INDUSTRY
Commercial food equipment distribution and service

LOCATION
Western Canada

CHALLENGE
Planning over 15,000 parts for 80 technicians to support over 100 unique products

SOLUTION
Implement Baxter's best-of-breed software, Prophet, to fully optimize planning and forecasting

RESULTS
- Increased efficiency from 83% to 88%
- Improved service levels from 71% to 90%
- Strengthened relationships between service technicians and the supply chain group

Baxter Planning Systems Case Study:
Food Equipment Service Provider

DSL is a food service company distributing and supporting commercial restaurant equipment in Western Canada. Started 100 years ago as a dairy equipment supplier, DSL is now one of the top convenience, grocery, and restaurant supply stores in Western Canada serving customers such as McDonald's, 7-Eleven, Wendy's, Mac's Convenience, and more.

While their story has evolved over time, DSL's tagline "Now Serving You," is a reflection of their on-going commitment to customers. Learn how they have successfully leveraged Prophet by Baxter to continue honoring that commitment.

Challenge

The DSL Supply Chain plans over 15,000 parts for 80 technicians throughout Western Canada. These service parts support over 100 different products from multiple manufacturers. This level of complexity, paired with the challenge of planning inventory within the limited space of a technician's service vehicle, led the company to implement Baxter Planning Systems.

Solution

Increased Efficiency

The in-depth training and mentoring provided by Baxter's service supply chain experts quickly enabled DSL planners to fully realize the capabilities of the software. Soon after implementation, DSL was able to streamline their inventory and order the right parts to the right place. A key metric for DSL is the First Time Fix Rate which measures how often techs are able to complete the repair in a single (first) visit. In just six months, DSL improved their First Time Fix Rate from 83% to 88% which directly translates to improved technician utilization and ultimately, increased customer satisfaction.

Improved Service Levels

Baxter's Service Level Analytics identifies and categorizes parts that were unavailable to the technician at the time of a service call. DSL planners consistently leverage this report to recognize trends, promptly react, and circumvent any future shortages. These timely actions, coupled with automated replenishment of inventory from the warehouse to technician vans, have resulted in fill rates improving by 19%. Further, planners have found value in Baxter's prioritization logic as it optimizes the use of purchasing budgets to direct attention to parts most crucial to the business.

Strengthened Relationships

Another key benefit the organization has realized from using Baxter's solutions is an improved relationship between service technicians and the supply chain group. The dynamic functionality of the software empowers planners by providing reliable and accessible data that simplifies communicating with the technicians and builds trust throughout the supply chain. Planners now have data-driven conversations and can provide detailed reasoning behind a specific part delivery or reference usage data for an individual tech. Technicians now have more confidence in the parts being planned and can focus on providing quality service to the end customer.

Results

- ➢ First Time Fix Rate where techs are able to complete the repair in a single (first) visit improved from 83% to 88% in six months.
- ➢ Fill rates improved from 71% to 90%.
- ➢ Access to clear information has improved relationships between technicians and the supply chain group while allowing techs to honor the company commitment of serving customers.

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