Decisiv 2024: Ongoing Success in SRM Ecosystem Development and Growth

Year marked by the introduction of new capabilities points to new things to come in 2025

Reston, Virginia – January 2, 2025

Decisiv, Inc., the industry leader in Service Relationship Management (SRM) solutions, aannounced today its annual recap of the state of the Decisiv SRM Ecosystem in 2024, including continued growth in platform use, and a range of technology and partner developments. The company also previewed plans for new products and solutions, and the continued expansion of the Decisiv SRM Ecosystem in 2025.

"This past year was one of the most successful in our 23-year history," said Dick Hyatt, President and CEO of Decisiv. "Ongoing usage on the Decisiv SRM platform exceeded the 30 million service event milestone in early 2024, and we ended the year at nearly 33 million events. More than 5,000 service providers and 74,000 fleet and asset managers are now putting the commercial vehicle industry's largest service management ecosystem to work during over 300,000 monthly maintenance and repair events.

"Dealers and fleets who are actively using the Decisiv SRM platform to manage service events are benefitting from an overall improvement of 33% in return to service," Hyatt continued. "In 2024, these return to service efficiencies enabled fleets to realize more than $12.3 billion in revenue from increased uptime. That is a clear indication of how Decisiv drives measurable gains in efficiency, and asset productivity and performance."

In 2024, Decisiv product, technology and partnership developments included:

- SRM Discovery Status Tracker, a reporting suite that provides actionable information for managing and controlling the entire service event process. Initial users of SRM Discovery Status Tracker report an 11% to 24% improvement in return to service across operations and locations.

- Decisiv and Mitchell 1, a leading provider of repair information solutions, announced the launch of the new Decisiv SRM Connector for Mitchell 1, an integrated solution that streamlines labor time estimates for thousands of service operations daily. The capability enables shops using the Decisiv SRM platform to effortlessly connect with the Mitchell 1 TruckLabor Module.

- Decisiv released SRM Case 8.0, the latest version of the SRM Case application that allows users to create and manage end-to-end service event workflow between participants in the Decisiv SRM Ecosystem. SRM Case 8.0 includes several enhancements that improve ease of use and efficiency for service providers and fleets engaged in servicing commercial assets. One key new feature is support for mobile communications on any device via SMS text messaging.

- Ongoing collaboration with Procede Software, a heavy-duty commercial vehicle dealer management system (DMS) software and solutions provider, has resulted in an integrated and more efficient service management solution for virtually every brand of commercial vehicle. Dealers using the Procede Excede DMS with the Decisiv SRM platform have a more efficient and seamless means of managing the entire service event process from vehicle check-in to return to service.

- An expanded partnership with terminal tractor manufacturer TICO to add the Decisiv SRM Sentinel Managed Care application to the TICO Edge platform. Introduced in 2020 and powered by Decisiv SRM, TICO Edge allows the manufacturer's dealer network, customers, and the TICO Uptime Center to communicate and collaborate, and have real-time visibility, into service and repair events.

- Decisiv's data security practices achieved ISO/IEC 27001 certification. Covering the Information Security Management System (ISMS) supporting the Decisiv SRM Platform, the certification includes assets, technologies and processes employed for processing, management, and delivery of services to customers.

- Decisiv and KEA Advisors, a provider of business advisory services and solutions for commercial asset dealerships, announced a new collaboration that will integrate Decisiv SRM Discovery Status Tracker with the management dashboards of the KEA PULSE Reporting system. The more dynamic and detailed summary of the status of service events and key metrics results in an improved service process, more profitable repair orders, and a faster return to service of assets for customers.

- Cooperative development between Procede, Mitchell 1 and Decisiv resulted in enhanced integration of the Decisiv SRM Connector for Mitchell 1. Users of the Procede Software Excede Dealer Management System are now able to accept 6-digit assembly level VMRS (Vehicle Maintenance Reporting Standards) encoded labor operations from estimates created using Mitchell 1's TruckLabor Module in the Decisiv SRM plataform. The uniform tracking capability and better-quality data improves communication about estimates, streamlines invoice processing, enhances audit accuracy, and enables more effective analysis of service activity.

In 2025, several new technology solutions are being planned by Decisiv. Included will be capabilities for monitoring and managing workflow and dealer and fleet communication during service events. In addition, development is underway on new integrated solutions with shop tools and technologies, supporting an expanding Decisiv SRM Ecosystem.

"Throughout 2025, the value of the Decisiv SRM Ecosystem will continue to increase as we deliver more advanced capabilities, build on existing and new partnerships, and add manufacturer and dealer service networks," Hyatt said.

Decisiv also continued its support of industry stakeholders in 2024 by providing data for:

- The quarterly Decisiv/TMC North American Service Event Benchmark Report covering parts and labor costs for 25 Vehicle Maintenance Reporting Standard (VMRS) system level codes, which accounts for more than 97 percent of total parts and labor spent during maintenance and repair events.

- The American Transportation Research Institute (ATRI) *An Analysis of the Operational Costs of Trucking: 2024 Update.*

- MacKay & Company expanded analyses and insights in their monthly DataPulse Plus Reports.

Industry insights from Decisiv are available in a quarterly Commercial Vehicle Service Analysis. The report that provides a comprehensive review of service costs and activity by VMRS System Code is available on the Decisiv Marketplace, the company's hub for technology, services, and solutions partners within the Decisiv SRM Ecosystem.

About Decisiv, Inc.

Virginia-based Decisiv is the provider of the largest asset service management ecosystem for the commercial vehicle industry in North America, delivering intelligent asset service management for improved utilization, performance, security, and compliance. The Decisiv Service Relationship Management (SRM) platform is the foundation for over 5,000 service locations and over 74,000 fleets across North America that manage more than 4 million service and repair events for commercial vehicles annually. The Decisiv SRM Ecosystem acts as the system of orchestration that uniquely connects dealers, service providers, OEMs, component manufacturers, and fleets by delivering critical in-context, actionable data at the point of service. This unrivaled level of data connectivity and collaboration drives more intelligent, effective service and enables asset owners and managers to proactively plan and manage maintenance across the entire lifecycle of every asset.

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