#### **BAXTER'S END-TO-END SERVICE SUPPLY CHAIN PLATFORM**

OUTSOURCING



# Gain complete visibility and control over your entire service operation.

Introducing the world's only end-to-end platform for Predictive Service Supply Chain Optimization.

BaxterPredict connects disparate workflows and teams with Al-enabled predictive insights that drive significant productivity gains, cost savings, and customer satisfaction. This new, predictive approach to inventory planning, demand forecasting, product lifecycle planning, operations workflow monitoring, reverse logistics, and customer escalation management unlocks significant new value for Service Supply Chain organizations.

#### BAXTERPredict - End-to-end SSC Platform

**AREA OF FOCUS PLANNING OPERATIONS ESCALATION BAXTERSnapshot BAXTERProphet BAXTERLynX DEDICATED SOLUTION** Supply Chain Planning & Process Tracking & On-time Delivery & **Escalation Case Escalation Backlog** Optimization Forecasting Control SLA Dashboard Management Queue Technician Inventory Inventory Planning Management Predictive Standard and **Substitution Logic** Root cause & **REAL-WORLD** Part Locator Personalized Repair & Reverse **Backlog Criticality** Resolution Workflows **FUNCTIONALITY** Logistics **ENHANCED BY AI** Advanced Lifecycle Total Cost **Defective Return** Backorder Structured Curation **Trend Analytics** Planning (ALP) Optimization Controls Management of Findings Dashboard Installed Base Management **ADVANCED ANALYTICS** INTEGRATION The BAXTERPredict platform integrates with hundreds of adjacent technologies including all major CRM, ERP, and 3PL solutions Baxter Planning offers Planning as a Service [PaaS] partnerships that instantly put decades of experience SUPPORT &

to work for your organization for training, implementation, planning, or full outsourcing.

**BAXTER PREDICT IN-ACTION...** 

BAXTER**Predict leverages**Artificial Intelligence (AI) to
automate service parts planning,
operations, logistics, analytics, and
customer escalation management.

Our predictive Service Supply Chain optimization platform provides end-to-end control, from inventory planning, through multi-echelon stocking and delivery—all the way to managing escalations for peak customer outcomes.

The platform from Baxter Planning will help us better serve our customers, reach our sustainability goals, and increase our supply chain resiliency.

Shannon Beecher, VP of Service Supply Chain IBM

In addition to ensuring the right part, in the right place, at the right time,

BaxterPredict delivers...



## MASSIVE COST REDUCTION

Just-right stocking levels at every echelon drives big savings (<25%) on carrying costs—even for the most efficient organizations.



## IMPROVED RESILIENCY

Real-time, predictive insight into operations (including 3PL) for on-the-fly, Al-driven optimization. Respond dynamically to snags, and reduce expediting spend.



## LOYAL/SATISFIED CUSTOMERS

Smart, predictive customer escalation transforms your time-to-response and resolution, boosts CSAT, exceed SLAs and always prioritize your best customers.



## END-TO-END VISIBILITY/CONTROL

Our experts help you achieve control-tower oversight of critical planning, forecasting, operations, and customer service.

100% visibility and SSC control.

