Baxter Planning Case Study:

Industrial Tool Manufacturer

INDUSTRY
Hardware, Tools, Industrial, and Automotive Repair

LOCATION
Headquartered in the US with presence globally

CHALLENGE
Global supply chain organization planning nearly 100,000 parts across 20 distribution centers and over 100 service centers worldwide.

SOLUTION
Implement BaxterProphet as the global standard to automate and streamline processes.

RESULTS
The successful partnership between SBD and Baxter Planning stems from several aspects including the ease of implementation, structured mentoring paired with intuitive design, and automation of previously manual processes.

See ahead. Stay ahead.

Stanley Black & Decker

Stanley Black & Decker (SBD) is a Fortune 500 manufacturer of industrial tools, accessories, hardware, and home improvement products.

The company operates in over 100 countries providing tools, solutions, and services that are built on innovation, driven by the end-user, and supported by a world-class fulfillment organization.

Learn how SBD, a Baxter Planning client since 2009, utilizes BaxterProphet to optimize their parts planning.

CHALLENGE

As SBD's sprawling supply chain organization continues to support a diverse portfolio of products, the company recognized a need to standardize planning tools globally.

Segmentation made it difficult to leverage common practices and manage worldwide reporting between regions and between business units.

Following a detailed analysis conducted by a third-party consultancy of SBD requirements and solution capabilities, Stanley Black & Decker partnered with Baxter Planning to deploy a global planning solution covering nearly 100,000 parts across 20 distribution centers and over 100 service centers worldwide.

Solution:
BaxterProphet Software

BaxterProphet, part of the BaxterPredict platform, provides inventory planning for Service Supply Chains (SSCs).

The solution forecasts demand, optimizes target stock levels, and integrates with other systems to execute supply, replenishment, and repair orders for each part across the entire supply chain.

SBD began by implementing BaxterProphet in North America for its service centers.

Building on that success and the conclusions of their third party analysis, BaxterProphet was established as the corporate standard and expanded in phases to a global scope.

All Baxter Planning implementations are conducted by in-house experts using a phased approach and proven methodology.

Baxter Planning's extensive experience in deploying BaxterProphet to customers means the fastest realized value and a seamless integration into SBD's existing ERP system.

The implementation phase was followed by a mentoring period where Baxter Planning's SSC experts provided personalized and in-depth training for SBD planners.

The training detailed the dynamic functionality of the solution as it applies to the SBD business and positioned users to realize the full capability of the product.

With the product implemented and their planners trained, SBD took advantage of BaxterProphet's automation tools and began streamlining processes.

The organization's confidence in the planning software's forecasting led to auto-approval of supply orders to simplify the management of numerous vendors.

The organization's trust in BaxterProphet's optimized target stock level calculations led to automated replenishment of parts from distribution centers out to the service centers.

Automation throughout these key parts of the supply chain has resulted in cost reduction while improving fill rates and service levels that ultimately impact the end customer.

The ease of implementation combined with BaxterProphet's usability and automation capabilities has shifted planners' attention away from tactical tasks and towards the strategic projects most important to the business, making a real difference in the service organization's ability to be seen as a revenue driver.

BAXTER PLANNING™

Result:
Partners in Planning

The successful partnership between SBD and Baxter Planning stems from several aspects.

The ease of implementations allowed for smooth transitions as SBD continued to standardize global planning across regions and across business units. Structured mentoring paired with intuitive design made it effortless for planners to learn BaxterProphet and rely on its recommendations. Building on this, automation of previously manual processes led to a reduced workload and improvement in key metrics.

- Reduced transportation costs by decreasing back orders and the need for expedited shipping

- Reduced inventory costs by an average of 8% across 15 regional distribution centers

- Improved turn-around-time of tool repair and maintenance to drive higher customer satisfaction

- Improved execution to inventory plan by an average of 6% across 4 regions by automating supply and replenishment order processing

- Increased automation has enabled the supply chain team to shift away from tactical tasks and focus on strategic projects

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.