

# Vanguard Truck Centers

## Vanguard Truck Centers drives service management effectiveness to higher levels with Decisiv SRM – for 17 years and counting!

One of the largest Volvo Trucks dealer groups in North America by revenue, Vanguard Truck Centers operates full-service and parts-and-service-only locations in 12 states. With its acquisition of Nacarato Truck Centers, Vanguard has 31 service locations, making it the largest Volvo Trucks service provider worldwide.

Across its operations, the full-service Volvo Trucks and Mack Trucks commercial dealer group employs ASIST, the service management platform developed by Decisiv. Vanguard also utilizes the Decisiv-built Hino Edge Case Management system, the Isuzu Commercial Truck of America Connect platform, as well as the TICO (Terminal Investment Corporation) Edge system.

The ASIST version of the Decisiv Service Relationship Management (SRM) platform has delivered benefits to Vanguard Truck Centers for more than 17 years. Vanguard's experience with the platform stems from being one of the first Volvo Trucks and Mack Trucks dealerships to use ASIST.

Vanguard service locations, with almost 500 service bays, now manage as many as 3,000 cases per month on the SRM platforms. Today, more than 330 service advisors, technicians, and managers are actively using the service management platform.

### Standard Operating Procedures (SOPs)

Vanguard Truck Centers uses Decisiv SRM-based platforms to manage the entire service and repair process from initial diagnosis and estimates to return to service.

Throughout the process, all customer communication is noted and documented in the platforms, including phone and email conversations. SOPs at the dealership call for updating customers twice a day, whether there's a change or not in the status of their vehicles.

The SRM platforms at Vanguard Truck Centers have also been integrated with the dealership's Procede Dealer Management System (DMS).

Looking ahead, Vanguard is expanding their use of inspections in the SRM platform. Currently, the dealership is also piloting MOTOR and Mitchell 1 labor guides as connected solutions with ASIST.



**“ASIST is our main working software. It’s used for everything we do. There’s an ASIST case that goes with every single repair order. If it’s in the ASIST case it happened. If it’s not in the ASIST case, it didn’t happen.”**

**Jeff Roberson**  
*Vice President of Service Operations*  
*Vanguard Truck Centers*

## Quantifying the value

As a Certified Uptime Dealer by Volvo Trucks and Mack Trucks, Vanguard Trucks Centers uses ASIST as a main source of current, accurate data on how they are meeting the manufacturers' service standards.

Certified Uptime Dealers utilize streamlined processes and updated shop layouts to improve uptime and provide an enhanced and consistent service experience. Included are initial diagnostics within two hours of a vehicle's arrival at a service facility and completion of repairs requiring less than four hours of labor in an Uptime Bay.



**“Integration is a key benefit of SRM. Managing every service event in the platforms and then exporting them into our DMS is a huge plus, along with being able to start an estimate for every customer before you open a repair order.” - Jeff Roberson**

The dealership group also employs the Qualtrics Net Promoter Score (NPS) customer experience metric to measure satisfaction. Customers appreciate the regular communication from Vanguard Truck Centers, including sending three notes per case on average. The consistent use of notes to digitally communicate improves response time on both ends of the service process and drives faster return to service.

Reporting capabilities in Decisiv SRM are used at Vanguard to track the success rate of opportunities to quote service and repair work and to determine compliance with SOPs by location.



**“Decisiv SRM platforms give us a vast array of tools to show how the systems are being used. We can go in and see if longer dwell times are caused by waiting on parts or if there are notes on steps in the process or the required amount of communication with customers. If we're not using it correctly, we're losing money.” - Jeff Roberson**



Vanguard Truck Centers, headquartered in Atlanta, Georgia, is a full-service commercial truck dealer group and leasing operation with 31 full-service and parts-and-service-only locations across 12 states, including Arizona, Florida, Georgia, Illinois, Kentucky, Maryland, Missouri, North Carolina, South Carolina, Tennessee, Texas, and Virginia. With its acquisition of Nacarato Truck Centers, Vanguard now has more than 1,200 employees.