Baxter Planning Case Study:

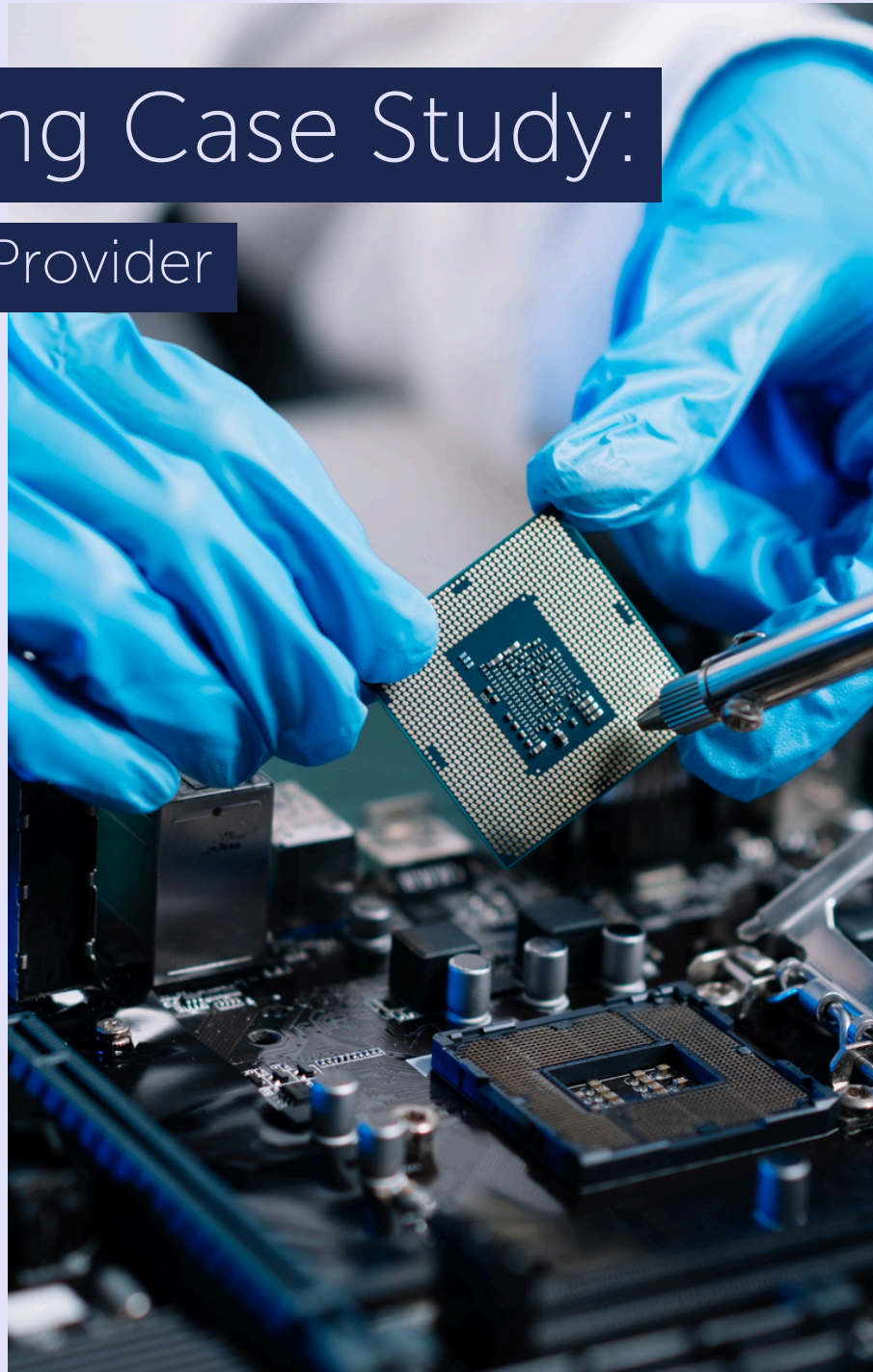## Enterprise IT Service Provider

MAINTECH

Maintech delivers IT Infrastructure Support Services to clients around the world in time sensitive industries such as financial, healthcare, and retail.

Maintech supports servers, storage, and network devices from all major OEMs with services ranging from on-site hardware maintenance and server administration, to Remote NOC Monitoring and Managed Services.

