

CASE STUDY

A leading pharmaceutical company focused on the development of therapies to treat cancer, respiratory and cardiovascular diseases, started early stage clinical trials of a new anticancer agent. Time and temperature sensitive samples had to be collected from study patients across the nation using a medical logistics provider with the appropriate cold chain capabilities to ensure the safe delivery of every crucial and delicate sample.

The Challenge

Early stage clinical trials are complex and weigh heavily on the biological samples of hundreds of participants. However, these samples are sensitive to temperature and time and can be easily compromised during delivery, making packaging critical and requiring the capabilities of a specially trained personnel.

Samples need to be picked up and delivered by the following day to a Contract Research Organization (CRO), however patients are all over the country, some in rural to remote areas. Shipping each sample, one by one, overnight with other providers would have driven collection and shipping costs to unacceptable levels.

Samples must remain cold through the entirety of the shipment and this can only be done through temperature monitoring and cold chain management. Packaging must ensure a constant, thermal condition and temperature must be recorded during transit. This pharmaceutical company needed a logistics provider that would go the extra mile in packaging and delivery.

Our Solution



National Logistics Group became a partner by providing a customized medical logistics solution with the professional customer care and specialized services that other major couriers could not.

With over 300 locations across the country, National Logistics Group's service partners could reach medical facilities in rural to urban areas in a moment's notice. In addition, our service partners completed packaging from start to finish, including temperature monitoring devices, to ensure a precise and complete delivery.

Solutions at a Glance

- Quality processes support high shipment accuracy—with an on-time rate of more than 99%—for meeting precise delivery instructions to specific recipients and locations within hospitals and clinic sites

With over 300 locations across the country, National Logistics Group's service partners could reach each medical facility in rural to urban areas in a moment's notice.

Continued on next page



Our Solution

Each National Logistics Group service partner undergoes a detailed background and criminal check, wears easily recognized ID Badges, and completes specific training to ensure compassion and attention to detail. This training included the knowledge to appropriately package and monitor sample shipments for temperature. Service partners entered the facility with the validated shipping boxes, implemented the temperature monitoring systems, sealed the box and completed the shipment.

Both the National Logistics Group and the client monitored the deliveries in transit to ensure the viability of the samples. A direct link was created between the shipments and the client through continuous automatic tracking updates. Delivery signatures were captured electronically, and real-time PODs automatically sent to the client by email or RSS.

A direct link was created between the shipments and the client through automatic updates of shipment tracking to the final mile.

Solutions at a Glance

- Temperature Control
 - Continuous in Transit Recording and Record
 - Cold Chain Certification
- National Logistics Group's nationwide network of more than **300 service locations** ensures temperature and time-sensitive vaccines and medications are available on demand

LEARN MORE AT
www.nlglogistics.com

THE RESULTS

National Logistics Group helped this pharmaceutical company by packaging sensitive biological samples to ensure thermal stability and delivering them overnight for analysis. Samples arrived on time to the CRO uncompromised by temperature or travel conditions, ensuring the successful completion of the clinical trials. The company saved the time and money that they would have otherwise spent using local shippers in each area. The National Logistics Group provided an in-depth logistics solution beyond the capabilities of other companies.

