.com](http://www.decisiv.com).

### solution (cont.)

Integrated into MVASIST are the MACK OneCall Complete Care and Volvo Action Service (VAS) customer support and roadside assistance networks. At Bruckner Leasing, MVASIST is pre-loaded with the fleet's preferred guidelines for handling breakdown service. A common portal in MVASIST connects Bruckner Leasing to the OneCall and VAS networks. The quick, reliable, 24/7 communication system for breakdown support includes all required information, date and time stamped for reference.

### results

**Managing service events more efficiently leads to savings for providers and fleets**

With MVASIST, Bruckner Leasing is spending considerably less time managing the service process for its customers, saving time and getting trucks back on the road faster. In one month alone, the company used MVASIST to manage nearly 250 service events.

# Decisiv™

For more information, visit [www.decisiv.com](http://www.decisiv.com),  
or visit our blog [www.decisivconnect.com](http://www.decisivconnect.com)

**Decisiv, Inc.**

4480 Cox Road, Suite 260, Glen Allen, VA 23060  
804-762-4153 x310

[info@decisiv.com](mailto:info@decisiv.com)