

Decisiv Cites Trucking Industry's Enduring Commitment To Service

Service Relationship Management data shows ongoing, stable levels of service and repair activity in support of trucking operations during the COVID-19 crisis

GLEN ALLEN, Va. ([PRWEB](#)) March 31, 2020 -- Decisiv, Inc., the industry leader in [Service Relationship Management](#) (SRM) solutions, announced today that tracking of the more than 12,000 service events that are managed every weekday on the SRM platform reveals ongoing and stable levels of service activity during the coronavirus pandemic.

“We’ve tracked service and maintenance activity during the last three weeks and our analysis of the data provides a clear indication that the service supply chain is operating at full strength in support of the nation’s truckers,” said Dick Hyatt, president and CEO of Decisiv. “It shows that commercial vehicle service providers are dedicated to keeping the nation’s vital supply chain moving safely and efficiently during the ongoing crisis.

“As COVID-19 continues to affect the way we live and work, we want to say a heartfelt thank you to everyone who keeps trucks moving so grocery shelves are stocked and hospitals are supplied,” Hyatt added. “We all recognize that we are in uncharted territory and are especially proud to be serving an industry that remains acutely focused on its objective in the face of many unknowns.”

To help customers adjust, Decisiv has also made available a list of [COVID Response](#) actions that can reduce face-to-face contact between co-workers, help them get the information they need faster, and maintain a safe work environment. The company welcomes additional ideas for combating the spread of COVID-19 within the trucking and service domain at response@decisiv.com and will share these with the industry’s service community.

The Decisiv SRM platform resides in the AWS cloud-based network with fully redundant servers to provide uninterrupted service during events like the Coronavirus outbreak. The company continuously monitors availability and responsiveness on a real-time basis and does not anticipate any situation that would disrupt its platform’s operation.

Decisiv will continue to track service event data and find ways to help improve efficiency. Deeper insights are also available in the new [Service Data Index](#), which provides customers with a unique perspective on commercial vehicle parts and labor costs in North America.

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, heavy equipment, and industrial markets. The SRM platform’s ability to harness, share and analyze connected asset data, and to intelligently enable 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 and Kenworth, as well as their dealers and call centers, service networks and asset owners. For more information, visit www.decisiv.com.

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