



## Florida Rock & Tank Lines is Streamlining Operations with MVASIST

*"In our business, we're under the gun to keep trucks moving. MVASIST provides us with an accurate, consistent and comprehensive means of unified communications with our outside service providers. With the platform, we can eliminate a lot of the time it takes to manage service events, which cuts downtime and improves vehicle availability."*

**Ed Woodall**

Director of Maintenance  
Florida Rock & Tank Lines, Inc.



A bulk tank carrier headquartered in Jacksonville, Florida Rock & Tank Lines, Inc. serves the southeastern U.S. from 22 terminals in Florida, Georgia, North and South Carolina, Alabama and Tennessee. The

company specializes in hauling petroleum products, chemicals and other liquid and dry bulk commodities with a fleet of 400 power units and about 500 trailers. Founded in 1962, Florida Rock & Tank Lines is part of the transportation group of Patriot Transportation Holding Inc.

### challenge

To productively and efficiently operate its fleet across a large geographical area, Florida Rock & Tank Lines utilizes the services of a number of Mack Trucks dealers for major maintenance, repairs and warranty work.

"We needed a way to improve our ability to keep track of repairs being done on our equipment," said Mike Wisham, area maintenance supervisor for north terminals at Florida Rock & Tank Lines.

"Communicating in real time with dealers allows us to move things along faster."

"We're not making money while a truck is in the shop," said Darryl Summerall, area maintenance supervisor for south terminals at Florida Rock & Tank Lines. "The biggest slowdown comes when we have to wait for a dealer to respond to a service request or when we're on the road and we can't authorize a repair until we reach a shop location."

### solution

To address these challenges, Florida Rock & Tank Lines adopted MVASIST, the service management platform developed by technology partner Decisiv, Inc. in partnership with Mack Trucks. The cloud computing

technology is providing the carrier with better control over service events at dealers.

MVASIST allows Florida Rock & Tank Lines to communicate with dealers before and during a service event. With access to an electronic folder of vehicle information, service facilities can view the fleet's or individual vehicle's preferred repair procedures, warranty coverage, parts pricing programs, and more.

### result

With MVASIST, Florida Rock & Tank Lines has access to the information it needs to more productively and efficiently manage service events at dealer locations across its operating area. The result is faster response times, less downtime and greater accountability.

The unified communications capability of the MVASIST platform gives everyone the same view into a service event by linking the fleet's maintenance management team with Mack Trucks dealers. The electronic, readily accessible service event record enables more effective monitoring, managing and auditing of estimates, including better descriptions of needed repairs, and more accurate invoices for approved service work and parts.

*"We're committed to satisfying our customers' needs with quality service by maintaining a total commitment to excellence throughout our company. MVASIST, by streamlining vehicle service events is a key part of our ability to do the job right the first time."*

**Ron Spillman**

*Regional VP - Operations  
Florida Rock & Tank Lines, Inc.*



### 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).

# Decisiv™

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

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