

How Avnet Connected Service Parts Planning and Execution to Improve Service Delivery

Avnet Integrated Solutions manages complex service supply chains on behalf of global OEM customers. Its services span parts planning and forecasting, inventory management, a global forward stocking location network, order management, field service enablement, repair, reverse logistics, and trade compliance.

THE CHALLENGE

As Avnet expanded its services, the challenge extended beyond building an effective inventory plan. Avnet also needed thousands of daily execution decisions to remain aligned with that plan as demand, inventory, shipments, suppliers, repair activity, and service requirements changed.

Moving Beyond the “Alt + Tab” Operating Model

Planners and service teams often had to move between multiple systems and screens to assemble the information required to make a decision. Each system represented a different process, partner, or operational function, creating fragmented visibility across the end-to-end service experience.

Keeping Execution Aligned with the Plan

Execution decisions did not always reflect planning intent, creating risk to inventory availability and service commitments. Avnet needed to keep day-to-day execution aligned with the plan while quickly identifying when real-world conditions required adjustments.

Managing Complexity Across Customers and Supply Sources

Avnet manages multiple OEM service programs, each with distinct SLAs, business rules, networks, and supply sources. It needed a scalable operating model that could accommodate those differences without creating a separate process for every customer.

THE SOLUTION

Building on the BaxterPredict platform, Avnet connected Service Parts Planning and Service Order Execution to translate planning intent into consistent, repeatable execution across its service supply chain.

Turn Planning Intent into Action

Planning context, including inventory availability, network rules, customer priorities, and service commitments, now guides sourcing and fulfillment decisions across Avnet’s global network. Routine execution follows the plan, while deviations are surfaced for intervention.

One View for Faster Decision

Avnet brings orders, repair and return activity transfers, inventory, and sourcing options into a common operational workflow. Review, Allocation, and Backorder queues help teams quickly identify exceptions and take action without searching across disconnected systems.

Risk Identified Before Service Is Impacted

Operational milestones are monitored against planning assumptions so teams can identify delays and intervene before they affect service commitments. Recurring execution patterns can also reveal when underlying planning assumptions need to change.

Automate the Routine, Focus on Exceptions

Routine transactions and common fallback scenarios can progress automatically when business rules and service commitments are met, allowing teams to focus on the exceptions that require judgment.

Standardize Operations, Preserve Customer Flexibility

Avnet uses a common operating model across service programs while customer-specific rules and configurations preserve the differences that matter. Avnet’s one accountable layer orchestrates partners, technology, and supply sources allowing their customers to benefit from the reach of a broad partner network without the traditional complexity of building one. This supports greater consistency and scale without forcing every customer into the same service model.

THE RESULTS



Up to 12%

Improvement in On-Time Delivery Metrics

Greater visibility, proactive monitoring, and connected decision-making help orders move sooner and give teams more time to address exceptions that threaten customer commitments. BaxterPredict provides the foundation for coordinating that visibility across Avnet's global execution network.



14+ Percentage Points

Improvement in Service-Level Performance

Avnet has helped customer programs improve service-level performance from the **76%** range to nearly **90%**, while programs already at **90%** have reached as high as **95%**.



The value is being able to manage by exception. We can identify risk earlier, respond proactively, and automate routine decisions while still supporting the unique requirements of each customer. Now we can take that a step further and look at the best way to meet the SLA based on both service and cost."

Justin Simpson

Director of Global Services
Avnet

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, execution, and resolution, driving superior customer experiences, fostering longterm 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 baxterplanning.com.

ABOUT AVNET INTEGRATED SOLUTIONS

Organizations looking to reduce total service supply chain cost without giving up service performance turn to Avnet Integrated Solutions. Avnet orchestrates the full service lifecycle as one accountable layer, from parts planning and forward stocking through repair, reverse logistics, and trade compliance. Data-driven planning, proven optimization models, advanced tools, and a global execution network work together to optimize inventory investment, improve parts availability, and strengthen service outcomes.

Where other providers address only part of the lifecycle, Avnet brings the analytics, operational scale, and decades of industry expertise to connect all of it. Avnet Integrated Solutions is part of Avnet, a global technology distributor with more than a century of experience helping innovators bring products to market. For more information about Avnet Services, please contact GlobalServices@avnet.com.