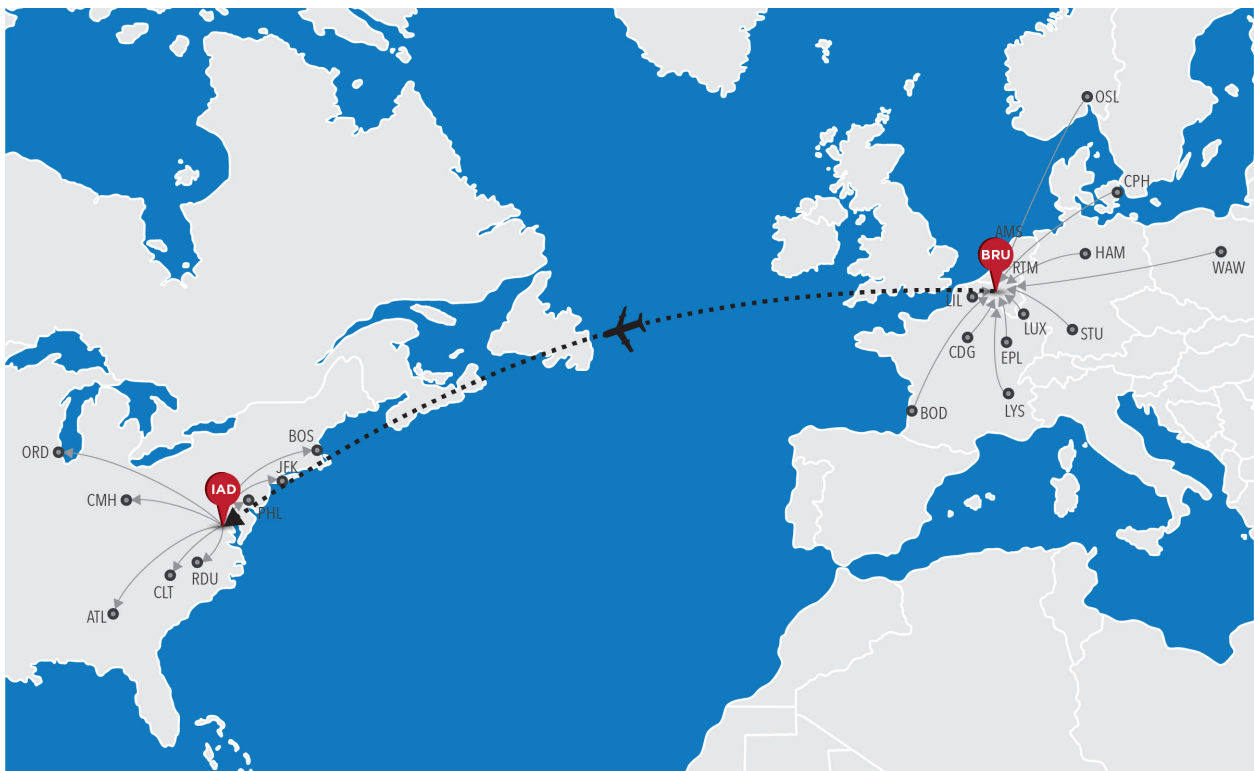


INNOVATIVE SOLUTIONS FOR THE PHARMACEUTICAL INDUSTRY

CASE STUDY

One of the world's largest pharmaceutical and consumer health companies with over 100,000 employees in 115 countries specialising in respiratory and HIV therapies. Due to a spike in demand and restrictions on manufacturing capacity in the US, they needed to move large volumes of inhaler product from France to Tennessee; in a fast and dedicated active temperature control environment using a secure and confirmed solution.



OPPORTUNITY

The challenges this company faced are ubiquitous in the Healthcare industry. They need to adhere to strict regulatory compliance, maintain product security, and manage supply chain costs without compromising product integrity. Increasing supply chain regulations based on Good Distribution Practices (GDP) standards require cargo handling in GDP compliant processes and facilities requiring application and proof of temperature control.

OUR SOLUTION

Expeditors, in partnership with select airlines and agents, is addressing this challenge with a dedicated daily air service connecting Europe with North America. Our approach was to assess and manage the risk of door to door air services. We identified the variables that frequently lead to uncontrolled exposure and excursions. We then implemented processes through facility investments, dedicated air services, and continuous monitoring and oversight to manage and minimize the risk.

The result is Expeditors' Transatlantic Healthcare Service. In combination with our Route Design Tool, which maps out the timings and locations of product throughout the process, we presented our healthcare customer with a GDP compliant healthcare highway that offers minimum airport-to-airport transit time, secured daily capacity, and full visibility with temperature monitoring which allows for maximum risk mitigation.

THE RESULTS

In three days Transatlantic Healthcare Service moved close to 100 pallets of highly sensitive temperature controlled goods, in a complete GDP compliant environment. This entailed three fully Pharma loaded Boeing 777 between Brussels and Washington DC using tight processes and dedicated temperature controlled vehicles for outbound and inbound trucking from Evreux and to Knoxville without temperature excursions, capacity issues or GDP concerns. Our customer was delighted with this performance as the traditional "black holes" of airport handling had been effectively closed by the THS.

