

Sample logistics

CASE STUDY

An Americas Region CMO requires delivery of biological samples with limited shelf-life viability, in support of clinical trials.



CHALLENGE

- High volume of shipments: clinical trial spans multiple clinics across the US each servicing several patients
- Strict delivery window of 2 hours within placement of order
- Nature of study is blind: required a way for patient's names and addresses to be shielded from customer, but not interfere with the delivery

SOLUTION

- Hybrid solution of DHL Same Day and DHL Medical Express WMX , with 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

BENEFITS

- Delivery of time sensitive clinical trial biological samples within strict viability timelines
- Faster product release and investigation process
- Reduction of delays, redundancies and risk