BAXTER PLANNING℠

Your Service Supply Chain Experts

Your Service Supply Chain (SSC) is more than an operational necessity, it's a strategic financial driver. Our end-to-end AI-powered predictive platform, purpose-built technology, and deep practitioner expertise bring clarity to complexity—unlocking the full potential of your SSC and keeping you ahead at every turn.

With unified solutions for service parts planning, order execution, and issue resolution, BaxterPredict leverages robust data feedback loops to continuously improve your plan. In a world where the best plan wins, this dynamic approach empowers you to optimize every stage of your operation, delivering a Service Experience Advantage that provides a lasting competitive edge.

Baxter Planning's consultative approach connects you with seasoned SSC experts who bring decades of experience solving the real-world challenges you face every day. By combining deep domain knowledge with industry-leading practices, we deliver rapid value today while paving the way for sustained success through continuous optimization and future-ready solutions. Our dedicated team empowers you to navigate Service Supply Chain complexities, drive impactful transformation, and sustain long-term growth that evolves with your needs.

KEY FACTS

$3.7B Shareholder value delivered to customers in 2024

2024 AI-based SupplyTech **Solution of the Year**

Leaders Category in the IDC MarketScape

3,000+ Planning Users

37,000 Locations

$13B+ in Inventory

In **120+** Countries

BaxterPredict Platform

For companies managing service parts inventory, BaxterPredict is the only expert system that delivers true end-to-end visibility into your Service Supply Chain (SSC). By leveraging AI, it predicts stock outages, order delays, potential customer escalations, and other supply chain disruptions—transforming service operations from a cost center into a financial driver while enhancing customer satisfaction.

Planning | BaxterProphet

Our planning solution enables businesses to achieve significant inventory cost savings while exceeding service level goals.

Our clients experience the following benefits:

- **Reduced Costs:** Reduce inventory and logistics-related costs while meeting service levels.
- **Freed-Up Working Capital:** Repurpose capital tied up in excess inventory for better utilization.
- **Planning as a Service (PaaS):** Augment your team with our seasoned in-house experts, ensuring efficient and effective inventory management without the need to recruit, train, and retain additional personnel.
- **Enhanced Planner Productivity:** Streamline processes to improve the efficiency of your planning team.
- **Award-Winning AI:** Utilize AI-driven insights to eliminate guesswork in New Product Introduction (NPI) and Last-Time-Buy (LTB) decisions, leading to more accurate demand forecasting and reduced carrying costs.

Execution | BaxterLynX

Truly connected Service Supply Chains across every workflow, transaction, and trading partner.

Our clients experience the following benefits:

- **Real-Time Visibility and Control:** Monitor all transactions and stages across process workflows, ensuring end-to-end visibility and control over your supply chain operations.
- **Predictive Alerts:** Get timely notifications before issues arise, allowing you to take actions and prevent service level agreement (SLA) breaches and negative customer experiences.
- **Integrated and Automated Data Flows:** Synchronize and automate transactional data across internal and partner systems, ensuring consistent records throughout your network.
- **Data Quality and Compliance:** Implement transaction data quality checks for completeness and accuracy, enforce business rules, and establish automation guardrails to maintain process compliance and execution efficiency.

Resolution | BaxterSnapshot

Streamline Service Supply Chain escalation management, enhancing service efficiency and customer satisfaction.

Our clients experience the following benefits:

- **Accelerated Response Times:** Reduce research and resolution periods from days to minutes.
- **Proactive Issue Avoidance:** Use real-world data to identify and prevent emerging escalation trends across the network.
- **Optimized Escalation Backlog:** Identify and eliminate inefficiencies in the escalation process.
- **Improved Customer Satisfaction:** Protect and enhance your Net Promoter Score (NPS) by effectively managing escalations.
- **Streamlined Communication:** Consolidate and coordinate communication during the escalation resolution process.

Optimize your Service Supply Chain with BaxterPredict to enhance your customer experience, strengthen loyalty, and drive financial value.

bp BAXTER PLANNING™

Value Metrics

35%
LESS INVENTORY

REDUCED CARRYING COSTS

25%
GREATER FIRST-TIME FIX

DIFFERENTIATED SERVICE LEVELS

40%
GREATER PRODUCTIVITY

STREAMLINED TEAMS

CLIENTS

IBM

ARISTA

smiths detection

leidos

StanleyBlack&Decker

HOLOGIC®

TEL

DELL Technologies

paloalto NETWORKS

Schneider Electric

SIEMENS Healthineers

NUTANIX

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**.