

CAR-T Apheresis

CASE STUDY

A Global Pharma Company requires European solution for pickup and delivery of CAR-T Apheresis material within 24h to its central laboratory in support of autologous treatments.



CHALLENGE

- **Door to door** transport solution for **super urgent and sensitive Human Cells** collected after Apheresis.
- **Packaging** equipment need to be **pre-conditioned** and positioned at shipping clinic.
- **15 minute time window pick up**
- The product needs to be **delivered** in the lab in **less than 24h**, including customs clearance

SOLUTION

- **Hybrid solution** using cross divisional expertise, with **competitive overall solution, short transit times and compliant transport**
- **24/7/365 pro-active monitoring customer service team** with intervention if necessary
- **Trackable package-level visibility** and accountability throughout the transport
- Return of empty packaging

BENEFITS

- **Reliable tailor made set up**, covering the specific product and shipping requirements
- Hyper Care Team for intervention/exception management
- **Maximum flexibility** to adapt to changing requirements immediately.
- **Single Point of Contact** for all shipping needs
- **Full end-to-end transparency** and control through DHL websites/ notifications and status updates