

Reverse Logistics & Repair

The 2026 Buyer's Guide & Vendor Landscape

A practitioner's guide to evaluating, costing, and selecting reverse logistics, depot repair, and aftermarket service software: what these systems do, how they differ from retail returns, how the market and vendors stack up in 2026, what they cost, how to run the selection, and how to separate the physical market from the software.

Prepared by **Supply Chain Research** · June 2026 · Vendor-neutral: we take no payment from the vendors covered.

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1. Executive summary

Reverse logistics software manages the flow of goods back from customers and through the aftermarket: returns processing, depot and field repair, warranty management, service-parts planning, asset recovery, and refurbishment. This guide is about the business-to-business aftermarket and repair side of that flow, the systems that keep installed equipment running and recover value from returned and end-of-life products. It is distinct from retail returns management, the customer-facing handling of online and store returns, which is a separate category. For years the aftermarket was an afterthought to new-product sales. The recognition that aftermarket and repair carry far higher margins than new equipment, together with circular-economy pressure and AI, has made it strategic. In 2026 the category is being reshaped by AI applied to repair and service parts, by the convergence of returns, repair, and warranty, and by a sizing debate that hinges entirely on separating physical services from software.

This guide is written for service, aftermarket, supply chain, and IT leaders evaluating reverse logistics and repair software, and for the teams who must integrate it with the warehouse, ERP, and carriers. It is deliberately vendor-neutral: we accept no payment from the vendors covered, and we name no single best platform, because the right choice depends on whether your priority is returns orchestration, depot repair, or service-parts planning, and on the complexity of your aftermarket. The pages that follow define the category, size the market honestly, where the essential discipline is separating the trillion-dollar physical market from the much smaller software market, profile the aftermarket, returns-orchestration, and optimization tiers, lay out an evaluation framework, and explain why repair-workflow depth and integration, not the feature list, decide the return.

Physical, not software

the trillion-dollar reverse-logistics figures are physical services, not software spend

~2.5x margin

aftermarket operating margins run about 2.5 times new-equipment sales (Deloitte)

No Gartner MQ

there is no Magic Quadrant; IDC MarketScapes cover service parts and warranty

What the evidence says

Separate the physical market from the software. The reverse-logistics figures quoted near one trillion dollars are physical services such as transport and refurbishment, not software, and dedicated software is a tiny fraction with no consensus sizing.

The aftermarket is where the profit is. Aftermarket services carry operating margins around 2.5 times new-equipment sales and can be more than half of total manufacturer profit, which is why this software protects a profit pool, not just a cost.

This is not retail returns. The business-to-business aftermarket, depot repair, and service-parts side is a different problem from customer-facing retail returns management, with different vendors and far more workflow depth.

Coverage is IDC, not Gartner. There is no Gartner Magic Quadrant for reverse logistics; IDC MarketScapes for service-parts management and for warranty assess the field, with Synchron a Leader in both.

Repair-workflow depth is the dividing line. The platforms that handle complex repair and service-parts workflows deliver value, and those built for simple returns do not, which is where evaluations turn.

2. What reverse logistics software is

Reverse logistics and aftermarket software manages everything that happens after a product is sold and may come back or need service. The core capabilities are:

- **Returns processing.** Receiving, inspecting, and dispositioning returned goods, deciding whether each item is repaired, refurbished, recycled, or scrapped.
- **Depot and field repair.** Managing the repair workflow, from intake and diagnosis to parts, labor, and return, in depots and in the field.
- **Warranty management.** Administering warranty entitlements, claims, and supplier recovery, a major and often leaky cost center.
- **Service-parts planning.** Forecasting and positioning the spare parts that repair depends on, balancing availability against inventory cost.
- **Asset recovery and refurbishment.** Recovering value from returned and end-of-life products through refurbishment, parts harvesting, and resale.

