



Ryder System and Decisiv partner to create fleet maintenance relationship management software

SOURCE: [RYDER SYSTEM, INC.](#)

CREATED: APRIL 14, 2014

Platform aims to increase fleet uptime, lower maintenance costs and improve visibility

Ryder System, Inc., a leader in commercial transportation and supply chain management solutions, announced today that it has formed a strategic partnership with Decisiv, Inc., the world's leading provider of Service Relationship Management (SRM) solutions, to create an enhanced maintenance offering for large and for-hire truck fleets that own their vehicles and manage multiple maintenance providers. The partnership combines Decisiv's state-of-the-art technology, with Ryder's industry leading fleet maintenance capability, to create a comprehensive solution that addresses the complex challenges associated with fleet maintenance and provides better visibility into the total cost of maintaining a large national fleet.

Decisiv's technology platform efficiently captures, communicates, manages, and measures every maintenance service event in real time. Enabling efficient management of multiple service providers, this enhanced solution consolidates and streamlines the flow of data giving fleet managers total transparency and visibility into maintenance activity across their entire fleet. When implemented in conjunction with Ryder Managed Maintenance Solutions, a comprehensive portfolio of maintenance services that includes access to the company's 700 plus North American service locations and 5,000 expert certified technicians, fleet operators are able to experience consistent, quality service, improve uptime, and realize significant cost savings. In addition to maintenance and repair, Ryder customers have access to 24/7 roadside assistance, extended repair hours, predictable pricing, and available replacement vehicles.

"Ryder has the best technicians in the industry, and a national network of service locations to ensure fleets are covered wherever they go," said Dennis Cooke, President, Global Fleet Management Solutions for Ryder. "Our partnership with Decisiv enhances this world-class maintenance offering by helping to seamlessly integrate maintenance technology systems into one user-friendly dashboard, making it easier than ever for large fleets to do business with Ryder."

“The powerful combination of Decisiv’s web based platform with Ryder’s extensive network and fleet management and maintenance expertise gives large private and for-hire fleets unparalleled coverage, as well as anywhere, anytime and any device access to initiate and manage their maintenance requirements,” said Dick Hyatt, President and CEO of Decisiv. “We are excited to be affiliated with such a well-respected brand in the transportation industry.”