



Keeping Your Cool

Life sciences 3PL gives customers greater supply chain control

Life Science Logistics aims to offer a high-quality, nimble, and focused approach to supply chain management. The third-party logistics (3PL) provider serves pharmaceutical, medical device, and biotech manufacturers, making warehouse temperature control of vital importance. To that end, the company offers a full range of environments, including frozen (-30°C), refrigerated (2°C–8°C), and controlled ambient (20°C–25°C). Its services also are compliant with U.S. Food and Drug Administration (FDA) current Good Manufacturing Processes (cGMP), giving clients further flexibility and control over their supply chains.

When Life Science Logistics Founder and Principal Richard Beeny first set up the firm, he knew he would need a supply chain management technology that would

- offer proven expertise in health care and life sciences distribution
- help create a state-of-the-art distribution system

- provide FDA-complaint software
- supply an Internet-based, open-technology platform
- host the company's systems with solid support.

Beeny opted for the TECSYS EliteSeries for health care. "With their deep expertise in distribution, it was an easy decision," he says. "When our customers outsource their supply chain operations to us, they're looking for the best value, quality, and flexibility. These are the same criteria that led us to choose TECSYS."

Beeny was committed to TECSYS's shared utility model concept, which gives his 3PL a virtual data center and even information technology (IT) staff. The services can be shared throughout the organization and with customers, regardless of their location. They also enable business leaders to standardize technologies and consolidate operations in one virtual location.

Safety and effectiveness

In health care, the name of the game is strict adherence to regulations.

Thus, being able to deliver products at the right price without sacrificing quality is key. In addition to cGMP, TECSYS helps Life Science Logistics meet the objectives of the cGMPs for the 21st Century Initiative, which the FDA created to make health care and life sciences manufacturers compliant with Part 11 electronic records requirements.

According to the FDA, the guidance provides "recommendations about computerized systems that are used to create, modify, maintain, archive, retrieve, or transmit clinical data intended for submission to FDA." These data form the basis for the agency's decisions regarding the safety and effectiveness of new human and animal drugs, biological products, medical devices, and certain food and color additives. Because the data have such broad public health significance, they must be of high quality and integrity.

Affordable supply chain tools

The TECSYS EliteSeries for health



Life Science Logistics employees perform warehousing activities for their clients, including picking, packing, shipping, and reverse logistics.

care includes order, warehouse, transportation, and financial management tools. The system supports an order-to-cash model and provides charge-back processing and accounts receivables management, all of which are critical in the health care environment.

“With our order-to-cash model, customers reap big benefits,” Beeney says. “While some customers only want to outsource warehousing and distribution, others take advantage of the opportunity to focus on their core competency of manufacturing and leave the rest to us.”

EliteSeries is validated according to the cGMP requirements and enables customers to place orders and view inventory online in real time. The underlying IT infrastructure is a remotely hosted enterprise resources planning (ERP) application.

The solution offers the following specific benefits for 3PL operations:

- Managers are able to focus on what they do best—moving goods efficiently, economically, and up to

standards—and deliver improved customer satisfaction.

- The tool is a predictable investment based on a flat monthly fee for improved cash flow with minimum capital outlay and risk.
- The EliteSeries application service provider (ASP) provides the latest version of available software online in its data center. Growing and changing customers can use one application across entire organizations, regardless of variations in organizational structure, new locations, or acquisitions and mergers.
- With the ASP’s data center in place, distribution operators can begin work online with a standard ERP system in just three months.
- Customers who choose TECSYS to host their ERP applications have secure access to software, technology, and IT and support staff in a 24/7 virtual data center available from anywhere in the world.

“Hosting the application by TECSYS was a strategic decision,” says Beeney. “TECSYS’s expertise in distribution and technology and their capability to manage the fulfillment cycle from order to cash allows us to focus on customer service and growth. The uniqueness of TECSYS’s integrated applications has freed us from the enormous challenge of having to deal with multiple IT providers, a drawback that we have seen in most of our competitors.”

Going with the flow

Life Science Logistics leaders are very pleased with the TECSYS EliteSeries integrated suite of Internet-based supply chain management applications. The solution manages their firm’s complete order fulfillment cycle, from order capture and processing to warehousing and transportation management. Customer orders flow through key warehousing and distribution activities, including picking, packing, kitting, shipping, and reverse logistics. Plus, customers can access back-office functions, such as order tracking, shipment status, invoicing history, inventory visibility, and financial information.

Being able to deliver products at the right price without sacrificing quality is key.

“Today, we have a reliable IT infrastructure that can be tapped anytime, from anywhere, securely,” Beeney says. “The system is always available; it’s like Googling into a supply chain network of applications [to give] us and our health care customers peace of mind and visibility of what is happening, where, and when. Most importantly, it is helping us achieve a high level of customer satisfaction.” ■