BAXTER PLANNING

BaxterPredict, the industry's only end-to-end SSC platform, eliminates the guesswork in service operations, enabling smarter decisions that drive profitability, sustainable growth, and stronger customer loyalty.

With unified solutions for planning, execution, and resolution, BaxterPredict leverages real-time data feedback to continuously improve your plan. Optimize every stage of your operation and gain a Service Experience Advantage that provides a lasting competitive edge by partnering with Baxter Planning.

See ahead. Stay ahead.

BAXTER PLANNING™

Maintech, Incorporated

CHALLENGE

For more than 40 years, Maintech, Incorporated, a business unit of Volt Information Sciences, Inc., has provided IT Infrastructure services as an Independent Service Organization (ISO).

The company has reliably supported its clients' enterprise systems, comprised of numerous manufacturers' equipment, both onsite and through remote technical support. As the industry landscape evolved with more complex product lines, stricter service level agreements (SLA), increased security measures, and the advent of cloud computing, Maintech has evolved as well. In order to meet increasingly demanding service needs and gain greater control over service parts inventory, the company began transitioning field inventory to third-party forward stock locations. While this change accomplished its goal of greater control and availability, there were still gaps. As Maintech's business scaled, so did the complexity.

Although Maintech's internal service management system was effective at keeping track of service parts availability, location, and status, they believed that their current technology did not provide the dynamic planning capabilities that would improve service turnaround time.

Maintech needed a tool to supplement and enhance its inventory management capabilities, while also ensuring that the right part was available at the right place, every time.

Maintech selected Baxter Planning to:

