

# SOLVED WITH SERVICE & SCALE

patheon

## Global logistics help desk

Our team recognizes how important it is to ensure delivery of clinical trial materials to the right patient On-Time and In-Full. The globalization of clinical trials, particularly in the developing world, and the increased requirement for cold chain storage and transportation of materials are key factors driving the need for high quality support services across the supply chain.

The Global Logistics Help Desk is available 24/5 to support our clients. Our goal is to ensure visibility, control and compliance throughout the supply chain by proactively monitoring and providing updates on client shipments within our global facility network.

Our team services clients through 50+ country specific toll free numbers, and responds to email requests for assistance. A translation service is available 24/5 in over 150 languages to provide support for calls and emails not conducted in English.

### The help desk team offers:

- Consignee pre-alerts & track and trace from collection to proof of delivery
- Proactive issue resolution and escalation
- Metrics: reporting and analysis of courier performance
- 24/5 global contact centre for all shipment related queries
- Coordination of reverse logistics

### Visibility

We proactively track and trace all shipments on our accounts using a global real time tracking system. We have global visibility of all shipments in our network at all times.

## OVERVIEW



## Escalation

The Help Desk Team escalates issues in accordance with defined Standard Operating Procedures (SOPs) and decision trees agreed with the Sponsor at implementation stage of the service offering. Timelines and service level agreements are set to meet our Sponsors' needs.

- **Priority 1** – High priority
- **Priority 2** – Urgent request
- **Priority 3** – Scheduled service

## Metrics

Our team can provide detailed metrics of all customer shipments and any associated issues to allow our clients to benchmark and identify key trend areas and to plan more effectively for future clinical trials.

## Reports include:

- Global on time performance for integrator and premium couriers
- Country analysis
- Late shipment analysis
- Temperature excursion data
- Individual data on each shipment

In addition, the Help Desk Team monitors couriers' performance over time. We currently report on 20+ international and local couriers across the globe. This data intelligence is used to select the best courier for each country, helping our Sponsors to realize cost and performance efficiencies across the supply chain while mitigating risk and adhering to clinical trial timelines.



## To Contact the Global Help Desk:

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