

## Maria's journey:

# How real-time location monitoring ensured timely medication delivery



Maria, a resident of São Paulo, Brazil, has been living with Fabry disease – a rare and debilitating genetic disorder that results in a harmful buildup of fats in her body's cells. As the condition progresses, it can lead to severe complications, significantly impacting Maria's quality of life.

In this case study we demonstrate the enhanced capabilities brought by real-time location monitoring (RTLM) in specialty pharmaceutical logistics.

## The situation

**The medication that can help manage Maria's symptoms is not readily available in Brazil and must be sourced internationally.** Time is of the essence for Maria, as each day without her medication exacerbates her condition and leads her further away from a normal life. This makes the timely delivery of her specialized medication not just a logistical concern but a crucial component of her ongoing management of the disease.

On its route from Europe to São Paulo, it was planned to transit at a major international airport. On arrival the airline reported a discrepancy in their records attributed to cargo handlers at the initial departure point.

**Timely delivery** of specialized medication is vital to ongoing management of diseases



## The solution



**While our conventional tracking methods are robust, the situation called for expedited resolution due to the shipment's 'compassionate use' status and the critical medical need in Brazil.** While discrepancies in cargo records are infrequent, they can result in additional verification steps that may slow down the delivery process, especially when multiple parties are involved in resolving the issue. As an excursion event can impact drug efficacy and safety, preserving these product conditions throughout shipping and delivery is vital.

### What is compassionate use?

The World Health Organization (WHO) defines compassionate use (CU) as a program that is intended to provide potentially life-saving experimental treatments to patients suffering from a disease for which no satisfactory authorized therapy exists and/or who cannot enter a clinical trial.

## The outcome

**Our shipment was equipped with RTLM technology.** This enabled us to instantly verify the shipment's precise location, confirming that it had reached the international airport as planned. After presenting this information to the airline, the discrepancy was resolved within 20 minutes. The necessary paperwork was promptly completed, ensuring the shipment could continue on its journey to São Paulo with minimal delay.

By leveraging RTLM, we expedited what could have been a longer resolution process, showcasing the technology's value as a tool for enhancing operational efficiencies.

Faced with a life-altering medical condition that necessitates timely medication, the quick resolution made possible by RTLM was more than a logistical win. The shipment arrived in São Paulo as planned, ensuring Maria's medication regimen remained uninterrupted.

Data we get from technology plays a crucial role in ensuring shipments get to the right people, right place, and at the right time.

### High-fidelity data key to preventing excursions across the pharmaceutical cold chain

Advances in technology continue to unlock new ways to manage and monitor the shipment of pharmaceutical products, and the data we get from it plays a crucial role in ensuring shipments get to the right people, right place, and at the right time. At World Courier we have deployed a real-time location monitoring (RTLM) solution on all our multi-use packages, enabling increased visibility into the precise location of shipments in transit globally.

This is just the next step of our journey to drive data-based innovation, provide industry-leading service to our customers, and ensure healthier futures for patients.

# cencora

World Courier

World Courier provides specialty logistics services to drive the clinical and commercial success of our partners around the globe. We deliver peace of mind through world-class supply chain programs, transport services, decentralized clinical trial support, and storage for time- and temperature-sensitive products, including innovative medicines like cell and gene therapies.

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