

Streamline escalation management and collaboration to drive continuous improvement in your Service Supply Chain

Achieve higher customer satisfaction, better customer retention, and improved productivity with BaxterSnapshot.

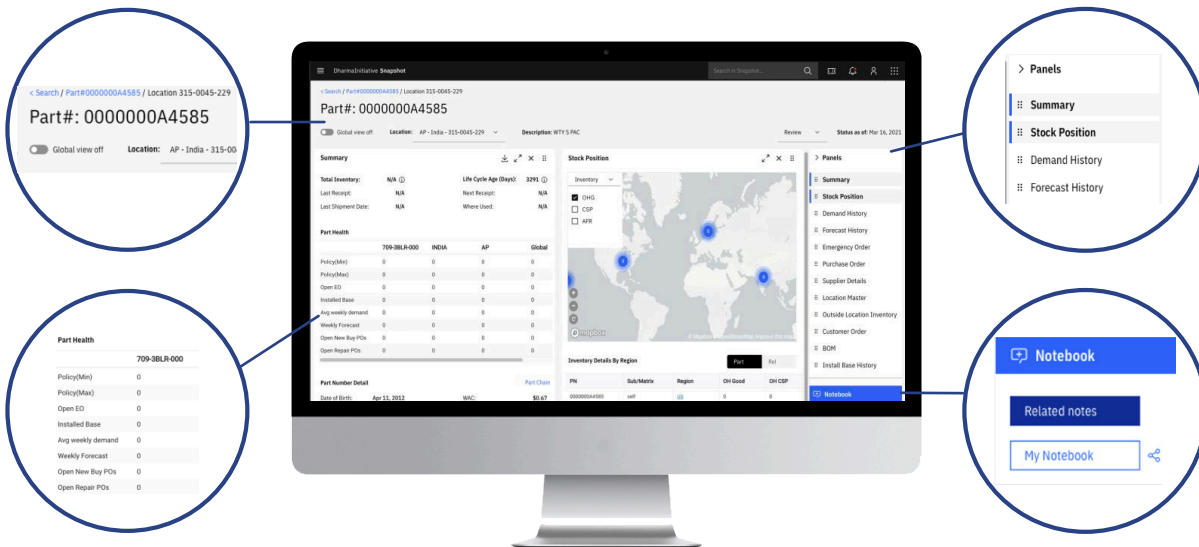
Respond to and close escalations significantly faster, while learning to prevent future issues through its root cause analytics feature.

Part Profiles

Part profiles can be reviewed and researched at global and local levels to compare availability, forecasts, demand, sourcing patterns, and more.

Fast Navigation

Quick access to the data needed for root cause analysis and alternative sourcing options to address escalated demand cases.



Part Health Summary

Zero in on likely areas for the root cause investigation and identify potential resolution tactics.

Transparent Escalation Management

Fast access to the escalation Notebook: the case management application layer for coordination, visibility, and data curation.



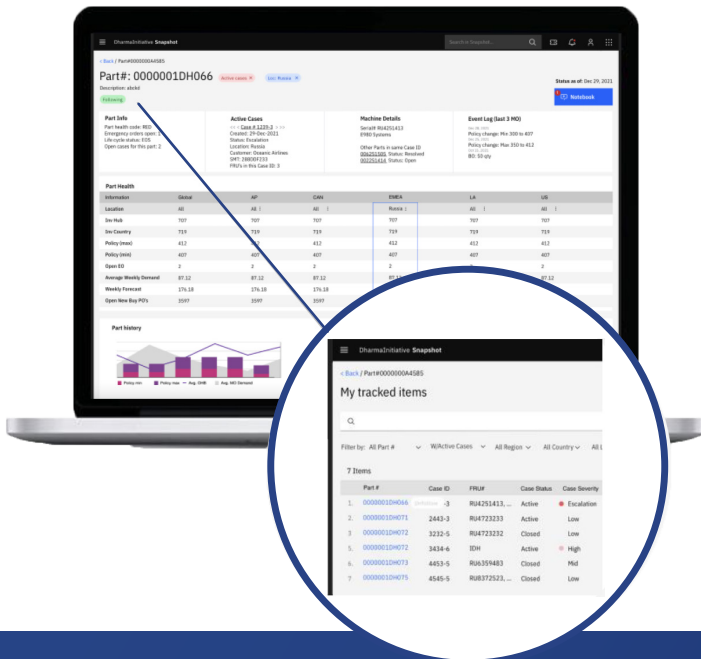
Escalations are inevitable. Regain control over your team's workload with Snapshot and drive faster positive customer outcomes while improving internal operational efficiency and collaboration.

Simplify Escalation Research

All the information needed to identify and solve the problem on one screen.

Snapshot integrates disparate data sources and systems (CRM, ERP, Planning, WMS) into a single interface for fast access and navigation across relevant data categories.

- **Simplified workflow** to quickly identify the root causes and potential resolutions on escalations and exceptions.
- **Customizable panels** let users personalize their research experience to further accelerate their workflows.
- **Comparability** of local and global inventory positions, demand, sourcing, and forecast patterns for a particular material.
- **Fast access** into the research workflow directly through an embedded search widget.



Coordinate, Document, and Classify

Manage escalations collaboratively and unlock machine learning cause analytics—ensuring no repeat mistakes.

An integrated notebook capability lets users coordinate activities in response to escalations while capturing unstructured knowledge for future use.

- **Eliminate duplication** of effort through visibility of ownership and actions taken.
- **Record case status** so anyone in the organization has quick access and can respond to customer inquiries in an informed manner.
- **Classify escalations** across multiple data categories to enhance deeper insights.
- **Predictive analytics** surface highest likelihood causes and resolutions for a case.

Latest findings transparency

A single source of information on what your teams are doing to resolve an issue.

Subscribe and monitor progress. Gain fast access and notifications on cases of interest, so you can have answers whenever or wherever a question may come up.

- **Subscription capability** based on accounts, materials, regions, ownership, or other attributes of interest.
- **Proactive notifications** of progress against cases in your subscription queue.

Contact us today to learn more about Baxter Planning

Baxter Planning provides solutions built for the Service Supply Chain. Our solutions are 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.