/ VISIBILITY. OWNERSHIP. UPTIME.

AVNET

Why service fragmentation is becoming a business risk.

New research from MarketsandMarkets* found that the highest-performing service organizations are moving toward a Orchestrated model – that is more as seen on the right: one view across every provider in the service ecosystem, with one owner of the outcome. Avnet helps organizations make that transition through a connected service supply chain and global service delivery framework.

TWO FUNDAMENTALLY DIFFERENT OUTCOMES.

Where complexity multiplies cost, orchestration creates value.

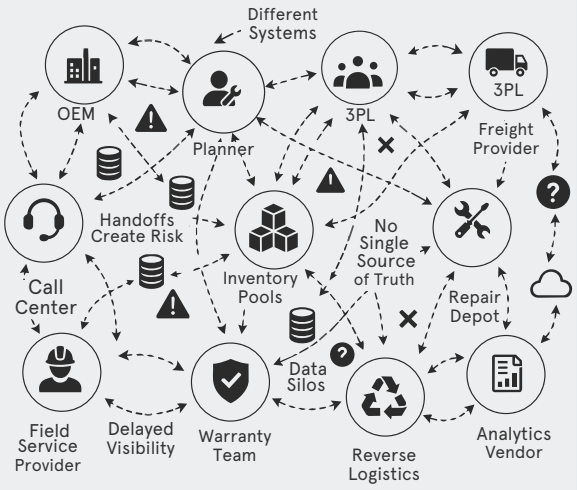
Fragmented model

Disconnected. Unclear. Unpredictable.

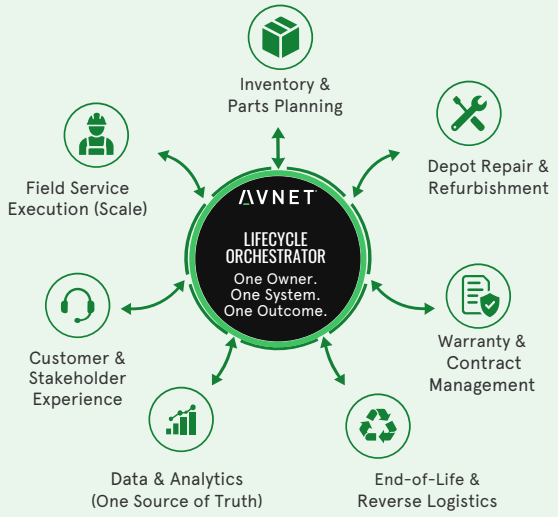
VS

Orchestrated model

integrated lifecycle orchestrator



- Multiple partners and handoffs create risk and delay
- No single entity owns the service outcome
- Visibility stops at each provider's system boundary
- SLA failures accumulate at handoff points
- Working capital trapped in uncoordinated inventory pools



Unified Data Layer Across the Entire Lifecycle

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Fragmentation has real business consequences

TRAPPED CAPITAL
Misaligned inventory

SLA RISK
Disconnected providers

INCONSISTENT EXECUTION
Regional variation

> ***95% of manufacturing service leaders faced supply chain disruption last year – only 32% feel confident in their resilience. One in five operators who experienced a financially consequential outage reported it cost more than $1 million, and 80% believed better management or process would have prevented it.***

* Source: MarketsandMarkets™, "End-to-End Services Supply Chain Transformation — The Strategic Case for End-to-End Service Delivery," 2026. © MarketsandMarkets™. Used with permission.

Avnet Integrated Solutions
avnet.com/integrated

/ ONE PARTNER. ONE NETWORK. ONE SERVICE SUPPLY CHAIN

Working with Avnet Integrated Solutions as your single service supply chain orchestrator connects inventory and parts planning, field service execution, depot repair and refurbishment, warranty and contract management, and end-of-life and reverse logistics - under one accountability, one data layer, and one face to the customer regardless of geography. SLA performance is owned, not distributed. Working capital is governed as a unified portfolio, not scattered across uncoordinated pools.

One point of accountability — Orchestrating delivery across parts, logistics, field service, repair, and depot operations, with clear ownership across the service supply chain.

One end-to-end view — A unified view of performance, inventory, service activity, and operational risk across the entire service delivery ecosystem.

One global network — Support new markets and service requirements through an established global parts and field service network.

One proactive engine — Address SLA risk earlier and standardize delivery across service functions and geographies.

Unlike traditional providers that focus on isolated aspects of service delivery, Avnet leverages an end-to-end solution stack combining proven analytical models, advanced decision-support toolsets, global operational scale, and deep industry expertise. We help you drive measurable improvements in inventory efficiency, parts availability, service performance, and overall cost-to-serve.

Avnet Integrated Solutions | One partner. One network. One service supply chain.

Take the Service Fragmentation Assessment

Reach us at GlobalServices@avnet.com

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