

International Newsroom

Navistar's Integrated Parts and Service Solutions Provide Customers with Lowest Cost of Ownership

Innovative Service Tools Provide Fleets with Improved Maintenance Forecasting, Lower Costs

WARRENVILLE, Ill. (April 7, 2009) – Navistar is helping fleets large and small better manage their costs by leveraging innovative service technology to provide customers with faster and more standard service repairs.

By integrating two customer-focused solutions —Diamond Estimating System® and ServicePartner™ — International® Truck dealers will provide consistent, straightforward estimates and repairs throughout one of the largest and most comprehensive dealer networks in North America.

“Customers want to know they’ll get the same treatment throughout the International dealer network.” said Jim Hebe, Navistar senior vice president, North American sales operations. “Through our advanced technology systems, we’re continuously looking for ways to be more efficient in our service operations and give our customers the information they need to run their trucks at the lowest cost per mile possible.”

Launched in 2005, Diamond Estimating System is a web-based system that provides professional estimates and repairs for common operations at the customer’s specific pricing level. It’s used by hundreds of International dealers throughout the network and incorporates Navistar’s parts catalog. In addition, Diamond Estimating System automatically checks recall and warranty information.

Beginning last year, Diamond Estimating System was combined with a new product, ServicePartner, which delivers expedited service, consistency and enhanced customer satisfaction to a growing number of fleet and dealership

accounts. ServicePartner utilizes the Diamond Estimating System and provides a series of customer-focused modifications. Through ServicePartner, the top 200 repair-related labor times are locked down based on fair, industry-established norms.

Diamond Estimating System and ServicePartner will interface with ISIS® (International Service Information System), Navistar's comprehensive service application, which provides dealer and fleet technicians with easy access to service manuals, service bulletin updates, special campaigns and newsletters, operator manuals, warranty coverage and coding, new vehicle processing and standard repair time information.

These service systems are integrated with Navistar's Fleet Charge® purchasing program that guarantees consistent national pricing on International and all-makes parts at more than 900 International dealers throughout North America.

Through Diamond Estimating System and ServicePartner, International dealers are able to provide fair and consistent labor times, expedited diagnostic advisories and accurate repair estimates to customers. With the integrated systems, service locations and fleets benefit from a more precise and streamlined process that gets trucks back on the road faster, and at more predictable costs.

Currently, there are more than 30 fleets enrolled in ServicePartner and as the benefits of this product gain attention, more and more customers are realizing the cost savings potential.

This technology integration is a result of a long-term agreement reached with Navistar's technology partner, Decisiv, Inc. Through the agreement, Navistar is bringing Diamond Estimating System and ServicePartner in-house to create

enhanced value for its dealer network and customers. “We’re excited to take this next step in our long relationship with Navistar so the Decisiv Service Management Platform can be adapted to its specific needs,” said Dick Hyatt, president of Decisiv. “This expanded agreement demonstrates Navistar’s commitment to its customers and Decisiv’s commitment to meeting the evolving needs of its OEM partners.”

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 original equipment 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.

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