

Decisiv Extends Connectivity with Navistar's Dealer Network

Companies enable integration to provide visibility into service and repair events for all makes and models of commercial vehicles through the industry's largest dealer network.

GLEN ALLEN, Va. ([PRWEB](#)) January 06, 2021 -- Decisiv, Inc., the industry leader in [Service Relationship Management](#) (SRM) solutions, announced today it is collaborating with Navistar to provide the 30,000 fleet users of SRM with connectivity to all International Truck and IC Bus dealer locations across North America.

“Customers that use the Decisiv SRM platform can create Service Requests and receive status updates from the International and IC Bus service network through the International 360 service communications solution,” said Brian Mulshine, Director, Customer Experience at Navistar. “The direct integration between the two platforms demonstrates our commitment to providing customers a choice with open access to service communications.”

International 360, introduced by Navistar in October 2019, provides fleets and dealers with seamless communication for service and repair requests and status updates in a comprehensive service management platform. The digital network allows for the management of all makes and models, including integrations with the OEM's OnCommand Connection, which is now standard on all heavy-duty International trucks, and more than 28 other telematics systems. The platform uses VIN-based information to provide asset specs, parts catalogs, service histories, and more.

With the addition of Navistar, which comprises the largest OEM dealer service network, Decisiv SRM can be employed to manage maintenance and repairs, improve uptime and reduce costs for fleets at more than 5,000 International, IC Bus, Volvo, Mack, Kenworth, Peterbilt, Isuzu, Hino and Michelin service locations across North America.

“The connectivity we're enabling with the International 360 platform extends the value of the growing [Decisiv SRM Ecosystem](#),” said Dick Hyatt, President and CEO of Decisiv. “The ability to incorporate the International Truck and IC Bus dealer network through SRM and communicate and collaborate during service events is a core benefit for our mutual customers, especially fleets that operate multiple makes and models of vehicles. Together, we are enabling International dealers to offer a higher level of consistency and customer service, and we're transforming how fleets manage and maintain their assets.”

About Decisiv, Inc.

Decisiv provides a cloud-based Service Relationship Management (SRM) platform that revolutionizes how the service supply chain for commercial assets communicates and collaborates. As the industry leader in SRM technology, Decisiv is driving unrivaled improvement in asset performance and utilization for manufacturers, service providers and asset owners in the commercial vehicle market. The SRM platform's service orchestration capability that harnesses, shares and analyzes connected asset data, and intelligently enables service management, is the key to driving asset uptime and availability. Decisiv is the partner of choice for major commercial vehicle manufacturers, including Volvo, Mack, Hino, Isuzu, Peterbilt, Kenworth and Michelin, as well as their dealers and call centers, service networks and asset owners. For more information, visit www.decisiv.com.



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