BAXTER PLANNING™

BaxterPredict
VS. ERP

Why purpose-built technology is better for your SSC.

SERVICE PARTS MANAGEMENT

You need a purpose-built solution to manage it and an experienced team to be your partner through each complexity.

PROBLEM

Service Parts Management is a niche discipline within the supply chain. Enterprise Resource Planning Systems (ERP) and supply chain solutions are built for planning and managing finished goods, often with predictable demand. They are not built for complex service environments.

Service is unpredictable—it operates in a just-in-case philosophy, requiring the right mix of parts, in the right location, to meet your service commitment to the most important facet of your business: the customer.

SOLUTION

Leverage an enterprise-grade solution, built by and for SSC professionals, to plan the right part, to the right location, at the right time, at the right cost.

Overcome low, intermittent demand with a smarter plan, ultimately driving higher service levels and uptime for your customers' assets. Spend less time managing escalations and increase the profitability of your service revenue.

BaxterPredict is purpose-built for Service Supply Chain complexities.

BAXTERPREDICT	ENTERPRISE RESOURCE PLANNING SYSTEMS (ERP)
Interchangeability / Substitution chains with varying relationships and useability across long lifecycle revisions and models	Chaining limited to typical manufacturing scenarios for short horizons
Installed Base Planning using history, both current and projections (sales, planned upgrades, retirements, customer wins and losses, etc.)	Demand forecasting is based on history, not on the introduction of installed base
Reverse Logistics considering multiple return types and corresponding probabilities and yield rates	Limited ability to plan returns and repair considering varying probability and yield rates for multiple return streams
Demand Forecasting utilizing product field lifecycles, detailed as maintained BOMS, not just historical demand summaries	Based on demand history only or limited use of sales forecast, but not historical, current, and projected install base and failure / replacement rates
Service Parts Specific Reporting	Generic manufacturing and end product; Only if custom built
Hit Rate / Root Cause Reporting	Limited Root Cause Analysis
Intelligent Replenishment	Not built for field stocking networks with varying install bases and capabilities
Solution Scalability / Management by Exception	Not built to handle millions of part / location pairs
New Product Introduction (NPI) Planning	Only supports "like part" modeling
End of Life (EOL) Planning	Does not consider the impact of install base decommissioning, repairability, reclamation, and long-term forecasts
Support and Planner Mentoring	Not offered
Logistics Network Modeling	Not designed for multi-echelon networks with hundreds of sites
Ongoing Support and Maintenance	Higher burden on internal IT and other teams
Planning as a Service (PaaS)	Not offered
Total Cost Optimization: explicitly considers cost-to-stock, cost-to-not-stock, as well as alternate stocking and fulfillment strategies for immediate need	Limited consideration of total cost tradeoffs of critical need versus wide field disbursement

BAXTER PLANNING™

ERPs lack the functionality to manage service parts effectively. Baxter Planning leverages more than 30 years of deep domain expertise, a partnership approach, and purpose-built technology focused solely on service.

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 its clients.

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

For more information, visit www.baxterplanning.com.