Why this is not retail returns

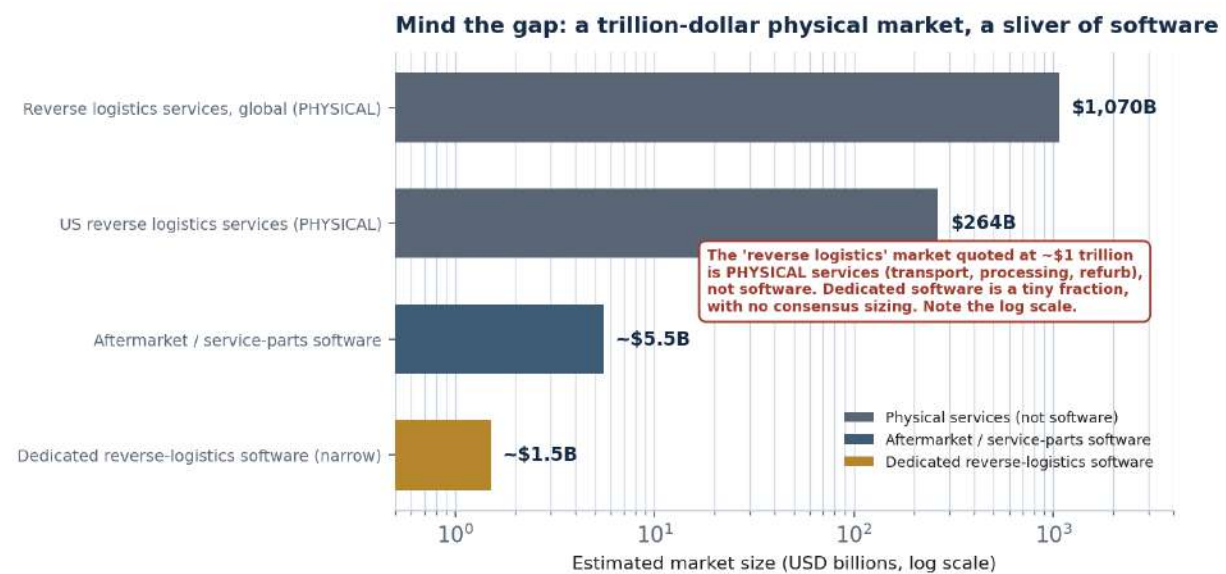
The single most important distinction in this category is that the business-to-business aftermarket is a different problem from retail returns. Retail returns management handles the high-volume, customer-facing flow of online and store returns, optimizing the consumer experience and the resale of lightly used goods. The aftermarket and repair side, the subject of this guide, manages the complex, lower-volume flow of repairing installed equipment, planning service parts, and administering warranty, where the workflows are deep and the value at stake is the uptime of expensive assets. The two share the label reverse logistics but need different software, and conflating them leads buyers to tools that cannot handle their actual problem. The depth of a platform's repair and service-parts capability is the heart of any evaluation.

Function	What it manages	Profile
Retail returns	Customer-facing returns and resale	High volume, consumer
Depot repair	Complex repair workflow	Lower volume, B2B
Service parts	Spare-parts planning	Availability vs cost
Warranty	Entitlements and claims	Cost recovery

Reverse logistics and aftermarket software is distinct from the retail returns platforms covered separately, and from forward warehouse and transportation systems, though it integrates with all of them. Knowing whether your priority is returns orchestration, depot repair, warranty, or service-parts planning is the first scoping decision, because different vendors lead in each.

3. The reverse logistics market in 2026

Reverse logistics has the most misleading market figures in this entire series, and the reason is a single confusion: physical services versus software. The reverse-logistics market quoted at roughly one trillion dollars globally, and around \$264 billion in the United States by 2030, is physical services, transport, processing, refurbishment, not software. Dedicated software is a tiny fraction of that, with no consensus figure at all. Figure 1 shows the gap on a logarithmic scale, the only honest way to display it.

