# Case

## End-to-End Service Event Management

Case forms the core of Decisiv's suite of Service Relationship Management (SRM) applications. Connected participants in the Decisiv SRM Ecosystem—whether as asset owner, fleet manager, service manager, or technician—experience more consistent service delivery, greater asset uptime, better asset performance, and higher satisfaction. Streamline and automate your service and repair process from start to finish with SRM, a configurable, single-sign-on application tailored to your needs, no matter your role in the service lifecycle.

### Provide the right information to the right people, at the right time

SRM equips you and your team with the asset information you need based on each user's role during the entire service process. Customized alerts and real-time updates based on preferences and service event specifics round out the user-oriented information and collaboration capabilities of SRM.
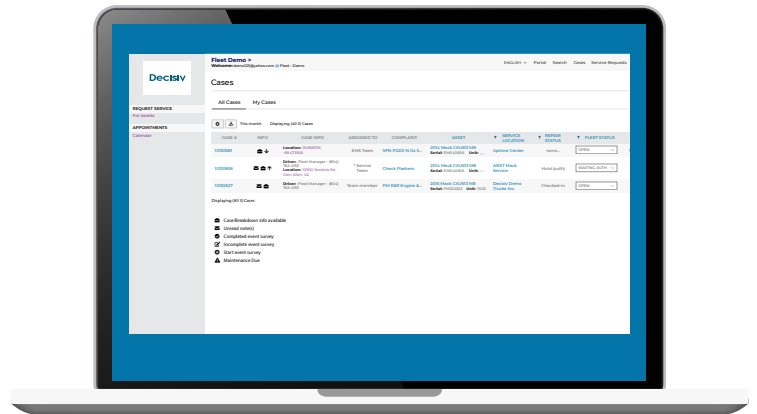
## Features

**Single-point access to asset service management.** See the status of every repair and maintenance event you care about in one place. View the entire asset service history including repairs, cost, and performance.

**Up-to-date information.** Use management dashboards to proactively oversee the status of all asset service, including updates on service, warranty, and parts information.

**Integration across the ecosystem.** Case offers more than 750 points of integration with dealer management, telematics, fleet management, diagnostics, payment processing, OEM business systems, and other software and service provider systems.

**Ensured system security, reliability, and performance** through the Case platform, which is built on an AWS foundation.

## Benefits

**Gain complete access to asset service history,** along with the ability to create and manage scheduled maintenance across the entire service network.

**Communicate more proactively and effectively.** Enhance service and equipment status communications through system-based notifications, approval actions, and notes. Collaboration between service participants is documented within the system, to reduce guesswork and response time. Service can simply flow faster and more smoothly.

**Work faster with more uptime,** with complete service process tracking from vehicle check-in through return-to-service. Improve technician efficiency, speed up and improve both remote field service and preventive maintenance for faster turnaround time.

**Get access to all relevant service data** including asset service history. Provide more consistent and better service when you can see all previous service events, and identify potential comebacks.

Decisiv

Case is comprised of three categories: Service Workflow Management, Fleet and Asset Management, and Provider Management, which are tailored to individual users' needs to provide full visibility into every service event from beginning to end; improved availability to plan and complete scheduled, preventive, and predictive maintenance; and complete asset history including original build information, warranty, and recall updates.

## Case: Service Workflow Management

Based on years of experience in the commercial vehicle industry, Decisiv developed the SRM platform to contain all the necessary service management functionalities to streamline the service process from check-in to check-out, reducing asset downtime.

- Case Management
- Collaboration and Notification
- Diagnostics
- Mobile Check-in
- Inspection Center

- Estimates
- Builder
- Parts Orders
- Mobile Tech
- Shared Service History

## Case: Fleet and Asset Management

Asset optimization, total cost of ownership, and reduced asset downtime are top of mind for anyone owning or managing commercial assets.

Decisiv has customized its Case solution to efficiently manage your asset service events and collaborate and communicate with stakeholders in the commercial vehicle ecosystem. From preventive maintenance, to asset reports and analytics, the SRM platform provides an array of functionality that allows you to achieve your asset performance objectives and keep your operation running.

- Asset Details
- Diagnostics and Telematics
- Inspection Center

- Scheduled Maintenance
- Service Provider Search
- Mobile Fleet

## Case: Provider Management

The SRM platform helps you connect with the service provider that best fits your needs, and ensures all parties involved in the service process have the information they need at their fingertips to streamline the service event and get your asset back up and running quickly. Cases can be accessed from any computer or mobile device, so asset owners and managers can keep track of service events even when they're not in the shop.

- Case Management
- Collaboration and Notification
- Service Provider Search
- Service Requests

- Mobile Tech
- Vendor Management
- Invoice Warehouse