



SECTOR CASE STUDY

IMPROVED VISIBILITY AND CONTROL OF REGIONAL CLINICAL LOGISTICS NETWORKS

Global Clinical Logistics solutions deliver efficient, agile and sustainable orchestration of clinical operations, enabling end-to-end visibility, reduced costs and a fully scalable and standardized solution.

DHL Supply Chain – Excellence. Simply delivered.



For businesses in the life sciences and healthcare sector, clinical logistics are at the forefront of their research and development efforts, an essential element of innovation to improve the lives of patients across the globe. Clinical logistics require long and rigorous processes where patient participation is crucial to success; therefore, a robust approach to clinical logistics can expedite the launch of new products and deliver critical care.

Our customer is a global market leader in biotechnology and pharmaceuticals, the largest in terms of clinical trial numbers conducted worldwide. With the clinical supply chain an extension of their research and development, orchestrating an agile and efficient network is a key strategic priority.

CUSTOMER CHALLENGE

With a partnership spanning two decades, our customer trusted us to find the most effective ways to improve efficiency, visibility, and control of their clinical logistics, reducing overall logistics spend and improving the environmental footprint of their solutions. Our customer dealt with the increased complexity of their clinical logistics network by individually managing multiple clinical trial providers locally, a considerable hurdle to controlling costs and ensuring the highest quality standards.

Another important challenge to address with the solution was to improve the sustainability of temperature-controlled shippers. The existing solution did not cater to the shipment volume variability typical of a clinical trial process, meaning that when volumes were low, these shippers transported more void during the early stages of a study. The single-use nature of the packaging also meant the overall solution had a significant environmental footprint.

CUSTOMER CHALLENGE:

- Fragmented supplier base
- Multiple points of contact for operations management
- Long medication delivery lead times and maintaining high regulatory compliance and quality
- Environmental footprint of single-use shippers to deliver to patients

DHL SUPPLY CHAIN SOLUTION:

- Resilient end-to-end clinical logistics solution with standard processes and systems across the network
- Two regional depots to manage clinical operations in APAC and Europe; 4 in-country locations for domestic distribution
- Temperature-controlled, reusable closed-loop packaging

CUSTOMER BENEFITS:

- 40% cost savings on overall logistics spending and improved transport management
- Improved global visibility of end-to-end operations with consistent quality and regulatory compliance
- Increased delivery lead time, reliability and improved customer service
- Reduced packaging waste and void in the box

DHL SUPPLY CHAIN SOLUTION

We implemented a resilient end-to-end solution to integrate our customer's clinical logistics distribution into our global clinical logistics depot network, consolidating their local depots into regional hubs. We manage Asia Pacific (APAC) operations from Singapore; and their Europe operations from the Life Sciences & Healthcare Campus in Florstadt (Frankfurt, Germany). The services provided include import/ export management of goods.

We set up standardized in-country warehouses for domestic distribution in Brazil, Mexico, South Africa, and Australia. DHL Medical Express manages 95% of the transport across APAC and Europe, facilitating all customs clearance activity. Supporting the solution, our Clinical Logistics Service Center acts as a single point of contact, with streamlined account governance, standardized processes and customer services. Using our advance data management tools and by integrating with our customer's global ERP and IRT systems, we ensure complete visibility of a globally connected network.

We also implemented temperature-controlled, reusable closed-loop packaging as a sustainable solution over single-use shippers. These reusable shippers are durable, provide the required insulation and phase change material for clinical products and reduce waste, improving the overall carbon footprint of the solution. Because of their right-sizing capabilities, these shippers adapt to volume variability, significantly reducing void in the box.

CUSTOMER BENEFITS

The end-to-end clinical logistics solution provides a consistent, globally standardized operational approach with the in-country flexibility to cater for concrete local requirements and regulations. Our customer achieved 40% cost savings in logistics spending, by streamlining operations from three different providers to one, with additional improvements in end-to-end operational visibility, more reliable lead times and centralized customer service management. Transport management by one primary carrier also offers increased spend visibility.

The sustainable packaging solution reduced waste and improved the overall environmental footprint. In addition, because of our central procurement approach, our customer achieved packaging material cost reductions.

The plug-and-play concept of this logistics solution makes it highly scalable, while maintaining the same global quality standards, regulatory compliance and consistency of service, which will play a critical role in the roll-out of additional locations already in our customer's pipeline. We remain committed to driving standardization across our customer's global clinical supply chain through our collaborative partnership.

FOR FURTHER INFORMATION

Contact our supply chain experts [here](#) >
or visit our [website](#) >