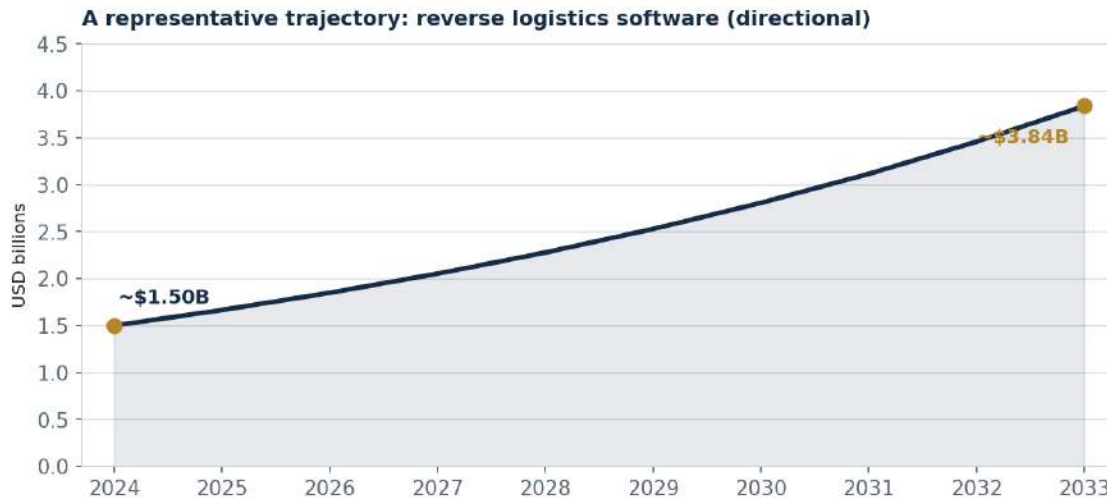


Source: Grand View Research (physical reverse logistics, US ~\$264B by 2030, global 1.07T). Software figures are representative; no consensus dedicated-software sizing exists.

Figure 1. The physical reverse-logistics market dwarfs the software market by roughly a thousandfold. The trillion-dollar figures are services, not software. Note the log scale.

Why the physical and software figures must be separated

If there is one thing to take from this guide, it is to size the market rigorously by separating the physical from the software. Grand View Research and others size the physical reverse-logistics market, the cost of moving, processing, and refurbishing returned and end-of-life goods, in the hundreds of billions to a trillion dollars, growing at around 8.6 percent. That is an enormous services economy, but it is not what a software buyer is purchasing. The software that runs reverse logistics, returns orchestration, repair, warranty, and service-parts planning, is a far smaller market with no consensus sizing, plausibly a few billion dollars in total. Quoting the physical figure for a software decision overstates the market by roughly a thousand times, and it is the single most common error in this category.

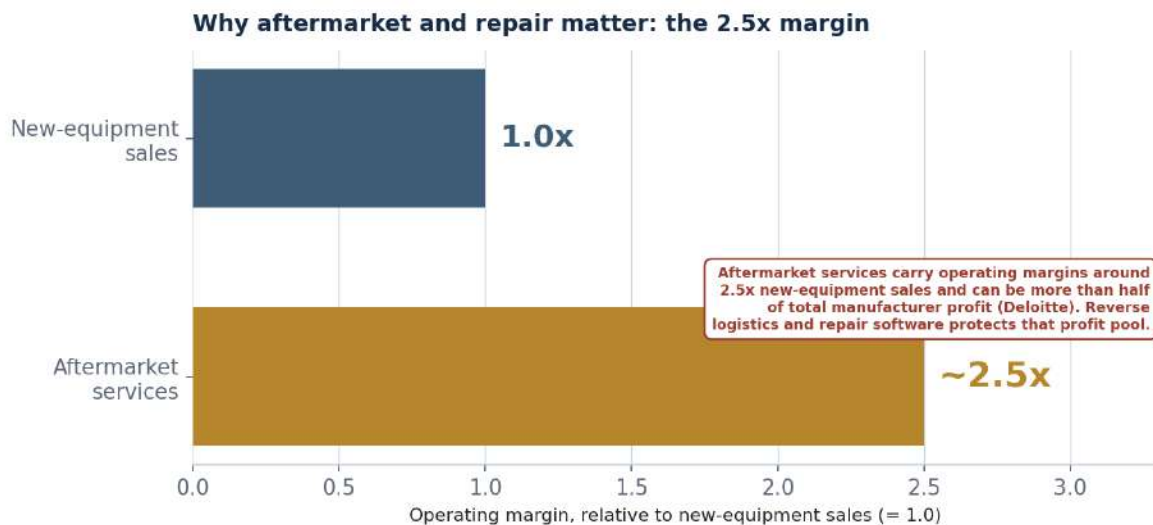


Source: Supply Chain Research illustrative estimate at ~11% CAGR. No consensus sizing exists for dedicated reverse-logistics software; the physical services market grows at about 8.6%.

