

Service Order Execution

BAXTERLYNX

Every service order sets off a complex chain of execution activities that often span disconnected ERP, planning, warehouse, logistics, supplier, and repair systems. Customer orders, inventory transfers, returns, and repairs must move through multiple organizations, systems, people, and process milestones, making it difficult to maintain a holistic, real-time view of execution activity across the Service Supply Chain network.

As work progresses, service delivery teams must continually monitor order status, coordinate with internal teams and external partners, and respond to delays or unexpected exceptions. Teams frequently rely on spreadsheets, emails, system searches, and manual follow-up to track transactions, coordinate with partners, manage exceptions, and determine what action is needed next. Inconsistent data and fragmented workflows slow decision making, delay order progression, obscure emerging risks, and make it difficult to consistently deliver on service commitments.

The challenge extends beyond visibility. Service delivery and expediting teams often make sourcing and fulfillment decisions without the context of the original planning strategy, customer entitlements, or the most cost-effective fulfillment options. This can result in over-servicing customers not entitled to same day parts, while missing sourcing options that can meet high-availability service commitments. The outcome is higher execution costs, inconsistent service delivery, and a growing disconnect between planning and execution.

PROVEN RESULTS



Reduce execution-related hit rate misses by up to 40%



Reduce escalations by up to 25%



Improve expediting spend by up to 40%

KEY FEATURES

- **Unified Execution Visibility:** Provides a holistic view of customer orders, internal transfers, returns, repairs, inventory activity, and fulfillment status across systems and partners.
- **Configurable Process Workflows:** Manages transactions through defined milestones, business rules, service requirements, and operational handoffs from creation through completion.
- **Exception Management and Alerts:** Identifies transactions, milestones, data issues, and service commitments that require attention so teams can manage by exception.
- **System and Partner Integration:** Connects ERP, planning, warehouse, logistics, supplier, repair, and partner systems to synchronize transaction data and status updates.
- **Reporting and Analytics:** Provides visibility into order execution, process efficiency, delivery performance, and SLA outcomes, helping teams identify bottlenecks, reduce manual effort, improve on-time delivery, and manage exceptions with greater control.

KEY BENEFITS

- **End-to-End Operational Control:** Gives teams visibility into transaction status, ownership, milestones, and emerging risks across the Service Supply Chain.
- **Faster Order Progression:** Automates routine workflow steps and reduces delays caused by manual follow-up, disconnected systems, and partner coordination.
- **Consistent Execution:** Applies common sourcing logic, process rules, and service priorities keeping execution aligned with planning intent instead of relying on ad hoc judgment or institutional knowledge.
- **Improved Inventory Utilization:** Helps teams use available inventory, alternate locations, and substitute parts more effectively while protecting priority demand.
- **Reduced Manual Effort:** Replaces spreadsheet-heavy tracking, repeated system searches, emails, and status calls with structured workflows and centralized work queues.
- **More Reliable Service Outcomes:** Provides earlier visibility into fulfillment, shipment, return, and repair risks so teams can intervene before customer commitments are affected.

BaxterLynX, part of the BaxterPredict platform, provides a unified control tower for Service Supply Chain execution. It connects systems, partners, and transaction data in a common environment, giving teams visibility and control across end-to-end operational workflows.

It supports key Service Supply Chain processes including:

- **Customer Orders:** manages demand from order creation and allocation through shipment, delivery, and completion.
- **Allocation and Backorder Management:** identifies the preferred sourcing option for customer demand orders, allocates eligible inventory, and automatically manages backordered demand as supply becomes available.
- **Internal Transfers:** coordinates replenishment and redeployment across stocking locations, including transfer creation, shipment, and receipt.
- **Returns:** provides traceability as defective materials move from customers or field locations through authorization, transportation, receipt, and validation.
- **Repair:** manages materials sent to internal or external repair facilities, including order creation, vendor updates, repair status, delays, and the return of usable inventory.

Configurable workflows automatically progress transactions through defined milestones, while monitoring, alerts, data-quality checks, and work queues identify orders that require attention. This enables teams to proactively resolve exceptions instead of reacting after service commitments are at risk.

Dashboards and analytics allow organizations to evaluate on-time delivery, service level attainment, and supplier performance to identify opportunities for continuous improvement and hold execution teams and partners accountable for meeting service commitments.

BaxterLynX helps service organizations replace fragmented, reactive execution with more connected, standardized, and automated processes. Teams gain greater visibility into availability, shipment, delivery, return, and repair risks while reducing manual tracking and partner coordination. Consistent workflows and sourcing rules keep execution aligned with both strategic and operational priorities, while exception-based management allows users to focus on transactions that genuinely require intervention.

The result is more consistent on-time delivery and service-level attainment, driving better customer experience and higher customer satisfaction. Teams identify emerging network bottlenecks sooner, optimize available inventory, proactively manage exceptions, and improve process consistency across the Service Supply Chain, ensuring fulfillment decisions remain aligned with business priorities.

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 service order 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.

For more information, visit www.baxterplanning.com.