



EVERY DAY IS AN OPPORTUNITY TO DEVELOP A PARTNERSHIP.

Don't miss our new case study: Expertise ensures expedited on-boarding process. You'll discover how a leading global healthcare company, a pioneer in plasma science partnered with ICS to exceed their required logistics, delivery, and reporting requirements.

How ICS supported an expedited on-boarding, launch and emergency order process for a global healthcare company.

Recently, a leading global healthcare company, a pioneer in the field of plasma science, was seeking out a trusted partner to improve the speed-to-market of pharmaceutical products with strict expiration dates.

The company needed to deliver blood derivatives to hospitals and blood testing facilities within expedited shipping and delivery timelines, reduce fulfillment and shipping errors, and employ advanced analytics with data reporting to strengthen their critical supply chain.

Previously, the healthcare company was owned by a long-time ICS customer. When the customer transferred ownership, the bio sciences innovator entered into agreement with another logistics company that was unable to meet the stringent delivery timelines of blood derivatives. They were also unable to handle the high volume of product orders and shipment causing extensive rollover of orders and shipments.

Faced with unnecessary delay in their supply chain, the company ended their existing 3PL contract and returned to a trusted partner that could meet and exceed their required logistics, delivery, and reporting needs – ICS.

Expediting through expertise

ICS demonstrated an in-depth understanding of the healthcare company's needs through a detailed plan for increased speed-to-market, KPI reports for emergency orders placed after hours and data collection on the entire order cycle, from order fulfillment to delivery.

The ICS team began on-boarding the manufacturer's blood derivative products and worked collaboratively with their internal team to meet the expedited 30-day launch.

Expertise ensures expedited on-boarding process.

An ICS Case Study



Dedicated team — Because high-value blood products have time-sensitive expiration dates, ICS established a dedicated team at the Brooks Distribution Center in Kentucky. This team developed and implemented a custom-tailored process, implemented with precise attention to detail. Timely order fulfillment and shipping is critical for blood derivatives because the product expires quickly, and hospitals and blood testing centers cannot utilize expired lots. The dedicated Brooks team focuses on monitoring and reporting product expiration dates, prompt order fulfillment and shipping and delivery statuses to ensure the product arrives at the point of care on schedule.



An average of 1,000 orders are placed per month

An average of 20,000 units are shipped per month

24/7/365 Support — To support expedited orders, ICS provides the bio sciences company with 24-hour emergency service enabling them to place critical orders by phone or email. A dedicated ICS customer service representative is on-call at all hours, and provides the manufacturer a specialized KPI tracking report for emergency rush orders, even those called in at 3 a.m. An average of five to ten emergency orders are placed every week.

“The dedicated team at the warehouse that focuses just on the bio science company provides an even higher level of attention to the account,” says the manufacturer’s account manager at ICS. “We communicate with them a lot, and the ability for us to provide timely responses is very important to them.”



Receive in-bound product orders at 8 a.m. CT and are in the system and being processed by 11 a.m.

Exceeding Expectations — ICS’s partnership has exceeded the company’s expectations. With thorough communication, quick order fulfillment and on-schedule shipments, the manufacturer is able to provide excellent product delivery to hospitals and blood testing centers on-time and at an expedited pace. ICS is appreciative of the successful partnership with the bio science company, and will continue to meet and exceed their logistics needs.



ICS communicates as soon as possible if there are any roll over orders and aims to ship those orders out same-day





Learn more about how a 3PL partnership
with ICS can help transform your business,
[click here.](#)

ICS is the model of excellence in global healthcare logistics.

Since 1997, ICS has partnered with pharmaceutical manufacturers to deliver customized healthcare logistics solutions that improve the quality and efficiency of your supply chains. We have organically grown to become the recognized industry leader in outsourced logistics and distribution services.

With our expertise and the global capabilities of AmerisourceBergen, we bring proven and innovative solutions that deliver results. By starting with a consultative approach, we tailor your logistics strategy to your business goals and patients' needs.



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