Figure 2. A representative, directional trajectory for reverse logistics software. No consensus sizing exists; the physical services market grows at about 8.6 percent.

Why the aftermarket is the real prize

The reason this software matters, despite the murky sizing, is margin. Aftermarket services, repair, parts, and warranty, carry operating margins around 2.5 times those of new-equipment sales, and can account for more than half of a manufacturer's total profit, as Figure 3 shows. Reverse logistics and repair software exists to protect and grow that high-margin profit pool, by keeping repair efficient, service parts available, and warranty cost recovered. Set against the value of the aftermarket it manages, the software is a small investment guarding a large return, which is why interest in the category is rising even as its sizing stays imprecise.



Source: Deloitte aftermarket-services analysis (operating margins roughly 2.5x new-equipment sales; aftermarket can exceed 50% of total manufacturer profit). An independent benchmark.

Figure 3. The aftermarket margin multiple (Deloitte, an independent benchmark). Aftermarket services carry roughly 2.5 times the operating margin of new-equipment sales.

4. The vendor landscape

The reverse logistics and aftermarket market spans service-parts and aftermarket specialists, returns and reverse orchestration platforms, repair and parts optimization, and 3PL lifecycle services. We group vendors into four tiers by what they do best, not by size. No vendor leads every tier, and the field is covered by IDC rather than Gartner.

What the analysts say

The analyst picture is distinctive: there is no Magic Quadrant. The essentials:

- **There is no Gartner Magic Quadrant for reverse logistics.** Gartner does not publish a dedicated quadrant for this field, so there is no single ranked grid covering returns, repair, and service parts together.
- **IDC MarketScapes provide the coverage.** IDC publishes MarketScapes for service-parts management and for warranty and service lifecycle, in which Synchron has been positioned as a Leader, the closest thing to an analyst scoreboard here.
- **No quadrant means references and fit matter more.** Without a unifying ranking, reference customers in your industry and a careful match to your specific aftermarket priority carry more weight than a position on a grid.

Reverse logistics and repair landscape, 2026



There is no Gartner Magic Quadrant for reverse logistics; coverage is via IDC MarketScapes for service-parts management and warranty and service lifecycle, where Synchron is a Leader. SCR interpretation, not analyst coordinates.

Figure 4. Supply Chain Research's directional map. There is no Gartner quadrant for reverse logistics; these positions are our interpretation, not analyst coordinates.

Service-parts and aftermarket specialists

These vendors do aftermarket service management at depth. Synchron, founded in Sweden in 1990 and majority-owned by a private-equity investor, offers service-parts pricing and planning, warranty, and depot repair, with customers such as JCB and Mazda and a recent move into intelligent inventory buffering. PTC's

Servigistics is one of the oldest service-parts management platforms, strengthened by an aviation maintenance acquisition, and IFS provides well-regarded service logistics and depot repair, with Baxter Planning focused on service-parts planning. Strengths: depth across repair, parts, and warranty, and analyst recognition. Limitations: they are enterprise platforms with the cost and complexity that implies, and value is greatest for asset-intensive aftermarkets.

Returns and reverse orchestration

These vendors orchestrate the returns and reverse flow. ReverseLogix, a Cambridge Capital-backed platform led by Gaurav Saran, manages end-to-end returns for both business and consumer channels, with customers such as Jabra and DHL. Optoro has pivoted toward returns software, and Newmine and Claimlane address returns reduction and claims. Strengths: end-to-end returns orchestration spanning channels. Limitations: lighter on deep repair and service-parts planning than the aftermarket specialists, and pricing is often opaque.

Optimization and lifecycle services

Two further groups complete the picture. Repair and parts optimization, ToolsGroup, Lokad, and others, bring advanced service-parts forecasting and optimization to the planning problem. And 3PL and lifecycle services, Flex, Ingram Micro Lifecycle, and ServiceCentral, provide outsourced reverse logistics, refurbishment, and recycling at scale, often with sustainability reporting. Strengths: optimization depth and outsourced scale respectively. Limitations: the optimization tools address one slice of the flow, and the 3PL services are operations rather than software a company runs itself.

