

# 5

steps to level up your  
**SERVICE  
PARTS**  
supply chain performance



**GAINS**  
MOVE FORWARD FASTER

# IS YOUR SERVICE PARTS SUPPLY CHAIN READY FOR THE DIGITAL WORLD?

It's no secret that companies are running their service parts supply chains with systems that leave a lot to be desired. For most aftermarket parts distributors and maintenance, repair, and operations (MRO) organizations the supply chain challenges are daunting:

- **Costly misaligned inventory**
- **Risky spreadsheet-driven manual planning processes**
- **Poor service due to limited visibility and rigid systems**

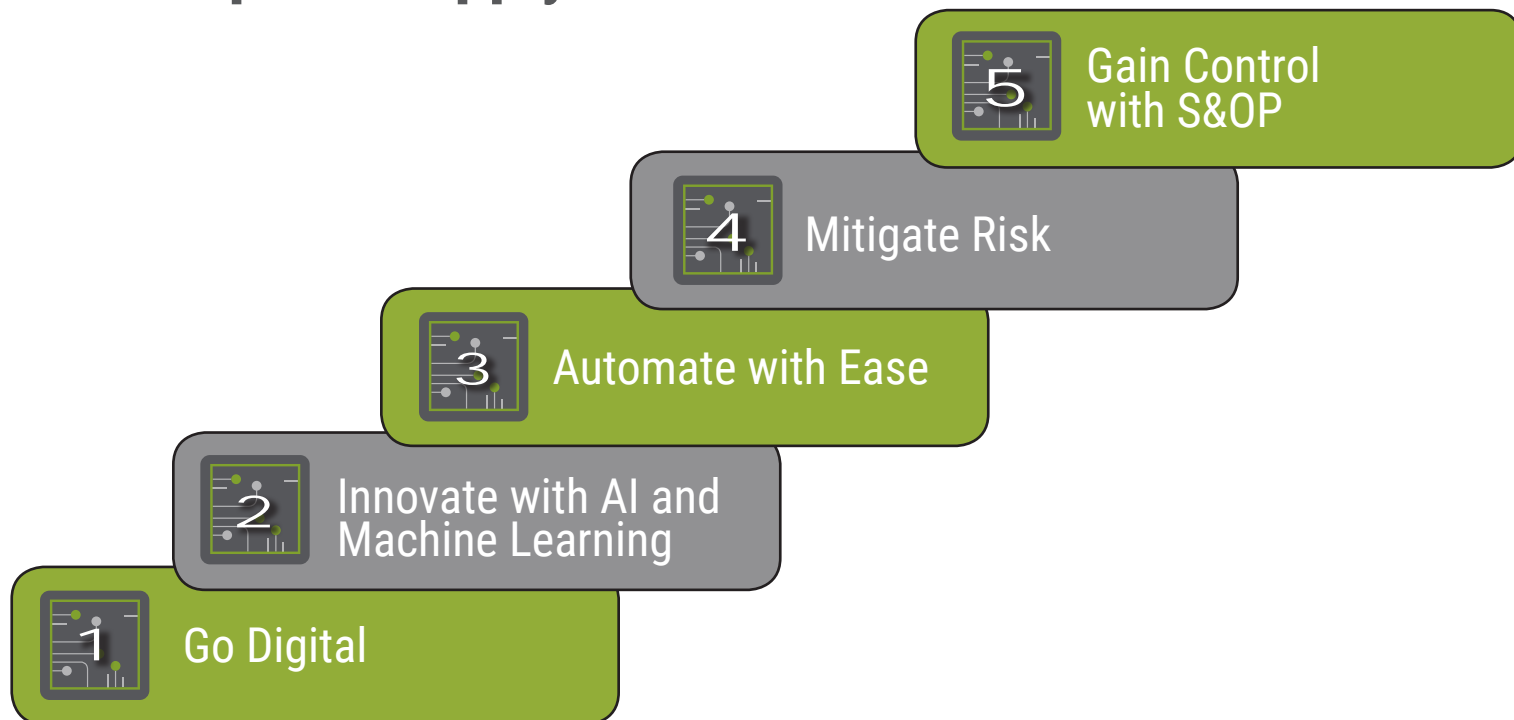
WITH THE

# RIGHT

APPROACH...

You can turn the table on these challenges.

**What's the Formula for leveling up your service parts supply chain?**





# Go Digital

Cloud computing, artificial intelligence, consumerization of IT, and the Internet of Things (IoT) are all trends that are enabling digital business transformation. And the speed at which customers, suppliers, and markets are changing continues to accelerate.

