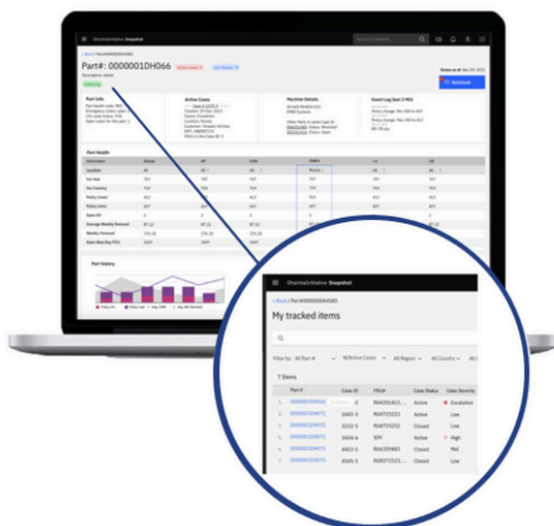# Resolution | BaxterSnapshot

Escalations are inevitable. Using spreadsheets or multiple systems to try and resolve them is slow and inefficient. Regain control over your team's workload with a solution purposely designed to solve matters quickly and easily.

BaxterSnapshot, part of the BaxterPredict platform, is a solution to help Service Supply Chain (SSC) customer care teams resolve spare part availability problems faster and prevent future issues using root cause analysis.

By integrating all of your supply chain support systems into a single platform, workflows are used to quickly identify root causes through analysis of local and global inventory positions, demand, sourcing, and forecast patterns for a particular material.

With our resolution solution, you will be able to:

- Solve problems faster while improving internal operational efficiency and collaboration.

- Achieve higher customer satisfaction, better customer retention, and improved productivity.

- Understand and learn from root causes to drive continuous improvement in your Service Supply Chain.

- Reduce the amount of time it takes to resolve an escalation by 70%.

BaxterSnapshot In Action

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

BAXTER PLANNING™

Key Features

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 neededfor 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 for case management for better coordination, visibility, and data curation.

PREDICTIVE ANALYTICS

Automatically surface the highest likelihood causes and resolutions for a case.

PERSONALIZED RESEARCH EXPERIENCES

Customizable panels let users personalize their research experience to accelerate time to resolution.

MACHINE LEARNING

Eliminate guesswork and manage escalations collaboratively using machine learning for root cause analysis to ensure problems are not repeated.

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.