Vendor summary

Vendor	Tier	Best fit	Notes
Syncron	Aftermarket specialist	Service parts, pricing, repair	IDC MarketScape Leader
PTC Servigistics	Aftermarket specialist	Complex service-parts management	Long-established; aviation MRO
IFS / Baxter Planning	Aftermarket specialist	Service logistics, depot repair	Strong field-service heritage
ReverseLogix	Returns orchestration	End-to-end returns, B2B and B2C	Cambridge Capital-backed
Optoro / Newmine / Claimlane	Returns orchestration	Returns software and reduction	Optoro pivoted to software
ToolsGroup / Lokad	Repair / parts optimization	Service-parts forecasting	Advanced optimization
Flex / Ingram Micro Lifecycle	3PL lifecycle services	Outsourced reverse logistics	Refurbishment and recycling at scale
ServiceCentral	Repair / lifecycle	Repair operations management	Repair-centric workflows

Positions and notes are Supply Chain Research's interpretation from public information and the IDC MarketScapes for service-parts management and warranty, current to mid-2026. There is no Gartner Magic Quadrant for reverse logistics. Ownership and scope change quickly; verify current details directly with each vendor.

5. How to evaluate a reverse logistics platform

The differentiators in reverse logistics are repair-workflow depth, fit to your aftermarket priority, and integration, more than the headline feature list. We use five dimensions.

The five evaluation dimensions

1. **Aftermarket priority fit.** Is the platform strongest where you need it, returns orchestration, depot repair, warranty, or service-parts planning? Different vendors lead in each, so define your priority first.
2. **Repair-workflow depth.** Can it handle your real repair processes, intake, diagnosis, parts, labor, and return, rather than just simple returns? This is what separates aftermarket platforms from retail-returns tools.
3. **Service-parts capability.** How well does it forecast and position the spare parts that repair depends on, balancing availability against inventory cost?
4. **Integration.** How cleanly does it connect to your warehouse, ERP, and carrier systems, the forward operations that reverse logistics must work alongside?
5. **AI, sustainability, and viability.** Assess AI for repair and parts, support for circular-economy reporting and parts harvesting, and the vendor's stability over a long aftermarket lifecycle.

Making the decision

Match the platform to your aftermarket priority and complexity. Asset-intensive manufacturers needing deep repair, parts, and warranty reward the aftermarket specialists such as Synchron, PTC Servigistics, and IFS. Companies whose priority is orchestrating high-volume returns reward the returns platforms such as ReverseLogix. Companies focused on the planning problem reward the optimization tools, and those wanting to outsource reward the 3PL services. Then validate repair-workflow depth and integration against your own operation.

A selection process that works

6. Define your primary aftermarket priority, returns, repair, warranty, or service parts, and shortlist the leaders in it.
7. Walk your real repair and returns workflows through the platform, not a vendor demonstration scenario.
8. Test service-parts planning against your own parts, demand, and service-level targets.
9. Probe integration with your warehouse, ERP, and carriers early, with real data.
10. Assess AI, sustainability reporting, and vendor stability, and check references in your industry.

6. Cost and pricing

Reverse logistics pricing varies widely by capability and is often opaque, scaling with volumes, modules, and complexity, and integration drives much of the effort. The models you will encounter:

Pricing model	Typical basis	Notes
Subscription	Annual platform fee	Scales with volume and modules
By module	Per capability	Returns, repair, warranty, parts priced apart
By volume	Per return or repair	Scales with throughput
Outsourced (3PL)	Per unit or service fee	Operations, not a software license
Implementation	Project fee	Integration and workflow setup

What drives the number

Volumes, the modules chosen, and the complexity of the repair and service-parts workflows are the main cost drivers, and integration with the warehouse, ERP, and carriers is the largest implementation effort. An enterprise aftermarket platform for an asset-intensive manufacturer is a substantial commitment; a focused returns-orchestration tool is lighter. Pricing in this category is frequently opaque and quoted only on request, more so than in better-defined markets. A common mistake is buying a simple returns tool for a complex repair and service-parts operation, then finding it cannot handle the workflows. Model the full cost, including integration and workflow setup, against the aftermarket value the platform protects.