What's the first step in the digital transformation of your service parts supply chain? You need a highly scalable cloud-based solution that can:

- **Optimize and simulate** the complex service parts planning environment
- **Plan tens of millions** of parts by location at record speed
- **Deliver rapid time to value** with less effort



// Now that GAINS is installed we are able to provide the best service in the industry with **19%** less inventory and **30%** lower handling costs. //

ARE  
YOU

# READY?

## Gartner Predicts the Future of Supply Chain Technology

“ Through 2024, **50%** of supply chain organizations will invest in applications that support artificial intelligence and advanced analytics capabilities. ”

**Gartner**<sup>®</sup>

SOURCE: <https://www.gartner.com/smarterwithgartner/gartner-predicts-the-future-of-supply-chain-technology/>



# Innovate with AI and Machine Learning

Is your enterprise falling short by trying to overcome today's challenges with yesterday's planning process? Artificial Intelligence (AI) accelerates planning cycles to enable continuous planning with near real-time updates. Imagine using new demand or market signals as well as IoT data for demand sensing, forecasting and replenishment, gaining more accurate visibility, better decision-making, and greater customer service.



GE POWER

// When providing repair and maintenance to electric power generation facilities, part availability is a given. GAINS made sure we always had parts on the shelf so that no system was out of service, yet we still reduced our inventory investment and operating costs by over **25%.** //

With AI and machine learning you can:

- **Maximize profit** while meeting service level agreements
- **Leverage predictive analytics** to dynamically forecast based on attributes like attach rates or mean time to failure (MTTF)
- **Automate workflows** for replenishment, outlier detection, and prioritized engagement



# Automate with Ease

Are you struggling to determine the right amount of inventory for each SKU at the right location? Or manually monitoring time and service level performance given complex demand patterns and lead time uncertainties? Do the challenges only get tougher with seasonality, variability and capacity constraints?

Risky spreadsheets and existing systems simply fall short when it comes to multi-echelon inventory optimization. With unlimited access to internal and external data streams you can play to win by:

- **Delivering superior service with less effort**
- **Leveraging existing ERP integrations for quick onboarding and greater visibility**
- **Freeing up time for planners to serve customers instead of search for data**

## TEXTRON AVIATION

// We automated approval for **95%** of forecasts and approximately **22%** of replenishment line items, significantly reducing planner workload. //



# Mitigate Risk

With long lead times, expensive parts, multiple suppliers, sporadic part usage patterns, and requirements of OEM vs PMA parts, service parts supply chains have considerable complexity and risk. That's why companies use scenario planning to evaluate multiple options and drive better decisions.

You can level up by:

- Automating demand and supply sensing to accelerate planning
- Analyzing a more accurate risk assessment across all inventory locations from DCs to trunks
- Reviewing potential disruptions and assessing risk and recovery timelines



// MRO customers find GAINS appealing because it helps them achieve outstanding demand and business planning accuracy. The solution ensures customers always have parts on the shelf so that no system becomes out of service, thereby leading to improved customer service levels, **significant reduction in stock-outs** and related costs, and decreased inventory investment and operating costs. //



# Gain Control with S&OP

Are **departmental silos** sabotaging your planning efforts? It's time to improve visibility, facilitate collaboration and increase resiliency. With S&OP teams work across departmental boundaries and gain consensus to drive desired business results, faster.

Gain control and become more strategic with a solution that can:

- **Leverage workflows** that streamline review processes and accelerate proactive resolution
- **Minimize costs** with warranty, repair, remanufacture and substitution planning
- **Optimize profits** across fast and slow movers
- **Boost business confidence** and improve customer service



AUSTRALIAN  
DEFENCE FORCE

// We saved **\$14** million in six months. We are often promised these kinds of numbers; we're just not used to having them delivered, **GAINS**, beyond a doubt, delivered. //

# TAP INTO A WEALTH OF SERVICE PARTS EXPERIENCE

A world leader in transport infrastructure, power generation and electrical grid.

- Reduced combined inventory investment by **25%**
- Lowered carrying costs and expediting expenses by **27%**
- Maintained a consistent **97%** fill rate with near zero expediting