- Improve first-pass fill rate

- Reduce expedited shipments and transportation costs per service event

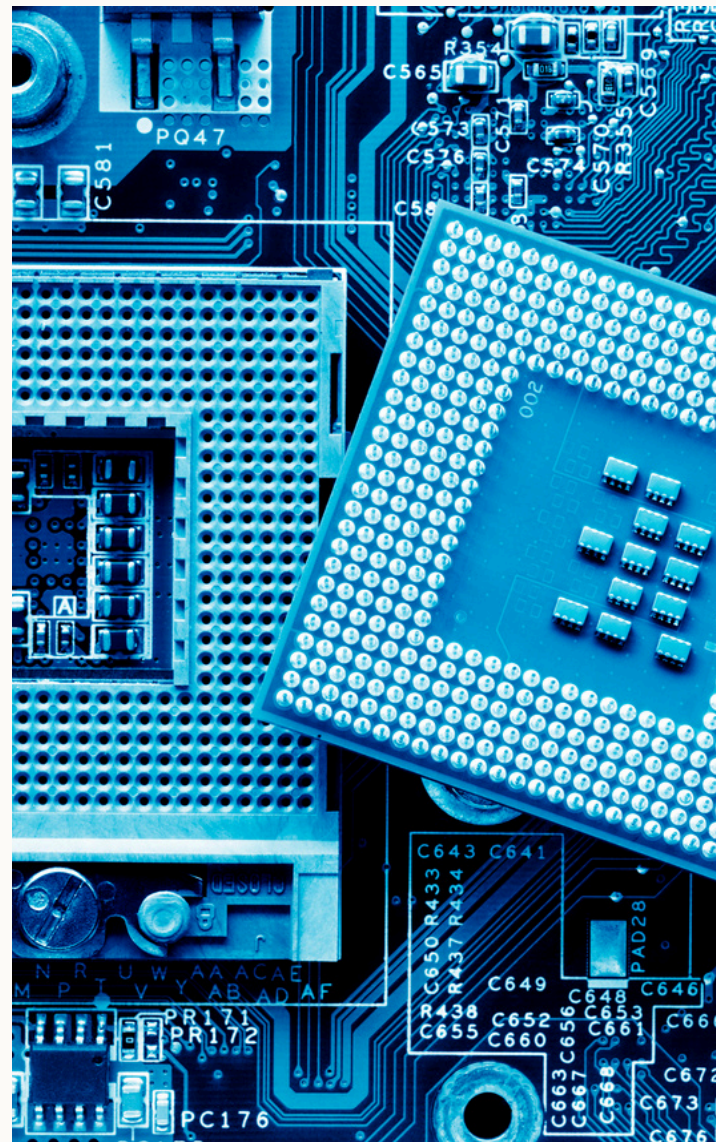- Control service inventory costs

Solution:
BaxterProphet

The internal team had thoroughly assessed Baxter Planning, and was more than ready to get started.
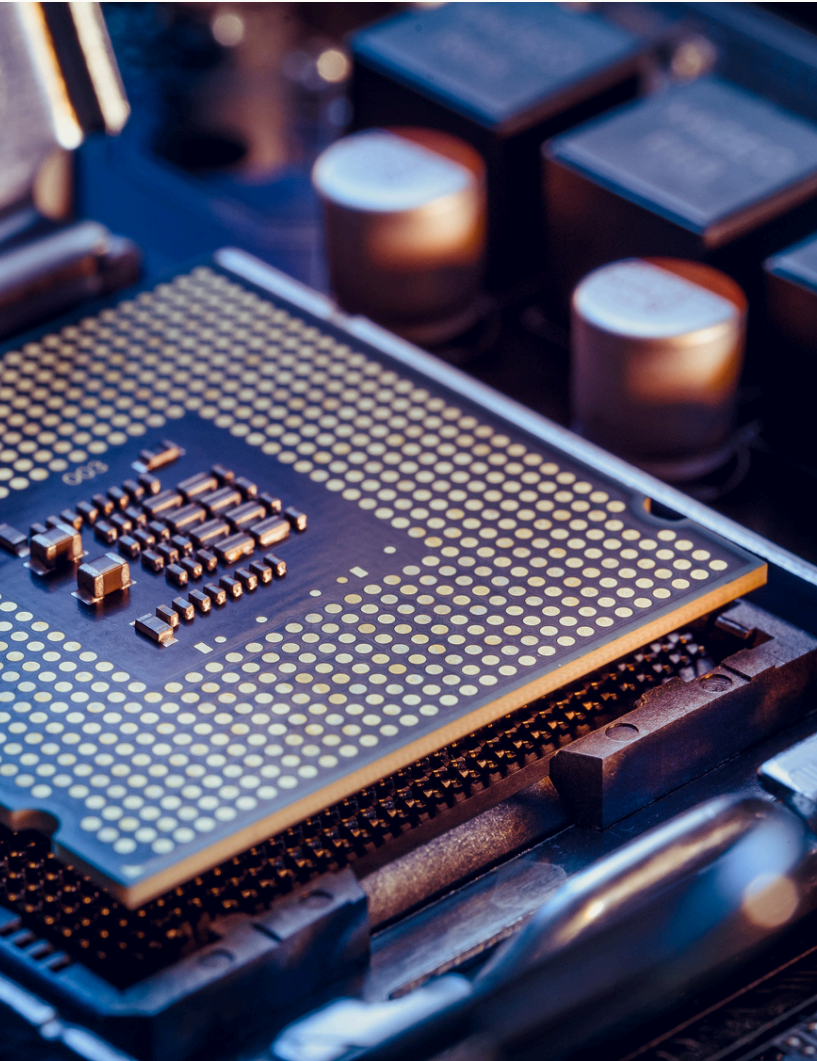
With Baxter Planning's expert planning and implementation teams, the solution was implemented to plan and forecast all of Maintech's inventory – nearly 100,000 parts from over 40 manufacturers in approximately 200 locations in 13 countries.

Maintech quickly realized efficiencies by leveraging Prophet through:

- **Forecasting** – forecast parts based on historical demand and past, current, and projected contracts

- **Inventory Optimization** – calculate target stock levels for every part in the logistics network using Total Cost Optimization

- **Replenishment/Redeployment** – manage replenishment and redeployment orders to balance inventory in the logistics network

- **Supply Order Management** – automatically generate recommended supply orders based on target stock levels, lead time, minimum quantities and other criteria, including exception based management

- **Continuous Improvement** – reports and analytics that intelligently assign and track root causes for each non-optimal fulfillment of demand (miss)

Result:
Partners in Planning

The anticipated return on investment paid-off.

In less than two years, Maintech improved its first-pass fill rate by 20% and decreased overall transportation costs.

Expedited shipping reductions were dramatic, while an increased number of contracts meant more parts and transportation requirements than ever.

Even with a 40% increase in parts requirements over two years, the proactive insight into parts procurement helped consolidate and reduce the number of purchase orders, thereby decreasing total procurement, shipping, and logistics expenses.

Ultimately, Maintech has saved hundreds of thousands of dollars to date by using BaxterProphet to optimally plan its global Service Supply Chain.

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.