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## Baxter Planning Systems Touts Position in Service Parts Planning Space

By Editorial Staff

*Points to AMR Research study citing functionality, differentiated capabilities and customer-centric features*

Austin, TX — July 13, 2005 — Baxter Planning Systems this week touted the results of research by technology consultancy AMR Research showing that Baxter is distancing itself from the competition in the highly competitive field of service parts planning.

In the recent study, titled "Service Parts Planning Vendor Landscape: Managing the Service Level and Inventory Investment Tradeoff," AMR identified Baxter Planning Systems as providing "differentiated capabilities" in 8 of 11 categories (more than any of the other 14 vendors highlighted in the research), while listing the service parts solution provider as having "demonstrated capabilities" in the remaining three categories, which is at least equal to all the other firms in the study.

AMR's conclusions are a result of interviews with 15 solution providers and more than 20 companies. The research firm reported that Baxter Planning Systems had the most "differentiated capabilities" when considering all the advanced planning functional areas, including the following:

- Exception-based Workflow
- Decision-Support
- Repair Planning
- Service Demand Algorithms
- Phase In/Phase Out
- Multiechelon Replenishment
- Installed Base Tracking
- Service Level Agreements (SLAs)

According to the report, "differentiated capabilities" amounted to advanced functionality demonstrated through product demos and validated through user references; used by majority of customers.

"Today, companies that are seriously searching for aftermarket supply chain improvements to generate lower inventories and higher service levels are evaluating functionality that spans both distribution-centric and customer-centric applications," said Greg Baxter, CEO and founder of Baxter Planning Systems. "It's refreshing to see our results validated by industry experts like AMR."

Baxter, founded in 1993, said it has signed four new customers in recent months, in



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addition to several contract extensions from existing clients.

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### Additional Articles of Interest

— Hard data and sophisticated planning are key when goods and materials start flowing upstream through the **reverse supply chain**. Read more in "[Meeting the Reverse Logistics Challenge](#)" in the June/July 2005 issue of *Supply & Demand Chain Executive*.

— For more information on **solutions for the service and support chain**, see the articles "[In the Field and All Grown Up](#)," the Net Best Thing column in the June/July 2002 issue of *iSource Business* (now *Supply & Demand Chain Executive*), and "[Time to Prove It](#)," the Net Best Thing column in the April/May 2003 issue of the magazine.

— For **best practices in service parts management**, see the SDCExec.com article "[Three Keys to Successful Service Parts Management](#)."

- [More articles about Baxter Planning Systems](#).

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## Companies mentioned in this article:

- [Baxter Planning Systems](#)

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