Pulse Secure®

INDUSTRY
Networking Equipment

LOCATION
Headquartered in the US with presence globally

CHALLENGE
A spin off from the parent company required a supply chain transformation and evaluation of a new logistics provider

SOLUTION
- Logistics Network Optimization consulting engagement to analyze network changes and quantify the impact on customer coverage
- Baxter's Planning as a Service offering to bridge personnel/ training gaps and leverage supply chain expertise

RESULTS
- Reduction of logistics network sites by 58%
- Projected inventory reduction of 53%
- Improvement of service level from 70% to 97.5%
- Confidence with logistics provider migration and inventory planning for Pulse Secure's future

"Baxter provides the most comprehensive way to achieve optimized inventory management and planning. With them, we've been able to have the right part, in the right place, at the right time, period."
-Anthony Robinson, Service Operations Manager, Pulse Secure

Baxter Planning Systems Case Study:
Networking Equipment Provider

Pulse Secure (Pulse) is the leader of secure access technology. Pulse operates globally securing over 18 million endpoints and boasts a customer list featuring 40 of the Fortune 50 companies. Their product line ranges in scale and versatility to fit different operational environments. Learn about Pulse's experience leveraging Baxter's Network Optimization Consulting and the Planning as a Service offering to achieve service supply chain excellence.

Challenge

Following a spin off from Juniper Networks, Pulse essentially became a start-up company serving a customer base of over 25,000 clients and over 55,000 service contracts. The transition left the company with a constrained team and a logistics network footprint too large for their focused product line. As an initial step towards supply chain transformation, Pulse made the decision to migrate to a new logistics provider and relied on Baxter to evaluate and validate the move and its impact to their customer install base.

Logistics Network Optimization

The migration to a new logistics provider was the first step towards optimizing the network to efficiently support service contracts. Baxter consultants began by reviewing Pulse's current network and understanding their business goals of maintaining inventory visibility and performing the migration without an impact on service levels.

Using Prophet's powerful Network Modeling capabilities, the teams worked together to validate the network coverage for all regions of their global supply chain. As part of the Logistics Network Optimization project, Baxter provided detailed data and analysis supporting the recommended network changes. The deliverables included a map visualization of service contracts contracts and sites, list of sites recommended for removal, and an analysis quantifying the percentage of service contracts capable of meeting their service level agreements.

The project gave the Pulse team confidence in the migration and they were able to right-size their logistics network with a 58% site reduction and no disruption to the business. With their logistics network accurately modeled, Pulse was able to use the global inventory view to understand where stock is needed and just as importantly, where it is not. This ultimately allowed for an analysis of end-of-life materials and enabled the team to begin executing on a plan projected to reduce inventory by 53%.

Planning as a Service

The success with the Network Optimization consulting engagement was the start of a strong working relationship between Pulse and Baxter. The newly reorganized Pulse supply chain team selected the Planning as a Service (PaaS) offering to have Baxter's experienced consultants serve as an extension of their planning organization. The dedicated supply chain planners for the Pulse account bridged any personnel/training gaps from the restructuring to ensure that the organization was ready to hit the ground running at Go Live and maximize results as soon as possible.

Today, Baxter planners continue to manage inventory replenishment activity, analyze target stocking levels, and monitor key performance metrics which has allowed Pulse to improve fulfillment rate from 70% to 97.5%. Prophet's automation reduces manual work while Planning as a Service allows Pulse to run a leaner organization which ultimately allows the team to focus on their main business functions to meet service objectives faster and more cost effectively.

Service Operations Manager Anthony Robinson says "Baxter and Prophet have been great and has allowed us to maintain our supply operation with half the overhead. The partnership has helped us to – I have to say it, keep a pulse on our inventory planning requirements". The synergy of Prophet's capabilities, Best Practice consulting, and Planning as a Service continue to work towards securing Pulse Secure's future.

ABOUT BAXTER PLANNING SYSTEMS
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 www.bybaxter.com or call us at +1 512.323.5959.

Optimize inventory by combining proven technology with planning expertise to deliver supply chain excellence.

Outcome

➢ Reduction of logistics network sites by 58%

➢ Projected inventory reduction of 53%

➢ Improvement of service level from 70% to 97.5%

➢ Confidence with logistics provider migration and inventory planning for Pulse Secure's future