

ServiceMax Parts Planning from Baxter Planning

Optimize Parts Availability and Control Inventory Costs

Benefits

- Improved service parts availability
- Optimized service parts inventory
- Fewer expedited parts requests

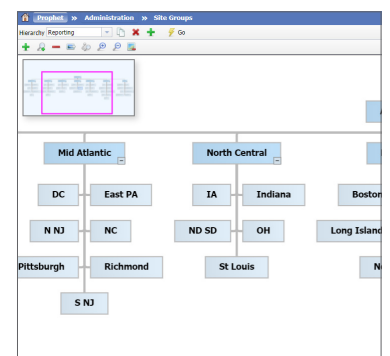
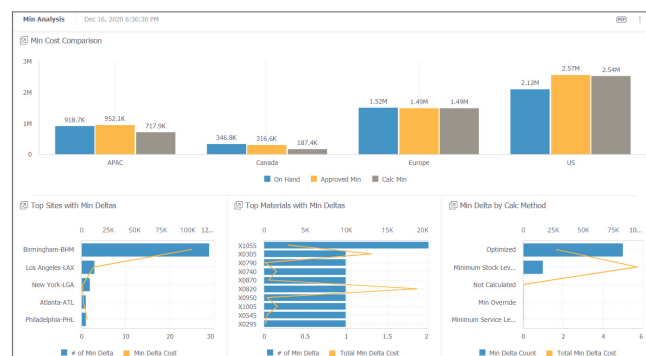
Outcomes

- Higher first-time fix rates and technician productivity
- Lower inventory & logistics costs
- Higher SLA compliance
- Higher equipment uptime

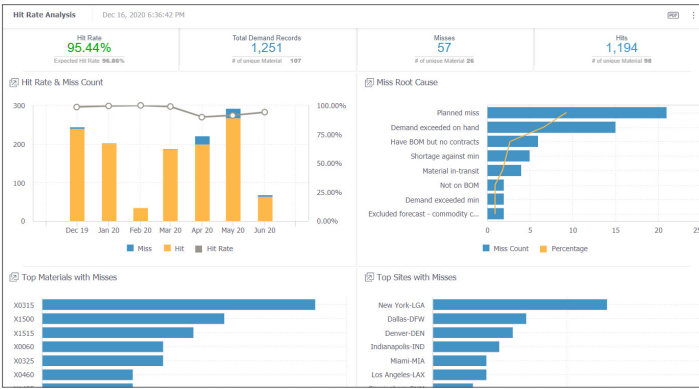
The ability to plan and manage parts is critical to effective service delivery. Not having the right parts for the job lowers first-time fix rates and increases time to repair; carrying more parts than necessary raises inventory costs. Asset-centric companies need field-focused and service-specific parts planning, integrated with a field service management solution.

ServiceMax Parts Planning helps complex enterprises identify the optimal level of service parts, thereby ensuring parts availability while minimizing inventory costs. Bringing together the industry leaders in service parts planning and field service management software, this joint solution forecasts parts demand and recommends target inventory levels. This enables planners to stock the optimal quantity of parts, and ensures that field technicians arrive at the job with the right part.

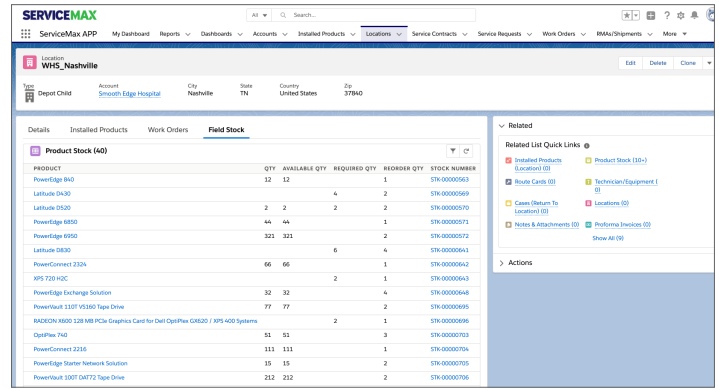
Utilizing algorithms and functionality unique to service parts inventory, ServiceMax Parts Planning drives multiple service outcomes—from higher first-time fix rates to lower inventory and logistics costs to higher service agreement compliance and equipment uptime. ServiceMax users benefit from insight into parts needed and the right amount of inventory: Baxter Planning customer results include a 20% improvement in parts availability and a 20% reduction of inventory. Baxter Planning users, meanwhile, can leverage the data from ServiceMax’s asset-centric solution to drive better service execution.



Baxter Planning provides robust target inventory analytics and maps technicians to team/territory assignments



Baxter Planning provides root cause analysis of demand misses (insufficient inventory)



For a given service location, ServiceMax indicates existing and target field stock levels by product

Capabilities and Features

- Total Cost Optimization for all of your Inventory Echelons:** Unique cost-optimization algorithms stock parts at the level justified by a total cost approach that considers inventory, productivity, and transportation mode. These algorithms understand the costs associated with not stocking a part, and consider technician stocking when determining optimal stock levels at regional distribution centers and local forward stocking locations.
- Technician Teams and Territories:** Planning logic understands technician and installed base team/territory assignments. Algorithms recognize that multiple technicians may be candidates to service a specific customer or asset in the future, even if a specific technician has not recently serviced that customer or asset.
- Technician Training and Proficiency:** When planning technician inventory, the solution considers each technician's training and proficiency with respect to an individual asset, and assesses the likelihood that he or she will take a specific service call.
- Inventory Plan Stability:** Applies multiple factors to maintain plan stability when the cost of change exceeds the projected benefit of change. This limits plan instability, avoiding excess movements and loss of technician confidence in the planning solution.
- Planning Analytics:** Specialized analytics determine root causes of equipment downtime (or "broken service") due to parts availability, allowing planners to address execution and data quality issues to continuously improve service levels.
- Unified Service Parts Planning Experience:** IT integration efforts and poor data quality are among the major impediments to deploying a planning solution. The integration of ServiceMax and Baxter Planning avoids these issues to ensure maximum ROI.