BAXTER PLANNING

BaxterLynX.ai

Your customers expect clear answers about order status— and fast deliveries.

But today's Service Supply Chains are plagued with inefficient backorder processes, stale data, and unreliable estimated times of arrival (ETAs).

BaxterLynX.ai changes the order execution game. Service Supply Chain teams can now predict, prioritize, and act—so you can say goodbye to reactive firefighting and hello to confident, data-driven fulfillment decisions.

> If you're constantly asking, "When will my customer order ship?" or "Is there material in transit I can use?", BaxterLynX.ai gives you the visibility and answers you've been missing.
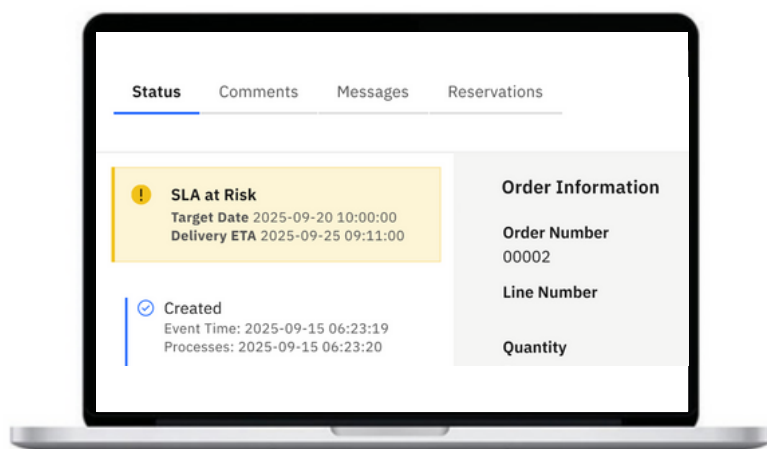
With new insights into incoming supply and predictive ETAs, you'll know exactly what's arriving and when—no more vague guesses or scrambling for updates.

BaxterLynX.ai delivers:

- Reliable ETAs, replacing misleading due dates with accurate insights—giving you an early warning system for stockout risks and cost-efficient mitigation strategies.

- Prioritized VIP orders using intelligent, rules-based reservation logic.

- Alerts to allow you to plan proactively and avoid unnecessary costs.

- Improved customer satisfaction ratings (CSAT) and net promoter scores (NPS) by setting the right expectations with customers through accurate, automated updates, and forecasts.

With BaxterLynX's AI solution, Service Supply Chain teams, can:

- Improve backorder response times by up to 50%

- Increase Net Promoter Score (NPS) by up to 7 points

| Status | Comments | Messages | Reservations |

! SLA at Risk
Target Date 2025-09-20 10:00:00
Delivery ETA 2025-09-25 09:11:00

Order Information

Order Number
00002

Line Number

Quantity

✓ Created
Event Time: 2025-09-15 06:23:19
Processes: 2025-09-15 06:23:20

BaxterLynX.ai In Action

Early detection warning system sends automated alerts when an order is projected to miss the delivery date.

Key Features

AI-POWERED ETA PREDICTIONS

Deliver accurate, always up to date timelines that tell you when parts will arrive at your warehouse—and when they'll reach the customer. Gain early visibility into delays, reduce risk to SLAs, and set the right expectations every time.

AVAILABLE TO PROMISE (ATP) ALERTS

Quickly identify viable fulfillment options and proactively flag exceptions before they escalate with a centralized view of all incoming supply orders.

SMART PART RESERVATIONS

Cut delays and keep essential orders on track with automatic inventory allocation based on your business priorities ensuring high-priority customers and critical parts stay at the front of the line.

UNIFIED WITH BAXTERPREDICT

Automatically send updated ETA's to operations teams for more accurate communication with your customers and update spare parts plans to continuously learn how to improve supply plans and minimize stockout risks.

PREBUILT INTEGRATION WITH EXISTING ERP & OTHER SYSTEMS

BaxterLynX.ai transforms ERP, CRM, and 3PL data into actionable insights tailored for Service Supply Chains—empowering better execution and better service.

INTUITIVE UI FOR PLANNERS AND OPERATION TEAMS

Speed up onboarding with a user-friendly interface and searchable knowledge base—so your teams can get answers fast and stay productive.

ROLE-BASED ACCESS AND ALERTING FOR KEY STAKEHOLDERS

Drive focus and efficiency with intelligent, role-specific notifications that surface only what each stakeholder needs to act on—nothing more, nothing less.

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.