

Healthcare logistics

Arvato provides individual logistics solutions for pharmaceutical and medical technology companies across Europe – for all product categories and temperature ranges.

The European healthcare market and its sales channels undergo constant change and continually present pharmaceutical and medical technology companies with new challenges. We at Arvato are here to support you: We use individual and fully integrated distribution and logistics solutions in order to find and realise optimal concepts for your products, clients, and of course for your patients. We are also able to incorporate existing structures into our solutions concept as required.

↓ 01 Individual logistic solutions out of one hand

Though many healthcare companies have previously relied on national and Europe-wide storage structures that are independent of each other, for some years now, a trend has been developing towards creating harmonised European concepts. This facilitates the creation of standardised structures, a reduction in stock, optimised processes and lower costs. With a European site network that is specifically tailored to the requirements of pharmaceutical and medical technology clients, Arvato offers customised [Central and Multi-Warehouse solutions](#):



Our broad range of intelligent [transport management](#) solutions enables short delivery periods – to destinations across the globe, applicable to all product categories, temperature ranges, and diverse logistics concepts. Individual usage of various distribution centres allows manufacturers to reduce additional transport costs.



[Integrated Postponement solutions](#) are particularly beneficial for companies that manufacture high-quality biopharmaceuticals, facilitating a low and flexible range of stock. Arvato's [manufacturing licence](#) for the process of repacking and labelling medicine provides companies with the best possible conditions for regional and central distribution.



[Named Patient Supply services](#) also facilitate delivery to selected patients before product authorisation has been granted. Solutions for [risk management programmes](#) complement our range.



In addition, we offer [Forward Stocking Locations](#) that allow, for example, medical technology manufacturers to supply individual markets or clients in the shortest possible time, sometimes even a few hours after receiving the order.



On demand, we also support companies that manufacture life-saving medicine with our [24-hour emergency delivery](#), which runs seven days a week, 365 days a year. Similarly, an increasing number of manufacturers that produce generic medicines or in-vitro diagnostic medical devices are relying on Arvato's process expertise, high level of quality, IT skills and integrated services range – regardless of whether their logistics models are national or international.



Healthcare logistics at a glance:

- Strong international site network
- 138,000 m² dedicated storage area
- 250 million products delivered
- Carrier-independent transport management
- Comprehensive order-to-cash settlement
- Standardised, Europe-wide, SAP-based IT landscape
- Multilingual customer service (covering all key languages)
- Temperature-controlled storage (+15 °C to +25 °C, +2 °C to +8 °C, -70 °C and -20 °C)
- Certifications: GDP, GMP, ISO, known consignor
- Reports: Sarbanes-Oxley Act (SOX) Report (SSAE 16 SOC 1 Type 2/ISAE 3402 Type 2)
- GMP-compliant production processes (labelling, packing, repacking, kitting, etc.)
- Postponement
- Dedicated client manager: Qualified points of contact to aid with process coordination and act as an interface with Arvato experts

↓ 02 'One Europe': Standardised processes with one central contact

Multilingual teams provide all communication with the clients, from order taking to returns, all the way to invoicing and dunning. In addition, they are specially trained and are well versed in European regulations, as well as national formalities and customs specifications.

Our **quality assurance, managed from a central source**, and **Europe-wide standardised and SAP-based IT system** can be applied to all warehouse locations and minimise the complexity of each process. They also provide manufacturers with a comprehensive and standardised reporting system, maximum transparency, and one single **contact person** responsible for addressing all questions and topics at all sites across Europe.

Arvato provides all its clients with the support necessary to develop and implement new, end consumer orientated order-to-cash models across Europe. In addition, we match all clients' requirements with the corresponding concepts, no matter if they are established healthcare companies or start-ups ready to grow with our help.

Arvato's European network offers the ideal foundation for comprehensive and customised logistics solutions, all from one provider:





↓ 03 Worldwide transportation – flexible and temperature-controlled

Seamless temperature control through cold chain management

Arvato offers the ideal logistics infrastructure for temperature-controlled warehousing and transporting thermosensitive products. Depending on your needs, we can store products at -70 °C, -20 °C, +15 to +25 °C or +2 to +8 °C. A range of ingenious monitoring systems ensures that everything meets the necessary legal conditions and manufacturer requirements.

Depending on your individual requirements, products can be actively cooled during transport and shipped by selected refrigerated carriers, or passively cooled in specially developed, validated transport packaging. Products are dispatched in compliance with [GDP guidelines](#). Client orders are packed in designated picking areas in compliance with the most stringent quality standards before being released for shipment. We can guarantee a seamless maintenance of defined temperature ranges from the moment goods arrive in one of our distribution centres to the moment a shipment is received by the end customer. Here at Arvato, we do not depend on specific subcontractors for our supply of passive cooling systems or transport services when it comes to designing solutions for our clients. This flexibility ensures that we can always find the best possible solutions for individual clients' needs.

