

DELIVERED WITH

PASSION & PERFORMANCE

patheon

Life Science Logistics Experts Should Be Your Only Choice for Sample Distribution

For over 30 years life science manufacturers have chosen Patheon Logistics solutions for their commercial sample distribution needs.

What qualifies us as a Life Sciences logistics expert?



Efficiency

We examine your distribution data and design a solution that maximizes representative time in territory while delivering cost efficiencies



Partner

We collaborate to provide solutions that optimize quality, service and cost while delivering unmatched performance results



Security

We understand what it takes to protect and preserve your pharmaceutical products



Quality / Compliance

Our Quality Management System is 'manufacturer's-grade' and is specific to the Life Science industry

Sample Distribution Services

We provide specialty warehousing and transportation services with impeccable quality standards and industry leading service to satisfy and protect our clients.



Inventory Management

- DEA Controlled Substance Class III-V
- Ambient, Controlled, Refrigerated and Frozen



Multi-Channel Sampling / Marketing

- Sample Forms/BRC Design
- Outbound Direct Mail / Vacant Territory / White Space



Order Entry

- Automated Form Scanning w/OCR Processing
- Mobile / Web / EDI Services
- Configurable Business Rules
- White Space / Vacant Territory



Fulfillment Services

- Samples, Literature, Ancillary Materials
- Consolidated shipments



Transportation Management

- Optimized Transportation Plans
- Transportation Services, including final mile



Tracking Services

- Temperature management
- Shipment status and POD reporting



Pharma Call Center

- Appointment scheduling & follow up reminders
- Representatives & Practitioner support services



Compliance Services

- Signature Audits
- Acknowledgement of Contents (AOC) Follow Up
- Representatives & Practitioners support services



Returns Management

- Consolidated Returns w/Rep Delivery
- Reverse Logistics & Reconciliation Services



Program Management

- Dedicated Account Executive
- Reporting and Quarterly Business Reviews

Why Choose Patheon Logistics:

Leadership

We are the industry leader for the delivery of sample send materials direct to practitioners and to pharmaceutical representatives, managing the largest sample send programs in North America

- We facilitate over 8,500 daily life science shipments, and have managed over 3 million annual Direct to Practitioner shipments with over 53 million individual product units picked

Performance

We provide impeccable quality standards and industry leading service to satisfy and protect our clients and their patients. We consistently deliver performance that exceeds expectations.

99%

On-time service (99%+)
Pick accuracy (99.9%)
Shipments delivered without damage or loss (99%)

Process Improvement

We are constantly working to streamline and improve processes using our corporate Practical Process Improvement (PPI) methodology, and we collaborate with our clients to share industry best practices

Stability

As part of Thermo Fisher Scientific, the world leader in serving science, our growth strategy is exclusively focused on pharmaceuticals and health care.