



## **Company Profile:**

*Tolt Solutions delivers innovative technology solutions and managed services to the specialty retail, grocery, convenience, and food service industries. The company employs nearly 1,000 experienced retail IT consultants and serves more than 37,000 customer locations in the United States and Canada.*

## **Customer Quote:**

*"A key factor in selecting the Prophet solution in 2011 was Baxter's service supply chain best practices and expertise. Their application of that knowledge to uncover improvement opportunities further demonstrates those capabilities, reinforcing that our decision was the right one. We will continue to rely on Baxter's consultants to optimize our inventory planning and forecasting as the retail technology environments we serve keep changing."*

**VP Maintenance Service  
Delivery Solutions**

## **Business Challenge**

Tolt Solutions has been focused on customer service in the demanding retail industry for more than 40 years. To optimize the availability of its service parts inventory, the company deployed Prophet™ by Baxter and realized immediate cost savings and inventory availability improvements.

The next two years brought rapid growth and reactive changes to the logistics network. Tolt knew that its service inventory supply chain needed recalibration to be optimized for higher volume and velocity. Specifically, the company needed skilled resources to address several areas of concern:

- Increase in shipping costs
- Inefficient service supply chain network
- Growth in emergency repairs

## **The Solution**

Tolt engaged Baxter Planning Systems in a three-month consulting engagement, which focused on addressing the challenges through a combination of process changes and adjustments to the Prophet software. The deep parts planning expertise of Baxter consultants enabled them to interpret the data from Prophet and identify numerous service inventory supply chain optimization opportunities, including:

- Removing extra stocking/shipping layers between distribution centers (DCs), field stocking locations (FSLs), and service vans to eliminate double-shipping of parts during replenishment
- Allowing Prophet to plan FSL stock, which takes advantage of its capability to use available excess inventory and improve pool availability
- Improving diagnostic tools and field education to reduce the number of service parts that were being ordered and not used
- Prioritizing repairs and increasing on-hand inventory reserves to reduce the number of costly emergency repairs

## **The Results**

As Tolt systematically began to implement Baxter's recommendations, the company was able to eliminate four DCs and reduce its reliance on labor-intensive, sub-optimal processes. Benefits of the Baxter engagement, in conjunction with Prophet by Baxter software, included:

- Significant savings in shipping, inventory, and operational costs
- Improved availability of service parts
- Faster repair times

## **Consulting Services from Baxter Planning Systems**

Baxter's consulting engagements identify opportunities to reduce inventory costs, improve service levels, and help plan for changes in the supply chain. All analyses are performed by Baxter experts using Prophet™ by Baxter, the most advanced software available for service parts planning, forecasting and execution.