



See ahead.  
Stay ahead.

Service Parts

Management Technology

Checklist

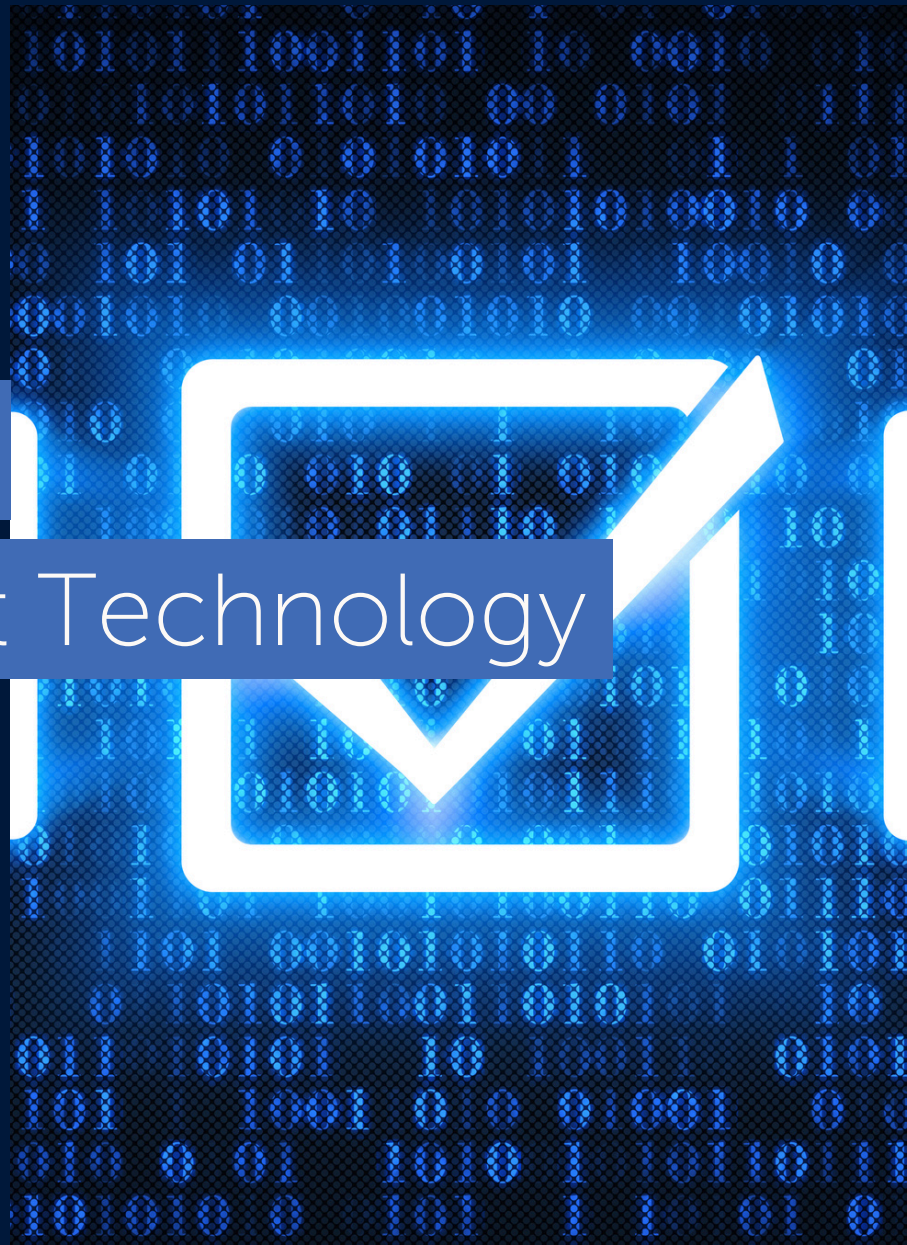
Current challenges impacting the Service Supply Chain will not be solved by maintaining the status quo.

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Use this checklist to assess technology required to support a digital transformation of your service delivery.

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For a more detailed list of evaluation criteria, contact Baxter Planning.

