

**MVASIST Integration  
Frequently Asked Questions  
24 March 2011**

- Q. I keep hearing that MVASIST is the “glue” that ties together other Mack-Volvo systems and services. What does that mean in reality?**
- A.** *MVASIST is all about providing the right information at the right time during the service management process. This means integration with Mack-Volvo Information Sources, a variety of Dealer Management Systems, Financial Systems, and more recently, Mobile Systems/Applications. The table below lists specific systems that MVASIST integrates with, as well as new integrations in progress.*

OE Information Systems	Dealer Management Systems	Financial Systems	Mobile Systems/Applications
VIN DB	ADP	MVP	VolvoLink
Customer DB	Karmak	Cybersource	
Impact	SAP		
eWarranty	In-house		
<i>New Systems in Progress</i>			
Cummins Warranty	Procede		MV Mobile (Mobile check-in & CK-22 inspection application)
	DSI		

- Q. It seems MVASIST integration has been going on for a long time. When is it ever going to end?**
- A.** *MVASIST is constantly evolving to integrate new information sources, systems and applications. In addition, most integration projects are implemented in phases – usually an initial phase to provide a basic level of information access or capability, then subsequent phases to extend the level of access and capability. For example, the typical progression of Dealer Management System integrations is to begin with customer synchronization, then progress to parts pricing and availability, then move on to estimate-to-RO export. We’re now working with the DMS providers to take that integration to a deeper level for some systems, including parts supercessions and the ability to export updated estimates to an RO.*
- Q. So what is the level of integration available for each Dealer Management System (DMS)?**
- A.** *See the table below. The level of integration varies by system and is constantly evolving as we increase the breadth and depth of systems supported.*
- *The most basic level of integration is customer synchronization, which keeps the customer profile information synchronized between MVASIST and the DMS.*
  - *Parts pricing and availability is a real-time interface that retrieves prices for parts in an MVASIST estimate, as well as availability of the quantity requested. The next generation of this interface returns superceding or overriding part numbers and prices.*
  - *Estimate-to-RO export is also real-time, and enables estimate information in MVASIST to be transferred automatically to a new RO in the DMS. The next generation of this interface enables updates to the MVASIST estimate to be made to the RO as well.*

Dealer Management Systems	Customer Sync	Parts Pricing & Availability	Estimate to RO Export
ADP	Yes	July 2011 (including parts supercessions)	Yes (with the addition of exporting estimate updates to the RO in July 2011)
Karmak*	Yes	Ready for pilot	In pilot
SAP	Yes		Yes
In-house	Yes	Yes	Yes
<i>New Systems in Progress</i>			
<i>Procede</i>	<i>Under development; target April 2011 for pilot</i>		
<i>DSI</i>	<i>Under development; target April 2011 for pilot</i>		

\*Karmak – level of integration may vary by system

**Q. I am interested in integrating my dealership with MVASIST. How do I get started?**

**A.** We would like to encourage every dealership to integrate their Dealer Management System with MVASIST. We have a standard, road-tested process as indicated below:

1. Contact Decisiv (email [support@decisiv.com](mailto:support@decisiv.com), phone 804-762-4153 option 2) and your DMS provider
  2. From DMS provider, get MVASIST integration module/upgrade if needed
  3. From Decisiv, request activation of MVASIST integration
  4. Work with Decisiv and DMS provider to configure and conduct a test
  5. Work with Decisiv to optimize service process to make best use of MVASIST with integration
- We look forward to hearing from you and taking your use of MVASIST to the next level.

**Q. Can I still use MVASIST without integration?**

**A.** Fundamentally there are two types of integration involved with rolling out MVASIST at a dealership.

- The first type is integration of MVASIST as a tool into the dealership’s service management process (i.e., “process integration”). When we implement MVASIST at a dealership, we look at the existing service process, then identify how the use of MVASIST can improve the current process (e.g., through time-savings, customer communication, internal workflow, records management, etc.).
- The second type is integration of MVASIST with the Dealer Management System to increase automation of the end-to-end service management process (i.e., “systems integration”).

Many dealerships are using MVASIST without systems integration to respond to fleet customer service requests, improve communications with customers and drive a more consistent service process. We encourage you to contact Decisiv (email [support@decisiv.com](mailto:support@decisiv.com), phone 804-762-4153 option 2) to work with you on integrating MVASIST into your existing service process, with or without systems integration.