

# Stanley Black & Decker

## INDUSTRY

Hardware, Tools, Industrial and Automotive Repair

## LOCATION

Headquartered in the United States with presence globally

## CHALLENGE

Global supply chain organization planning nearly 100,000 parts across 20 distribution centers and over 100 service centers worldwide

## SOLUTION

Implement Prophet by Baxter as the global standard to automate and streamline processes

## RESULTS

- Reduced transportation costs by decreasing back orders and the need for expedited shipping
- Reduced inventory costs by an average of 8% across 15 regional distribution centers
- Improved turn-around-time of tool repair and maintenance to drive higher customer satisfaction
- Improved execution to inventory plan by an average of 6% across 4 regions by automating supply and replenishment order processing
- Increased automation has enabled the supply chain team to shift away from tactical tasks and focus on strategic projects

## Baxter Planning Case Study: Industrial Tool Manufacturer

Stanley Black & Decker (SBD) is a Fortune 500 manufacturer of industrial tools, accessories, hardware, and home improvement products. The company operates in over 100 countries providing tools, solutions, and services that are built on innovation, driven by the end-user, and supported by a world-class fulfillment organization. Learn how SBD, a Baxter Planning (Baxter) client since 2009, utilizes Prophet by Baxter to optimize their parts planning.



## Challenge

As SBD's sprawling supply chain organization continues to support a diverse portfolio of products, the company recognized a need to standardize planning tools globally. Segmentation made it difficult to leverage common practices and manage worldwide reporting between regions and between business units. Following a detailed analysis conducted by a third-party consultancy of SBD requirements and solution capabilities, Stanley Black & Decker partnered with Baxter to deploy a global planning solution covering nearly 100,000 parts across 20 distribution centers and over 100 service centers worldwide.

### ABOUT BAXTER PLANNING

Baxter provides cloud-based software and services for inventory planning across complex, global supply chains in diverse industries including technology, healthcare, and food service equipment.

For more information, visit [baxterplanning.com](http://baxterplanning.com) or call us at +1 (512) 323 5959.



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## Solution

Prophet by Baxter is a software as a service focused on inventory planning and execution. The solution forecasts demand, optimizes target stock levels, and integrates with other systems to execute supply, replenishment, and repair orders for each part across the entire supply chain.

SBD began by implementing the Prophet software in North America for its service centers. Building on that success and the conclusions of their third party led solution analysis, Prophet was established as the corporate standard and expanded in phases to a global scope. All Baxter implementations are conducted by in-house experts using a phased approach and proven methodology. Baxter's extensive experience in deploying Prophet to customers means the fastest time-to-market and a seamless integration into SBD's existing ERP system.

The implementation phase was followed by a mentoring period where Prophet experts provided personalized and in-depth training for SBD planners. The training detailed the dynamic functionality of the solution as it applies to the SBD business and positioned users to realize the full capability of the product.

With the product implemented and their planners trained, SBD took advantage of Prophet's automation tools and began streamlining processes. The organization's confidence in Prophet's forecasting led to auto-approval of supply orders to simplify the management of numerous internal and external vendors. The organization's trust in Prophet's optimized target stock level calculations led to automated replenishment of parts from distribution centers out to the service centers. Automation throughout these key parts of the supply chain has resulted in cost reduction while improving both fill rates and service levels that ultimately impact the end customer.

The ease of Baxter's implementation combined with Prophet's usability and automation capabilities has shifted planners' attention away from tactical tasks and towards the strategic projects most important to the business. If Stanley Black & Decker's goal is to "provide tools and solutions that make life easier", then Baxter's goal is making "make life easier", easier.

## Results

The successful partnership between SBD and Baxter stems from several aspects. The ease of implementations allowed for smooth transitions as SBD continued to standardize global planning across regions and across business units. Structured mentoring paired with intuitive design made it effortless for planners to learn Prophet and rely on its recommendations. Building on this, automation of previously manual processes led to a reduced workload and improvement in key metrics.

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