ToolsGroup is positioned in **the Leaders category in this 2024 IDC MarketScape** for worldwide supply chain planning in spare parts/MRO industries.

ToolsGroup is a global software firm with over 30 years in supply chain planning. Founded in 1993 and headquartered in Boston, Massachusetts, ToolsGroup has approximately 325 employees, with 250 employees focused on its 376 supply chain planning clients. ToolsGroup serves a variety of industries, with a diverse client base across the distribution, discrete, process, MRO/spare parts, and life sciences industries.

ToolsGroup offers tools to support:

- **Demand:** Probabilistic forecasting, tied to inventory models to sync demand and inventory planning, ML/AI, and multiple levels of aggregation
- **Supply:** Supply optimization, multi-echelon replenishment, network balance, and constrained and unconstrained planning
- **Inventory:** Optimization synched with demand planning inputs and using probabilities/forecasts (Flexible solutions include accessories, high-end products, spare parts, and other exception-based planning.)
- **S&OP:** Workflow, standardized S&OP process, decision hub, supply collaboration, and exception management support.

Strengths

ToolsGroup has built a composable offering focused on real-time data integration via API's and key technical partnerships. This has provided clients with flexible approaches to meet needs, though many clients buy the full planning platform. A probabilistic planning approach enables future-oriented views, and digital twin functionality supports what-if scenario modeling.

ToolsGroup's key strengths include:

- ML/AI leveraged for probabilistic forecasting to support optimization of safety stock, reordering, inventory, and constraint management
- Decision support tools in framework to partner human insight with ML/AI
- Balanced standardization and flexibility in S&OP to support disciplined workflows and exception management on asynchronous timelines
- Support for multi-echelon inventory optimization and large data ingestion at speed along with what-if scenario modeling

Offerings Specific to Spare Parts/MRO

While ToolsGroup offers many features and functions across industries, there are some differentiators offered in spare parts/MRO industries such as:

- Probabilistic forecasting integrated with stock mix optimization that has shown some success in the industry and that supports risk versus cost versus service considerations
- Inventory optimization including service class segmentation in addition to product segmentation
- Supply chain twin to model parts and services strategies and plans
- Competitive implementation timelines

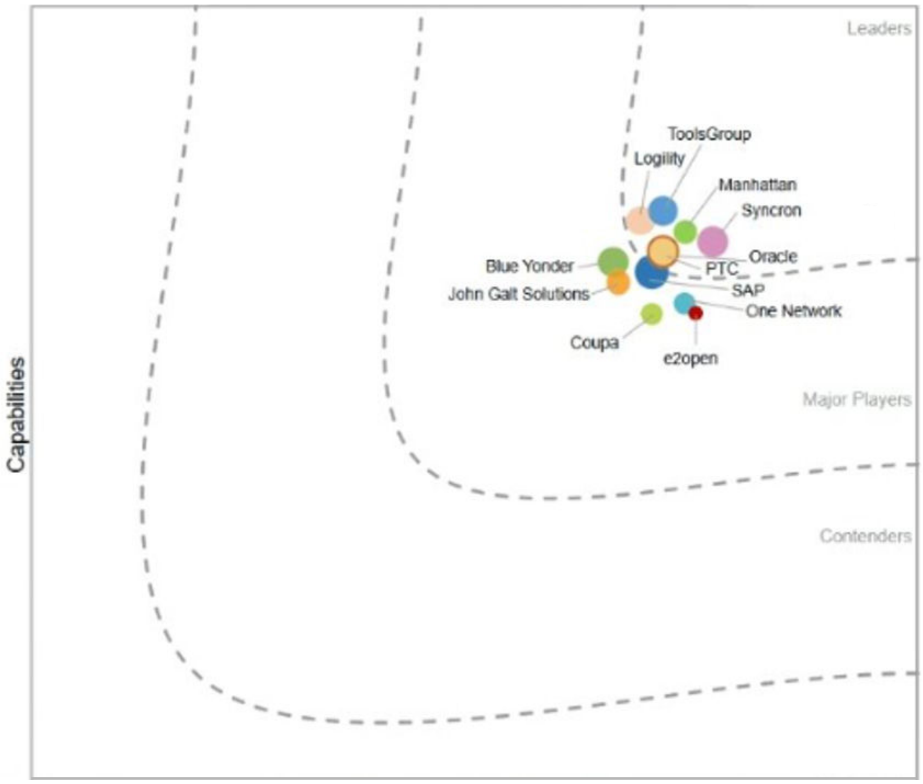
Challenges

ToolsGroup finds that some clients don't always fit its niche as it has decided to focus on its core strengths. To that end, the company feels that midsize and large companies with large inventories and long tails of SKUs are a fit. Some companies that may be less mature in business processes or technology may find that there is a transformation to best take advantage of advanced supply chain planning offerings (though this can be said of any vendor).

Consider ToolsGroup When

Manufacturers in all industries, especially those with large SKU offerings and/or complex distribution networks, may find ToolsGroup intriguing. Spare parts/MRO

clients may be intrigued by ToolsGroup's approach to inventory optimization and demand planning to manage the product line across SKUs. ToolsGroup's use of probabilistic planning and decision support may appeal to clients seeking to streamline planning by leveraging technology.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