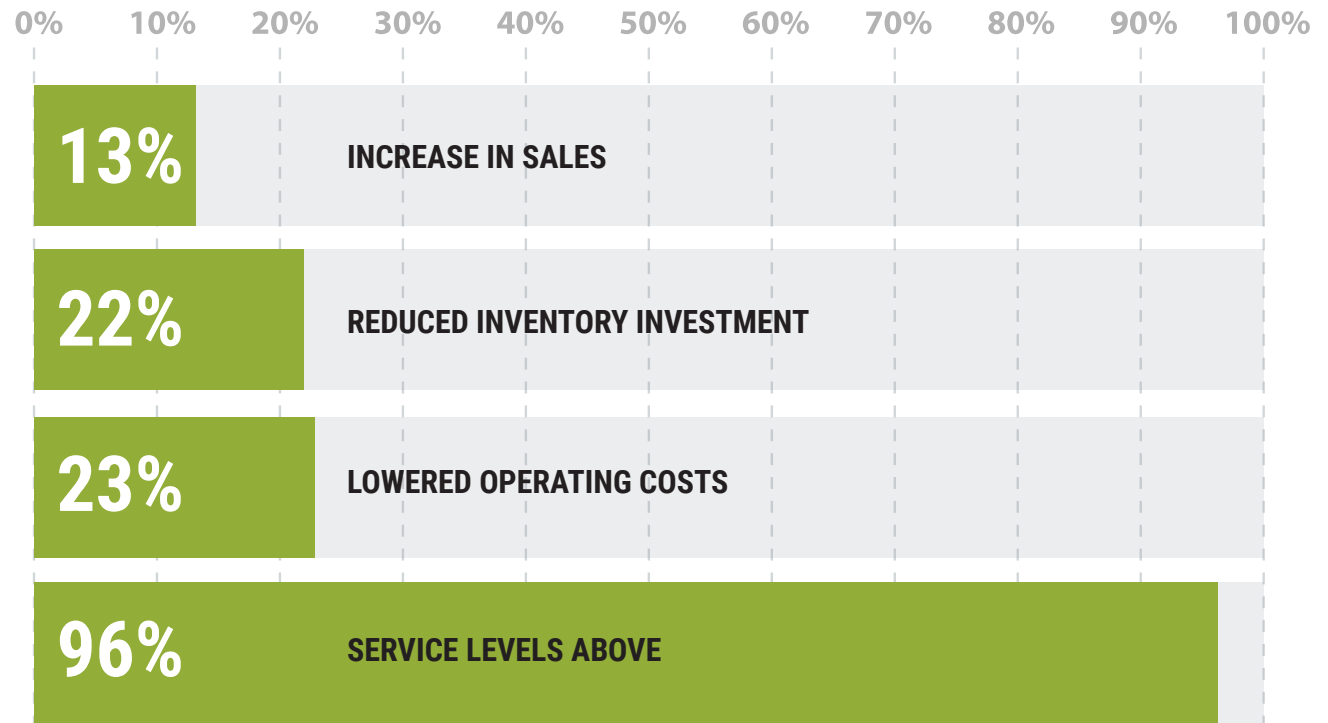


GE POWER



# Winning SERVICE PARTS Supply Chains

Ready to boost **service** while avoiding production shut-downs and slow-downs, diminished product availability, and customer attrition? Level up your service parts supply chain with GAINS and start driving numerous benefits:



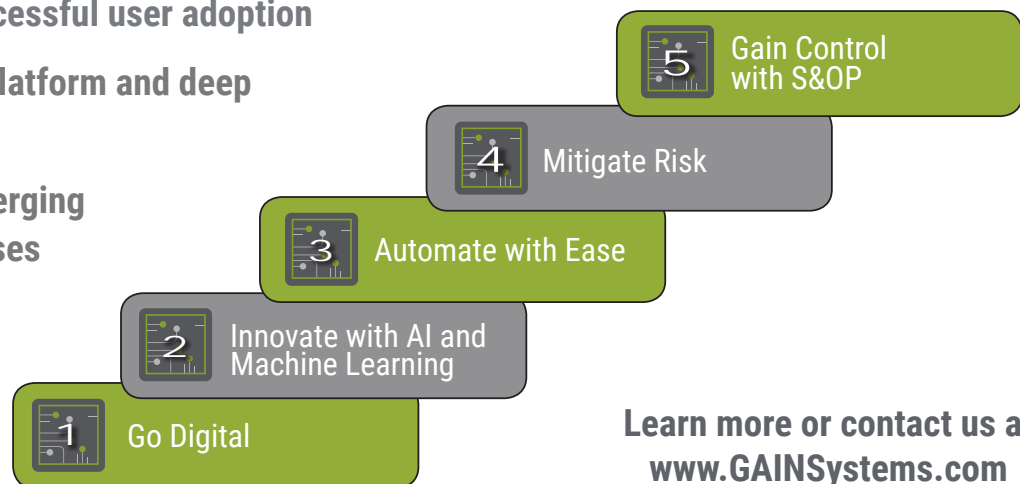
READY FOR

# The Next Level?

It's time to turn the tables on your service parts supply chain challenges and start a winning streak. From advanced analytics, AI and machine learning to inventory optimization and S&OP, GAINS provides a winning combination to take your business to the next level.

You can level up with:

- **Rapid results**, quick deployment and successful user adoption
- **Continuous innovation**, proven solution platform and deep service parts planning expertise
- **Digital transformation** that leverages emerging technologies, decreases risk and harnesses new opportunities
- **Service that delivers** high customer satisfaction and impressive retention rates



Learn more or contact us at  
[www.GAINSystems.com](http://www.GAINSystems.com)