Reverse logistics pricing is typically gated behind a sales process and depends heavily on scope and complexity, so published figures, where they exist at all, should be treated as starting points. Build a workflow walkthrough and a reference check into the buying process to validate both cost and the efficiency and recovery benefits the vendor projects.

7. Implementation: where programs succeed or fail

Reverse logistics programs fail in predictable ways, and almost none of the failure modes are about the user interface. They are about workflow depth, integration, and matching the tool to the problem. The recurring causes:

- **A returns tool is bought for a repair problem.** If a simple returns platform is used for complex depot repair and service parts, it cannot handle the workflows, and the aftermarket operation stalls. Matching the tool to the problem is decisive.
- **Repair workflows are modeled too shallowly.** If the platform does not capture the real repair process, intake, diagnosis, parts, labor, and return, technicians work around it and the data becomes unreliable.
- **Integration with forward operations is weak.** If the platform does not connect to the warehouse, ERP, and carriers, reverse logistics runs as a disconnected silo and the savings and recovery never materialize.
- **Service-parts planning is underpowered.** If spare parts are not planned well, repairs stall for lack of parts or inventory cost balloons, undermining the economics of the whole operation.

Workflow deep repair-process modeling is what makes the platform usable	Integration clean links to warehouse, ERP, and carriers keep it from becoming a silo	Parts strong service-parts planning is the precondition for efficient repair
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Three principles that separate success from failure

Match the tool to the problem. Buy for your actual aftermarket priority, deep repair and parts where you need them, not a simple returns tool, because the wrong fit cannot be configured away.

Model the real repair workflow. Capture the full repair process so technicians use the system rather than working around it, because workflow fidelity determines both adoption and data quality.

Integrate with forward operations. Connect the warehouse, ERP, and carriers so reverse logistics is not a silo, because that integration is where the efficiency and recovery are realized.

A phased rollout

Sequence the program to retire risk early. Begin with your highest-value aftermarket priority, returns, repair, or service parts, modeling its real workflows, integrating with forward operations, and proving the benefit on that core. Then extend to adjacent functions, add service-parts optimization and sustainability reporting, and broaden across products and regions. Treating these as sequential stages, rather than a single switch, is what separates a smooth rollout from a stalled one.

8. Trends shaping 2026

AI for repair and service parts

The dominant trend is AI applied to the aftermarket: predicting which parts will be needed and where, guiding diagnosis and repair, and optimizing depot operations. Because service-parts availability is the constraint on efficient repair, AI that improves forecasting and positioning, including intelligent inventory buffering, is among the clearest near-term applications in the category.

The circular economy and parts harvesting

Sustainability and circular-economy pressure are elevating reverse logistics from cost center to value source. Recovering value through refurbishment, parts harvesting, and resale, and reporting the environmental benefit, is becoming a board-level priority, and platforms that quantify recovered units and avoided emissions are gaining attention.

Convergence of returns, repair, and warranty

The historically separate functions of returns, repair, warranty, and asset recovery are converging onto unified platforms, so a returned item can flow seamlessly into repair, refurbishment, or warranty recovery. This convergence is a meaningful shift, reducing the handoffs and data gaps that have long plagued the aftermarket.

Servitization and outcome-based contracts

As manufacturers move toward selling outcomes and uptime rather than products, the aftermarket and the software that runs it become central to the business model. Servitization raises the stakes on repair efficiency and parts availability, because the manufacturer now carries the cost and the promise of keeping equipment running.

AI depot repair and agentic frontiers

Depot repair is an early target for AI-assisted diagnosis and workflow automation, with the aftermarket specialists investing here. As across supply chain software, agentic AI is an emerging frontier, promising to act on aftermarket data with less human effort, though it is early and demonstrated capability should be weighed over roadmap promises.

9. Segment-specific guidance

The right approach depends on your aftermarket priority and asset intensity. The table summarizes where each segment usually starts; the prose adds the nuance.

