

Transforming the Service Supply Chain

Service Supply Chains (SSCs) have become a critical driver of profitability, customer experience, and long-term growth. Yet many organizations still rely on disconnected planning and execution processes that force costly trade-offs between service levels, inventory investment, and operational resilience. As networks grow more complex and customer expectations continue to rise, traditional supply chain solutions struggle to address the unique demands of service operations.

Purpose-built for service parts environments, Baxter Planning combines deep domain expertise, service-specific data, and AI-powered planning intelligence to continuously evaluate the factors that drive inventory investment, logistics costs, service outcomes, and operational risk.

Through aligned execution, those insights are translated into action across inventory, repair, logistics, and service operations, helping organizations balance competing priorities with confidence while remaining agile as business conditions evolve.

With Baxter Planning, leaders transform their SSCs from a tactical necessity to a strategic advantage, driving higher margins, accelerating growth, reducing operational risk, and delivering exceptional customer service.

KEY FACTS



IDC MarketScape Leader



Gartner® Magic Quadrant™



3,000+ Planning Users



37,000 Locations



\$13B+ Inventory Managed



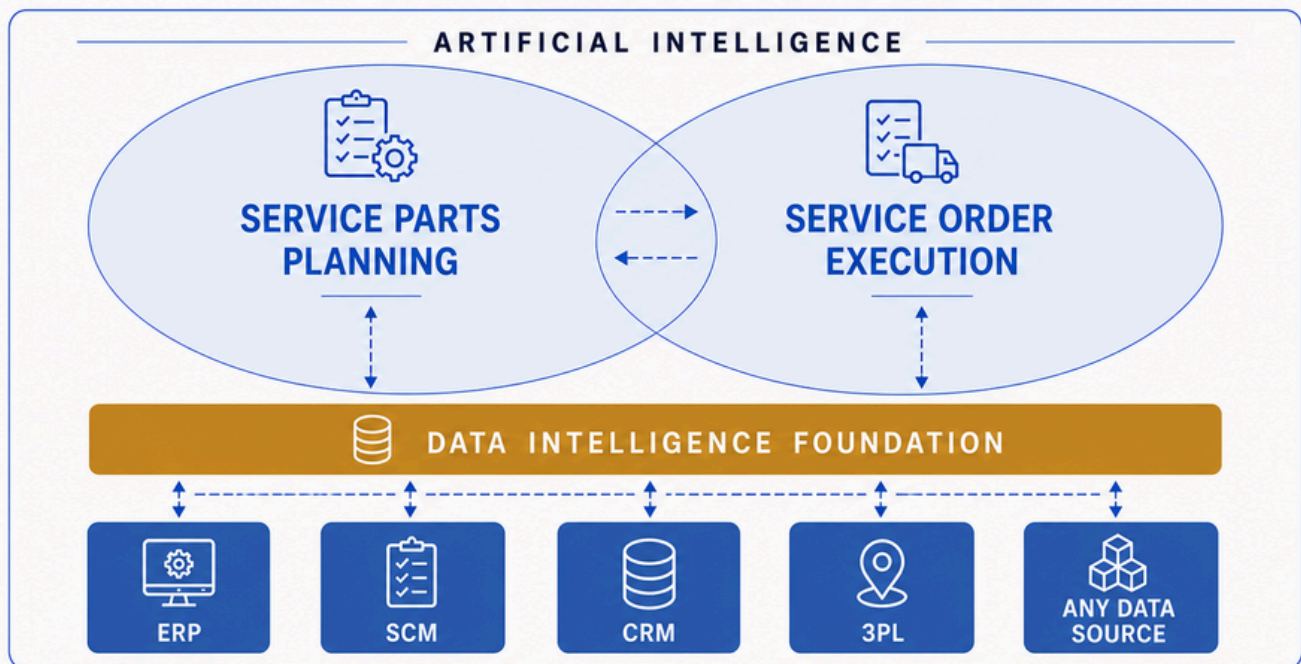
120+ Countries

ONE CONTINUOUS SYSTEM

By connecting planning and execution within a unified platform, Baxter Planning enables organizations to transform tactical management into strategic mastery, enabling faster, better-informed decisions and eliminating unnecessary trade-offs between cost, service, and resilience.

BaxterPredict

AI-POWERED SERVICE SUPPLY CHAIN PLATFORM



POWERED BY TECHNOLOGY. DRIVEN BY EXPERTISE.

Technology alone doesn't transform Service Supply Chains.

Our experienced practitioners partner with customer teams to strengthen operations, improve execution, and deliver measurable business outcomes throughout their transformation journey.

INDUSTRY-LEADING RESULTS

Organizations using Baxter Planning have achieved measurable business outcomes, including up to:



40%

**EXPEDITED FREIGHT
REDUCTION**



30%

**SUBSEQUENT TRUCK
ROLL REDUCTION**



40%

**PLANNER PRODUCTIVITY
IMPROVEMENT**



30%

**INVENTORY
OPTIMIZATION**



45%

**SLA PENALTY
REDUCTION**

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 and execution, 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.