

Wabash Selects Decisiv to Power Technology-Enabled Service Management for Dealers

Partnership using Decisiv SRM technology streamlines service event management across the trailer manufacturer's dealer network and improves uptime for Wabash customers

Reston, Virginia / Nashville, Tennessee - March 9, 2025

Decisiv, Inc., the industry leader in [Service Relationship Management](#) SRM solutions, announced here at the TMC 2025 Annual Meeting & Transportation Technology Exhibition a partnership with Wabash, a premier provider of diverse solutions that optimize customers' end-to-end supply chains across transportation, logistics and infrastructure markets, to use Decisiv service management technology to enable growth for dealers.

"Our partnership with Decisiv is founded on helping our dealer network grow their service business by adopting technology solutions," said Cory O'Brien, Vice President – Digital Enablement at Wabash. "Decisiv is accelerating time to market through integrations that simplify and streamline the service process by eliminating redundancies and inefficiencies. Our dealers will benefit from these applications that automatically share information."

O'Brien also cited Decisiv's established integrations with leading Dealer Management Systems (DMS) as a means of facilitating the ability of Wabash dealers to send SRM data to their DMS. Decisiv SRM is pre-integrated with leading DMS solutions, he noted, which also allows Wabash to onboard dealers on the platform faster, and without limiting them to only working with one vendor.

"We selected Decisiv to provide our dealer service management platform because of their proven ability to improve service operations, their SRM technology, and their history of supporting large commercial vehicle service networks that handle millions of transactions," O'Brien added. "Those capabilities and the robust Decisiv SRM Ecosystem of connected partners will help our dealers manage service activity effectively, and facilitate uptime for our customers."

The partnership between Wabash and Decisiv brings SRM capabilities for tracking and scheduling preventive maintenance, communicating during service events, and managing service and repair data across the company's dealer service network. The integrated solution also enables delivery of information directly to Wabash fleet customers. For future versions, Decisiv and Wabash are working to integrate parts ordering into Decisiv SRM to enable dealers with a single point of service.

Peak Trailer Group, a multi-line Wabash dealer with facilities in Dallas and San Antonio, Texas, has been managing Wabash service activity using Decisiv SRM since May 2024, including an integration with their Karmak DMS.

"We instantly took Wabash up on the opportunity to use Decisiv SRM," said Doug Fox, General Manager of Peak Trailer Group. "In the Decisiv platform we rapidly established SOPs to reduce wasted time and the results were immediate."

For example, Fox reported, technicians previously spent 6.5 hours on average waiting on parts but now work begins immediately because the necessary parts are pre-loaded onto the trailer based on check-in and diagnostic information. "With Decisiv SRM, our shop efficiency compared to expected repair time has improved from a low 70 percent range to 95 percent," he added, "and our gross profit margin has increased from a low 60 percent to nearly 70 percent per repair order."

"Wabash represents a significant expansion of the Decisiv SRM Ecosystem," said Dick Hyatt, CEO of Decisiv. "Across their network of dealers, our partnership with Wabash quickly enables growth for their dealers through more effective and efficient service for customers, leading to a reduction in downtime during maintenance and repair events."

For additional information visit both Wabash booth (#3019) and Decisiv booth (#1213) during the TMC Transportation Technology Exhibition.

About Wabash: Changing How the World Reaches You

Wabash (NYSE: WNC) is a premier provider of diverse solutions that optimize supply chains across transportation, logistics and infrastructure markets. Headquartered in Lafayette, Indiana, Wabash combines physical and digital technologies with a connected ecosystem of partners to deliver innovative, end-to-end solutions. Wabash designs, manufactures, and services an extensive range of products supporting first-to-final mile operations, including van trailers, flatbed trailers, tank trailers, truck bodies, structural composites and more. By enabling businesses to thrive today and prepare for tomorrow, Wabash is Changing How the World Reaches You®. Learn more at onewabash.com.

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.

For more information, visit www.decisiv.com.

Rob Ziemba
VP Marketing
rziemba@decisiv.com
www.decisiv.com