Buyer profile	What matters most	Where to start
Asset-intensive manufacturer	Depot repair, parts, warranty	Syncron, PTC Servigistics, IFS
High-volume returns operation	Returns orchestration	ReverseLogix, Optoro
Service-parts intensive	Forecasting and positioning	Syncron, Baxter, ToolsGroup
Sustainability-driven	Recovery, refurbishment, reporting	Flex, Ingram Micro Lifecycle
Outsourcing-minded	Scale without building it	3PL lifecycle services

Asset-intensive manufacturers need deep depot repair, service parts, and warranty, the strength of the aftermarket specialists. **High-volume returns operations** need orchestration across channels, where the returns platforms lead. **Service-parts-intensive businesses** need strong forecasting and positioning, the domain of Syncron, Baxter, and the optimization tools. **Sustainability-driven companies** reward recovery, refurbishment, and reporting, and **outsourcing-minded companies** reward the 3PL lifecycle services. The unifying rule is to match the platform to your aftermarket priority first, then your asset intensity.

10. ROI and the business case

The business case for reverse logistics software is unusually strong because it protects a high-margin profit pool. The levers are recovered value from returns and refurbishment, efficient repair, available service parts, recovered warranty cost, and the sustainability benefit of circularity. The discipline is anchoring the case to the aftermarket value at stake, while treating vendor savings figures as a ceiling.

Recovery refurbishment, parts harvesting, and resale recover value from returned goods	Repair efficient depot and field repair lowers cost and raises uptime	Warranty better warranty management recovers cost and reduces leakage
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Where the value comes from

Most of the return comes from protecting and improving the aftermarket. The aftermarket carries operating margins around 2.5 times new-equipment sales and can be more than half of total manufacturer profit, an independent Deloitte benchmark, so software that keeps repair efficient, service parts available, and warranty cost recovered guards a disproportionately profitable part of the business. Notably, around a fifth of manufacturers cite insufficient reverse logistics as the main barrier to aftermarket profitability, which is precisely the gap this software closes, and best-practice operators such as Caterpillar have long treated reverse logistics as a competitive advantage. Beyond profit protection, value recovery from refurbishment and parts harvesting turns a cost into a recovery, and circularity reporting adds a sustainability benefit. Vendor-cited efficiency gains should be treated as a ceiling, but the business case is strongest where the aftermarket is large and currently underserved by software, and it should be modeled on your own aftermarket margins, repair volumes, and parts economics rather than a generic figure.

11. Frequently asked questions

What is reverse logistics software?

Software that manages the flow of goods back from customers and through the aftermarket: returns processing, depot and field repair, warranty management, service-parts planning, asset recovery, and refurbishment. This guide covers the business-to-business aftermarket and repair side, which is distinct from retail returns management.

How is this different from retail returns software?

Retail returns management handles the high-volume, customer-facing flow of online and store returns and the resale of lightly used goods. The aftermarket and repair side covered here manages the complex, lower-volume flow of repairing installed equipment, planning service parts, and administering warranty. They share the label but need different software.

Why are the market-size figures so confusing?

Because the reverse-logistics figures quoted near one trillion dollars globally, and around \$264 billion in the United States, are physical services, transport, processing, and refurbishment, not software. Dedicated reverse-logistics software is a far smaller market with no consensus sizing, plausibly a few billion dollars. Quoting the physical figure for a software decision overstates it roughly a thousandfold.

Is there a Gartner Magic Quadrant for reverse logistics?

No. Gartner does not publish a dedicated Magic Quadrant for reverse logistics. The closest analyst coverage is IDC's MarketScapes for service-parts management and for warranty and service lifecycle, in which Syncron has been positioned as a Leader. Without a unifying ranking, references and fit matter more.

Who are the leading vendors?

It depends on the tier. Aftermarket and service-parts specialists include Syncron, PTC Servigistics, IFS, and Baxter Planning; returns-orchestration platforms include ReverseLogix and Optoro; repair and parts optimization includes ToolsGroup and Lokad; and 3PL lifecycle services include Flex and Ingram Micro Lifecycle.

Why does the aftermarket matter so much?

Because it is where the profit is. Aftermarket services, repair, parts, and warranty, carry operating margins around 2.5 times new-equipment sales and can be more than half of total manufacturer profit. Reverse logistics and repair software protects and grows that high-margin profit pool, which is why it is a small investment guarding a large return.

What does it cost?

Pricing varies widely by capability and is often opaque, scaling with volumes, the modules chosen, and the complexity of repair and service-parts workflows. An enterprise aftermarket platform is a substantial commitment; a focused returns tool is lighter. The largest implementation effort is integrating with the warehouse, ERP, and carriers.