[Seamless track & trace](#) processes ensure that everything is adequately controlled and reported throughout the whole shipping cycle. This allows us to pinpoint individual shipments at any given time on demand, or to determine whether a product has been or will be delivered to the consignee within the specified deadline – in a carrier-independent and cross-border manner.

Transport management facilitates transport control tower

With access to more than 100 associated carriers, our carrier-independent [transport management system](#) offers you flexible international transport options, by road, track, air and sea. At the same time, you will be benefiting from the buying power of a large logistics company.

Our transport management system allows us to find the most suitable and cost-efficient carrier for any shipment, any time. Be it a package, transport for actively cooled goods, courier delivery or a whole range of products – leave the [control tower function](#) to us. Our transport information system gives you an overview of all your goods' movements at a glance. We will only provide you with one monthly consolidated invoice covering all transport. This reduces transport and administration costs.

With its proactive troubleshooting function, our flexible transport management also gives you the flexibility to react in the best possible way to unforeseen situations and to facilitate a timely delivery. We build on the 'best-in-class' principle to organise a heterogeneous European transport environment for our clients.

Your benefits



Increased transparency:

An overview of all freight carriers and their services

Reduced administrative costs:

Consolidated invoicing across all transport

Proactive troubleshooting:

Known scenarios and alternative solutions in the event of problems in the transport process



↓ 04 All sales channels sourced from one distribution centre

Arvato serves various sales channels from its warehouses in order to ship medical products to: wholesalers, hospitals, pharmacies, doctors, laboratories and patients. We provide optimal support for manufacturers' multi-channel strategies, shipping goods from one warehouse which facilitates the creation of standardised structures, a higher level of transparency, optimised processes and stock and reduces costs.

Pre-wholesale – services for the manufacturer

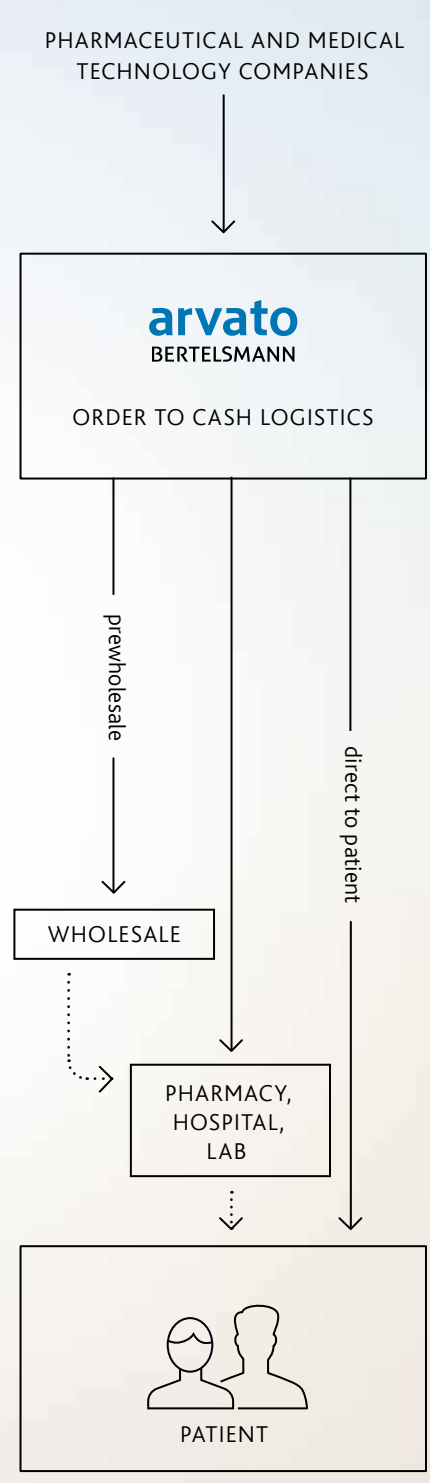
Arvato provides storage for pharmaceutical and medical technology manufacturers and transports their products to wholesalers. Manufacturers retain ownership of their medicine and goods are only billed once they have arrived at the wholesaler. Manufacturers benefit from our industry specific knowledge. All activities meet the Good Distribution Practice (GDP) requirements. This allows us to guarantee control of the sales chain at all times and to maintain the quality and integrity of the medicinal products.

