



## **Decisiv Enters Agreement with Freightliner LLC**

*Web-based service substantially reduces time and effort needed to develop accurate and consistent service and repair estimates*

**Glen Allen, Virginia – October 17, 2003** – Decisiv, Inc., the provider of an advanced web-based technology designed to enable more informed and timely decisions critical to maintaining commercial vehicles, today announced an agreement with Freightliner LLC for the release of its web-based Service Management Platform to Freightliner dealers. Designed to revolutionize the customer/service location relationship, the Decisiv platform provides a common service initiation and write-up process that can be deployed across Freightliner's entire North American service network.

Leading up to the announcement that makes Freightliner the first truck manufacturer to provide the Decisiv platform to its dealers, the two companies worked together to integrate the OEM's PartsPro system into the Decisiv solution. The consolidated user interface provides access to parts and service information, combining the appropriate part with manufacturer part numbers, operation notes, labor times and skill levels, hazardous waste fees, shop supplies and taxes for a complete price. The platform can also be customized to meet the needs of each dealership, including labor times, variable labor rates, parts pricing, miscellaneous fees, shop supplies, multiple tax rates and customer/fleet special pricing discounts.

The Decisiv Service Management Platform allows Freightliner dealers to create service estimates that are precise, professional and consistent, all in a matter of minutes. Service writers simply enter a truck's VIN and are instantly provided with Make, Model, Year, Engine and other pertinent data needed to select the appropriate applied-model repair and maintenance operations. Using the PartsPro link, diagram and parts information specific to the vehicle and operation is provided, saving time, avoiding unnecessary and error-

prone steps and providing confirmation that the exact part for a repair is being included. The system also prompts the inclusion of related repairs.

“Our innovative solution is now available to Freightliner dealers nationwide to help them build customer loyalty and generate greater profitability,” said Dick Hyatt, president of Decisiv. “With this technology, dealers will find that the experience is much more professional, less time is wasted and everyone in the process benefits – most of all the customer from a more efficient process, more professional interaction, and consistent pricing.”

### **About Decisiv, Inc.**

The Decisiv Service Management Platform is revolutionizing the way North American Medium- and Heavy-Duty Trucks are serviced and maintained, and benefiting Transportation Fleets, Dealer and Service Locations and OE Truck and Component Manufacturers. Founded in 2001 and based in Glen Allen, VA, Decisiv designed its platform to dramatically increase the efficiency of the service initiation and fulfillment process. Decisiv pulls together historically separate silos of information through its use of advanced technology and unparalleled access to critical service information from source providers. The platform leads to improved vehicle uptime, lower operating costs, and enhanced business processes and customer satisfaction. For more information, visit [www.decisiv.com](http://www.decisiv.com).

### **Media Contact:**

Susan Fall

858-490-1050

[susan@launchitpr.com](mailto:susan@launchitpr.com)