Should I buy a returns tool or an aftermarket platform?

It depends on your priority. A returns-orchestration tool suits a high-volume, customer-facing returns operation; an aftermarket platform suits complex depot repair, service parts, and warranty. Buying a simple returns tool for a complex repair operation is the most common mistake, because it cannot handle the workflows.

How is AI changing reverse logistics?

AI is being applied to predict which service parts will be needed and where, guide diagnosis and repair, and optimize depot operations, including intelligent inventory buffering. Because parts availability constrains efficient repair, AI that improves forecasting and positioning is among the clearest near-term applications, with agentic capabilities still early.

What is the most common reason these programs fail?

Buying a returns tool for a repair problem, modeling repair workflows too shallowly, weak integration with forward operations, and underpowered service-parts planning. Almost none of the common failures are about the interface. Matching the tool to the problem and modeling the real repair workflow are the most important steps.

12. Recommendations

A practical path for buyers, drawn from the analysis above:

- 11. Separate physical from software in the sizing.** Ignore the trillion-dollar reverse-logistics figures for a software decision, because they are physical services; size the much smaller software market on its own terms.
- 12. Anchor the case to aftermarket margin.** Build the business case on the high-margin aftermarket the software protects, around 2.5 times new-equipment margin, rather than on software cost alone.
- 13. Define your aftermarket priority first.** Decide whether returns, depot repair, warranty, or service parts is your priority, because different vendors lead in each and the shortlist follows from it.
- 14. Do not buy retail-returns software for a repair problem.** Match the tool to the complexity of your aftermarket, because a simple returns platform cannot handle deep repair and service-parts workflows.
- 15. Use IDC, not a quadrant, plus references.** Because there is no Gartner Magic Quadrant, lean on the IDC MarketScapes and reference customers in your industry to compare vendors.
- 16. Treat ROI claims as a ceiling.** Model recovery, repair, and warranty benefits on your own aftermarket margins and volumes, and weigh AI and sustainability claims by demonstrated capability rather than roadmap.

13. Methodology and caveats

- This guide synthesizes public market-research estimates, the IDC MarketScapes for service-parts management and warranty, independent analysis from Deloitte, vendor disclosures, and trade reporting, current to mid-2026. Supply Chain Research is independent and accepts no payment from the vendors covered.
- The most important caveat is that the headline reverse-logistics market figures, roughly one trillion dollars globally and around \$264 billion in the United States by 2030, are physical services, not software. Dedicated reverse-logistics software has no consensus sizing and is far smaller; the software trajectory in Figure 2 is illustrative and directional only.
- There is no Gartner Magic Quadrant for reverse logistics; the field is covered by IDC MarketScapes for service-parts management and for warranty and service lifecycle. The landscape map in Figure 4 is our directional interpretation, not analyst coordinates.
- The aftermarket margin multiple in Figure 3 is drawn from Deloitte analysis, an independent benchmark, indicating aftermarket operating margins around 2.5 times new-equipment sales and potentially more than half of total manufacturer profit. Efficiency and recovery figures are vendor sourced and treated as a ceiling.
- This guide covers the business-to-business aftermarket and repair side of reverse logistics; retail returns management is a separate category covered separately. Vendor ownership and scope change quickly; validate current details directly with vendors before any purchasing decision.

14. Sources

- [1] Grand View Research (2024). [Reverse Logistics Market Size and Share Report](#). US ~\$264B by 2030, ~8.6% CAGR (physical services).
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Additional figures drawn from: MarketsandMarkets and other firms on spare-parts and service-parts management sizing; IDC MarketScapes for service-parts management and warranty and service lifecycle (Synchron a Leader); Deloitte analysis that roughly one-fifth of manufacturers cite insufficient reverse logistics as the main barrier to aftermarket profit; and vendor disclosures from Synchron, IFS, ReverseLogix, Flex, and PTC. Reverse-logistics market figures near one trillion dollars are physical services, not software, and no consensus software sizing exists.

Supply Chain Research is an independent, vendor-neutral research platform for supply chain and IT leaders. We accept no payment from the vendors covered. Figures should be validated against your own requirements before any purchasing decision.