Direct to Pharmacy/Hospital

Secure supply chains are now more important than ever, to prevent falsified medicine from reaching patients and to ensure that, for example, temperature requirements for thermosensitive products are met. The more direct the delivery to end consumers (e.g. pharmacies or hospitals), the higher the level of security. At the same time, however, such direct distribution channels also increase the complexity of the process to such a level that many companies are unable to face the challenges this presents. With our **direct-to-pharmacy** and **direct-to-hospital** models, we transact all order-to-cash processes – from order taking and logistics (including postponement processes) all the way to invoicing and reporting. Pharmacies, medical facilities, and patients all benefit from the increased security invested in the process of obtaining products with reliable quality through a pre-determined, fully qualified and documented sales channel, as well as from the absence of a middle man. The necessary levels of transparency are guaranteed at all times through the creation of corresponding reports, all based on our integrated IT infrastructure.

Direct to Patient – Arvato brings you and your patients closer together

Our experts are on hand with their thorough and cross-industry IT know-how should you have any questions relating to webshop systems or their creation and maintenance. Our Europe-wide logistics and distribution solutions, which have secured the trust of certain notable clients, make us the optimal partner for the seamless link-up of supply chain processes, from order management, financial and reimbursement management, all the way to the delivery to the end consumer. Specially trained and multi-lingual customer service representatives provide you and your clients with further added value.





↓ 05 Postponement, distribution, packing, repacking and labelling

Arvato's central warehouse offers the necessary flexibility for reduced stock under the official licence related to packing, repacking, and labelling medicinal products (guidelines 2001/83/EC). Specially trained employees manage countless GMP-compliant [production and packaging steps](#), such as exchanging package inserts or applying labels (e.g. Bollini) – from small quantities to mass production. This allows you to store products in a generic state until just before shipment, when they can be tailored to each country. Pharmaceutical companies benefit from the synchronisation of the [postponement solutions](#) with existing processes in the areas of logistics, sales, production or transport.

Of course we also help medical technology manufacturers to increase the flexibility of their stock, reduce costs, and react more quickly to demands made by the market or their clients. This includes, for example, intelligent kitting or print-on-demand solutions for information accompanying each product such as instruction manuals.

↓ 06 Customised solutions for your serialisation requirements: Implementing the Falsified Medicines Directive

To prevent falsified medicine from reaching pharmacies, [serialization](#) will be made mandatory in the EU by 2019. Only intelligent and [high-performance IT](#) systems are able to produce millions of serial numbers and apply them to the packaging for medicinal products. With the creation of its own [Corporate Serialization Database \(CSDB\)](#), which manages serial numbers and transmits them to contract manufacturers or packaging services as required, Arvato has developed a model that aims to prevent falsified medicines as best as possible. A database is the optimal IT solution for your serialization management. A site module applies codes onto the folding boxes and communicates used serial numbers to national verification systems (e.g. in Germany, this would be "Securpharm"). This allows pharmacies to determine whether medicines are real and verified and thus can be sold or not. Many other national verification systems in Europe already rely on Arvato's IT expertise.

Your benefits



Data protection:

Encrypted data exchanges and VPN technology leave no room for manipulation

Flexibility:

Changes can be implemented quickly without extensive programming effort

Postponement:

When batches are repackaged, codes can be easily deactivated through scanning, and new codes can be applied

“ We are masters of the complexity on European healthcare markets and provide customised, integrated logistics solutions – centrally, regionally, and locally.

Andreas Olpeter
Vice President Sales & Business Development

↓ 07 Optimised communication with healthcare professionals and patients

Our order-to-cash logistics solutions are perfectly complemented by communication solutions with healthcare professionals and patients. We use a range of all established as well as innovative communication channels (phone, co-browsing, chat, video), and frequently build on a cross-medial approach, in order to support your field structures or even replace them in direct sales. This intensifies and strengthens communication between doctors and the sales representatives in a cost-efficient manner. Doctors, medical specialists, or chemists are placed centre stage and are provided with individual support in accordance with their communication channel and topic preferences. In addition, Arvato offers clients the opportunity to manage the shipment of patient brochures and product and specialist information, and also provides a range of digital services. Should you wish to communicate directly with patients, we offer a range of individual solutions from a cross-medial service centre all the way to sophisticated adherence programmes.

Delivering good patient care

As healthcare specialists, we help to create a network of all stakeholders in the health sector

We believe that healthcare systems, sales channels and distribution chains undergo constant change to ensure patients derive the greatest benefit from innovative and existing pharmaceuticals and medical products at the most reasonable costs. We support you in making this happen!

Arvato integrates healthcare know-how, industry knowledge and broad understanding of processes and IT systems to develop bespoke outsourcing solutions.

Our clients benefit from seamlessly integrated order-to-cash solutions which connect them to the point of care, bringing them closer to their patients.

Our quality systems:

ISO (9001,13485)

GDP (Good Distribution Practice)

GMP (Good Manufacturing Practices)

Known Consignor
(air freight safety)

SOX Report (SSAE 16 SOC 1 TYPE 2/
ISAE 3402 TypeE 2)

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