



**BAXTER**  
PLANNING  
YOUR SSC EXPERTS

**NUTANIX**

# Baxter Planning Case Study:

## Datacenter Infrastructure

### NUTANIX

Nutanix delivers web-scale converged infrastructure to medium and large enterprises with its software-driven Virtual Computing Platform, natively converging compute and storage into a single solution to drive unprecedented simplicity in the datacenter. With a proprietary elastic data fabric and consumer-grade management, Nutanix is the blueprint for application-optimized and policydriven infrastructure.

### BAXTER PLANNING

Offering the industry's only end-to-end predictive platform, BaxterPredict, as well as Planning as a Service, where the company's experts perform planning activities on a client's behalf, Baxter Planning is dedicated to the success of Service Supply Chains across the globe, saving them millions in inventory while increasing their service levels.



See ahead. Stay ahead.

# NUTANIX

## CHALLENGE

Founded in 2009, Nutanix shipped its first virtual computing platform in 2011 and revenue growth has surpassed most other datacenter infrastructure companies ever since. Now the company's installed base is global with support centers in the United States, Australia, Japan, the Netherlands, and the United Kingdom to provide around the clock support.



Working in this fast, start-up pace, Nutanix lacked the resources and bandwidth to efficiently plan service spares for its rapidly growing client base that requires 24 x 7 x 365 availability to run their businesses.

Nutanix turned to Baxter Planning to help:

- **Meet 4-hour and next-day on-site hardware service commitments**
- **Quickly scale service and support globally**
- **Maximize resources to focus on core competencies of datacenter infrastructure solution innovation and implementation**



# Solution:

## BaxterProphet and Planning as a Service

Nutanix paired Baxter Planning's integrated service parts planning and forecasting product, BaxterProphet, with Planning as a Service to quickly build an infrastructure that could match the speed of its rapid global expansion.

By pairing the best-of-breed planning software with expert planning services, Nutanix is able to optimize their Service Supply Chain (SSC) in the following ways:

- **Demand Forecasting** – on historical data, as well as past, current, and projected installed base
- **Inventory Optimization** – target stock levels for each part at each location in the network
- **Replenishment/Redeployment** – balance inventory by calculating real and potential costs of each backlog
- **Supply Order Management** – recommended supply orders based on various netting criteria
- **Continuous Improvement** – via analysis of Baxter Planning's root cause analytics for each non-optimal fulfillment of demand





# Result:

## Partners in Planning

By using Baxter Planning's Planning as a Service in conjunction with BaxterProphet, Nutanix was able to accelerate its capabilities and expansion while continuing to focus on the business of datacenter infrastructure, leaving the day-to-day planning efforts to Baxter Planning's expert planning team.

Now, Nutanix is confident that the "Right Part is at the Right Place at the Right Time," every time.

Within an eight month period of deploying the solution, Nutanix reduced days of supply by over 46% while maintaining a service level of >99%.

This impressive level of optimization was achieved during a period of steady growth.

Nutanix continues to grow rapidly, relying on Baxter Planning's software and expertise to help its service organization quickly scale while controlling costs.

## 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).

