

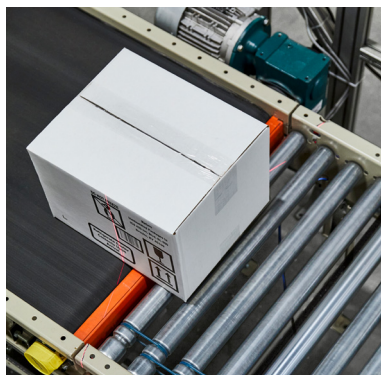
Expertise ensures expedited on-boarding and launch processes



Discover how a leading global healthcare company, a pioneer in plasma science, partnered with ICS to exceed their logistics, delivery, and reporting requirements. This innovative company sought out a trusted partner to improve the speed-to-market for pharmaceutical products with strict expiration dates.

ICS supported an expedited on-boarding, launch, and emergency order process, ensuring that the healthcare company could meet its critical delivery timelines and maintain the integrity of its supply chain.

The situation



The company needed to deliver blood derivatives to hospitals and blood testing facilities within expedited shipping and delivery timelines, reduce fulfillment and shipping errors, and employ advanced analytics with data reporting to strengthen their critical supply chain.

Previously, the healthcare company was owned by a long-time ICS customer. When the customer transferred ownership, the bio sciences innovator entered into an agreement with another logistics company that was unable to meet the stringent delivery timelines for blood derivatives. They were also unable to handle the high volume of product orders and shipments, causing extensive rollover of orders and delays.

Faced with unnecessary delays in their supply chain, the company ended their existing 3PL contract and returned to a trusted partner that could meet and exceed their logistics, delivery, and reporting needs – ICS.

The solution

An average of
1,000
orders are placed per month

An average of
20,000
units are shipped per month

Receive in-bound product orders at 8 a.m. CT and are in the system and being processed by 11 a.m.

Expediting through expertise — ICS demonstrated an in-depth understanding of the healthcare company's needs through a detailed plan for increased speed to market, KPI reports for emergency orders placed after hours and data collection on the entire order cycle, from order fulfillment to delivery.

The ICS team began on-boarding the manufacturer's blood derivative products and worked collaboratively with their internal team to meet the expedited 30-day launch.

Dedicated team — Because high-value blood products have short expiration dates, ICS established a dedicated team at the Brooks Distribution Center in Kentucky. This team developed and implemented a custom-tailored process, implemented with precise attention to detail. Timely order fulfillment and shipping is critical for blood derivatives because the product expires quickly, and hospitals and blood testing centers cannot utilize expired lots. The dedicated Brooks team focuses on monitoring and reporting product expiration dates, prompt order fulfillment and shipping and delivery statuses to ensure the product arrives at the point of care on schedule.

All-year-round support — To support expedited orders, ICS provides the bio sciences company with 24-hour emergency service enabling them to place critical orders by phone or email. A dedicated ICS customer service representative is on-call at all hours, and provides the manufacturer a specialized KPI tracking report for emergency rush orders, even those called in at 3 a.m. An average of five to ten emergency orders are placed every week.

"The dedicated team at the warehouse that focuses just on the bio science company provides an even higher level of attention to the account. We communicate with them a lot, and the ability for us to provide timely responses is very important to them."

— Client's account manager

The outcome

ICS communicates as soon as possible if there are any roll over orders and aims to ship those orders out same-day

ICS's partnership has exceeded the company's expectations.

With thorough communication, quick order fulfillment and on-schedule shipments, the manufacturer is able to provide excellent product delivery to hospitals and blood testing centers on-time and at an expedited pace. ICS is appreciative of the successful partnership with the bio science company and will continue to meet and exceed their logistics needs.

Learn more about how a 3PL partnership with ICS can help transform your business. [Contact us now.](#)



ICS is the model of excellence in global healthcare logistics.

Since 1997, ICS has partnered with pharmaceutical manufacturers to deliver customized healthcare logistics solutions that improve the quality and efficiency of your supply chains. We have organically grown to become the recognized industry leader in outsourced logistics and distribution services.

With our expertise and the global capabilities of Cencora, we bring proven and innovative solutions that deliver results.

By starting with a consultative approach, we tailor your logistics strategy to your business goals and patients' needs.

[Contact us](#) today about your specialty logistics requirements.