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# Internet solutions

Designed to enable more informed and timely decisions critical to maintaining commercial vehicles, an advanced web-based technology is benefiting distributors and manufacturers, and their fleet customers

"We've invested heavily in outfitting our technicians with the right tools to help them work more efficiently," says Wally Williams, operations analyst at W.W. Williams, one of the nation's largest Detroit Diesel-Allison distributors. "We also felt that an investment in a tool for our service advisors, one that helps them focus less on the task of compiling information from several sources and more on listening to customers, would enhance our operation and demonstrate that W. W. Williams is the expert source for meeting their vehicle service needs."

To meet that need, Williams reports the company has adopted QuotelT, a customized version of the Decisiv Service Management Platform ([www.decisiv.com](http://www.decisiv.com)). Rollout of the platform developed specifically for W.W. Williams began in March 2008 and by July had been completed at eight facilities. Implementation at all of the company's 20 Detroit Diesel-Allison Customer Support Centers is on schedule to be finished by this fall.

The QuotelT platform is already being credited with enhancing customer service at W.W. Williams by enabling faster turnaround time through improved communication, and with improving shop efficiency by enabling consistency in the service estimating and repair process. "For a majority of repairs, we can now provide a quote to a customer within minutes of diagnosing the problem," Williams relates, "and by putting detailed pricing in the hands of customers quickly we obtain repair authorizations faster, which has improved our shop efficiency and helped speed the return of vehicles to the road.

"QuotelT also enables us to be more consistent with pricing in our



Customer Support Centers," Williams adds. "The Decisiv platform's ability to provide standard operation notes and link manufacturer's technical information to each service operation improves quality and reduces comebacks. Our service advisors also like how we can instantly see related services for each estimate so they are prompted to discuss items that could benefit the customer."

Decisiv is also working with W.W. Williams to integrate QuotelT with its Service Tracking system and SX.e, its ERP solution supplied by Infor. Initial integration includes pulling real time customer, vehicle and parts data into QuotelT and pushing write-up details and notes into W.W. Williams' scheduling and tracking system. Future integration points will include transferring write-up information from the Decisiv platform to SX.e for generating repair orders based on approved estimates.

Based in Columbus, Ohio, W.W. Williams is one of the largest industrial distribution, repair and service companies in the U.S. Operating customer support centers in ten midwestern, southeastern and southwestern states, the company represents, services and remanufactures Detroit Diesel and Mercedes-Benz diesel truck engines, Allison automatic transmissions, power generation units and transport refrigeration equipment. W.W. Williams is also a member of the WheelTime network, which comprises more than 175 service locations across the U.S. and Canada.

"As a member of the WheelTime Network, we take our customers' needs very seriously," Williams states. "QuotelT helps us fulfill our WheelTime Promise to our customers to fix their vehicles right the first time, to keep them informed every step of the way and to get their vehicles back on the road quickly." T3

## Prevost saves hundreds of hours with Decisiv

While a growing number of fleets and service locations are benefiting from use of the Decisiv Service Management Platform, manufacturers are reaping the benefits as well. In particular are the six parts and service centers operated in North America by Prevost, a manufacturer of premium intercity coaches.

Named Prevost.ASIST, the Service Management Platform from Decisiv is cutting a minimum of 150 management, estimator and technician hours per month, notes Randy Castillo, service network manager. "With Prevost.ASIST it can take at least ten minutes less to prepare each of the approximately 500 service estimates written each month by our North American Parts and

Service Centers," he says, "without the need to involve technicians or parts staff, and send it to the customer for approval in minutes.

"The hundreds of hours we are now saving with this platform," Castillo adds, "are in addition to a significant reduction in management time that was spent resolving issues that arose after a repair was completed. Prevost.ASIST addresses those problems by providing a professional, written and accurate service estimating platform."

Prevost.ASIST is also being credited with improving shop efficiency by enabling consistency in the service estimating and repair process. "We now have established standard repair times across our network so customers can expect consistency in billing

hours for exact operations in all locations," Castillo explains.

In the future, Decisiv will enable Prevost.ASIST to create work orders directly from estimates. Plans are also underway to integrate the platform with the manufacturer's SAP software and automatically feed repair data to billing and other financial systems.

"By bringing previously separate sources of information together in a way that streamlines our service estimating process," Castillo states, "Prevost.ASIST is raising customer satisfaction. Our customers expect a high quality service experience and the Decisiv-built platform is now a very important component of our ability to satisfy their needs."