

## Service Parts Management Is Unique

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

# Prophet | BAXTER PLANNING

### 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 do not satisfy the different characteristics of 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 actual Service Parts Management professionals, to plan the right part, for 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.

Prophet by Baxter Planning is a solution built specifically for complex Service Supply Chains.

Prophet	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

Prophet	ERP
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 reporting; 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, reparability, 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

ERPs lack the functionality to manage service parts effectively. Baxter Planning leverages 30 years of experience and solutions focused solely on service parts to drive a predictive Service Supply Chain. To learn more about how our team can be your *Partner in Planning*, contact us today at [info@baxterplanning.com](mailto:info@baxterplanning.com).

## Contact us today to learn more about Baxter Planning

Baxter Planning provides solutions built for the service supply chain. Our software is developed based on proven best practices, industry expertise, and partnerships with our customers to automate inventory planning. We replace spreadsheets and manual processes with a Total Cost Optimization methodology to deliver the best service level at the lowest possible cost.

Want to see how you can save money on excess inventory while delivering on all your service level agreements? Contact our team today at [info@baxterplanning.com](mailto:info@baxterplanning.com).