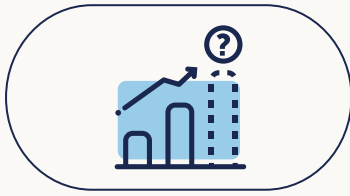


See ahead.

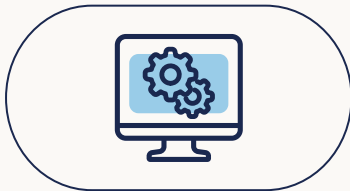


Stay ahead.

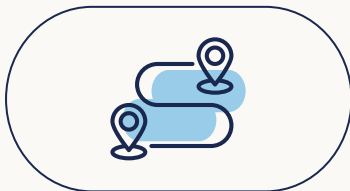




- 01 Forecasting**
  - Multiple options to address the unique complexities of service parts demand forecasting
  - Including utilization of install base planning



- 02 Plan for your entire network**
  - Distribution centers
  - Regional hubs
  - Branch offices
  - Forward stocking locations
  - Technician inventory locations
  - Unmanned / smart sockers
  - Customer on-site



- 03 Part number supersession (Chaining)**
  - One-way
  - Two-way



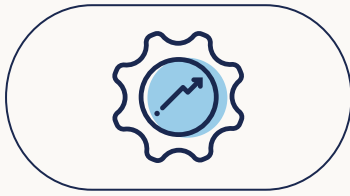
- 04 Integration flexibility to support data from multiple sources**



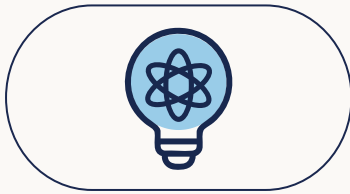
- 05 Partnerships**
  - Experience working with your current providers:
    - Service logistics provider / 3PL
    - Field service management
    - ERP
    - CRM

- 06 Reverse logistics / supports circular economy**

- 07 Advanced support options delivered by supply chain professionals with service experience**



**08 Product vision, development roadmap, and a demonstrated history of innovation**



**09 Execution support**

Align parts delivery with planning intent: visibility with predictive and proactive alerts end to end for each workflow

Customer orders

New buy orders

Repair orders

Warehouse replenishment and redeployment orders

Returns parts

Ability to benchmark performance across network locations, partners, and carriers

Understand and proactively target weak links in the process lifecycle

Elimination of swivel chair processes

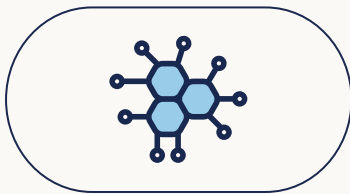
Automate repetitive activities and drive efficiency for your planning teams

Real-time understanding of each milestone in the order journey

Real-time alerts when a milestone is late or misses a cutoff that will impact the service level

Proactively providing alternative sourcing to meet customer SLA needs

World-wide visibility and options for customer escalations when local network cannot meet customer SLAs



**10 Measurement and continuous improvement tools**

Adoption scorecard based on best practices

Dashboards

Automated root cause analysis

Targeted issue alerting



## WHY BAXTER PLANNING?



### Practitioner Expertise

Decades solving real-world Service Supply Chain problems



### Purpose-Built Technology

End-to-end platform embedded with specialized AI and Data Core



### Industry-Leading Outcomes

Combination of technology and partnership yield accelerated results

## ABOUT BAXTER PLANNING

Baxter Planning is a global leader in Service Supply Chain software, delivering a Service Experience Advantage to the world's most innovative enterprises for over 30 years. The end-to-end BaxterPredict platform empowers organizations to optimize service parts planning, execution, and resolution, driving superior customer experiences, fostering long-term loyalty, and fueling business growth.

By combining purpose-built technology, award-winning AI, decades of practitioner expertise, and a commitment to true partnership, Baxter Planning consistently delivers industry-leading outcomes for its clients.

The company is headquartered in Austin, Texas, United States, with offices around the globe.

For more information, visit [www.baxterplanning.com](http://www.baxterplanning.com).