

Planning as a Service (PaaS)

Investing in new technology can feel risky. It demands change management, yet often leads to low adoption and limited impact. Unlike other software vendors that vanish after go-live, Baxter Planning redefines that experience by remaining obsessed with your success every step of the way.

Planning as a Service (PaaS) extends beyond traditional SaaS by embedding Baxter Planning's expert planners as part of your team from day one. We align people, process, and platform to accelerate value, reduce risk, and ensure long-term success.

What Is Planning as a Service?

It's not outsourcing – it's true partnership. With PaaS, Baxter Planning augments your internal planning team with seasoned Service Supply Chain professionals, becoming an extension of your internal team.

What Our Planners Do

Our PaaS teams support your organization in four key areas:

- **Strategic Planning:** Align business objectives with optimal Service Supply Chain strategies, which includes strategic consulting with deep domain and BaxterProphet expertise.
- **Best Practice Adoption:** Implement elite planning practices using the BaxterPredict platform and our proprietary performance scorecard. Support includes proactive, weekly engagement to ensure adoption, mentorship, and execution.
- **Continuous Improvement:** Leverage planning analytics, KPIs, and root cause analysis to uncover opportunities. Ongoing efforts include continuous planning, actionable insights, and priority alignment.
- **Planning Support:** Provide day-to-day troubleshooting and issue resolution to keep operations flowing. Each client is assigned a planner for consistent, expert support.

What sets Planning as a Service apart?

- **Deep Domain Expertise:** 30+ years in Service Parts Planning with over 100 years of experience across the team.
- **Technology + Talent:** BaxterPredict platform with embedded expert planners.
- **Client-Centric:** We evolve with your needs, goals, and growth.

Planning as a Service is how the most innovative service organizations evolve from great to elite. Partner with Baxter Planning and make your Service Supply Chain a competitive advantage.

Nutanix's Transformation with PaaS



As Nutanix rapidly expanded across global markets, its internal team lacked the time and resources to efficiently manage service parts planning. The company needed to:

- Meet strict service SLAs, including 4-hour and next-day on-site hardware support
- Scale quickly to support a growing international client base
- Free internal teams to focus on innovation, not logistics

Without proper planning infrastructure, ensuring 24x7x365 service availability was becoming unsustainable.



Nutanix partnered with Baxter Planning to implement Planning as a Service, combining expert planners with its BaxterProphet planning software. Together, this delivered:

- Forecasting based on historical and installed base data
- Inventory optimization across all locations
- Replenishment and redeployment guided by cost-based logic
- Supply order automation to keep spares flowing
- Ongoing analytics for continuous service improvement

This model gave Nutanix a robust, scalable planning engine without needing to build it internally.



With Planning as a Service, Nutanix achieved a significant transformation:

- **Reduced days of supply by over 46%**
- **Maintained >99% service levels**
- **Scaled support globally during a period of steady growth**

Nutanix now operates with confidence, thanks to its partnership with Baxter Planning.

**Our PaaS customers
have realized:**

+14%

**More Inventory
Savings**

+7%

**Higher Service
Levels**

Practice Areas

LOGISTICS NETWORK OPTIMIZATION

Perform logistics network modeling reviews to identify potential network changes while ensuring that business rules correctly map demand to sites based on business objectives.

DEMAND FORECASTING

Forecast demand based on historical data, as well as past, current, and projected installed base.

LIFECYCLE MANAGEMENT

Facilitate the process of new product introduction (NPI) provisioning and end-of-life (EOL) buys and dispositions.

INVENTORY OPTIMIZATION

Validate target stock levels for each part at each location in the logistics network using Total Cost Optimization.

REPLENISHMENT / REDEPLOYMENT

Manage replenishment and redeployment orders to balance inventory in the logistics network by calculating real and potential costs of each backlog.

SUPPLY ORDER MANAGEMENT

Generate recommended supply orders based on target stock levels, lead time, minimum quantities, and other netting criteria to execute the inventory plan and control costs.

RETURNS FORECASTING

Forecast returns (good and defective) in support of future repair order planning, ensuring defective materials are used while calculating and applying yield/scrap rates.

PLANNING ANALYTICS

Improve operations via the analysis of reports including Planning Analytics that intelligently assign and track root causes for each non-optimal fulfillment of demand.

RESILIENCY PLANNING

Mitigate Service Supply Chain disruptions like tariffs, inflation, and other macroeconomic factors by simulating modifications to network design and supplier sources to stay ahead.

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 clients.

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

For more information, visit www.baxterplanning.com.