



Case Study

How a Leading Global Pharma Company uses SmartFeedback to Monitor & Assure Vaccine Safety

SmartFeedback™

Customer

- Leading Global Pharma Company and Supplier of Vaccines

Challenge

- Assuring vaccine quality and safety at warehouse
- Enabling faster response to safety breaches in real time

Solution

- Integrated real time monitoring of temperature, power and ambient parameters
- Get visibility into the last mile operations

Benefits

- Provide visibility
- Assure product safety
- Improve operations
- Faster site restoration

CHALLENGE

Pharma companies need to ensure that products are moved and stored through a secure, unbroken cold chain to assure medicine quality, reduce losses, and eliminate end consumer legal issues over spoiled medicines. Regulation demands a tight control of the cold chain. Responsible pharma companies would need to discard an entire lot of stored medicines if the cold chain is broken. Monitoring the the warehouse in real time on 365/24/7 basis needs automation solutions.

BENEFITS

The Pharma company has deployed Smart Feedback solution with temperature and door lock sensors at its national warehouse, current sensors for two tier back-up power generators, and alarm hooters for local staff. The warehouse is located at city outskirts. Real Time information allows the Quality teams to assure Cold Chain is maintained at the warehouse. In 2018, power failure and simultaneous back-up generator failure triggered real time alarms to local staff and senior leaders of the firm, and through quick response they were able to restore services in time to save the total inventory at the warehouse.



Improvement
In Operations
Visibility



Improved
response to site
breaches

Ensure pharma and vaccine safety

SmartFeedback provides site intelligence in distribution chain



Unified Operations Views

Single screen view of national scale operations. Drill down by KPI, city, or location. View real time and historical status on common cloud dashboard.

Intuitive Reports & Alerts

Historical reports allow Quality officers to maintain cold chain. Real time SMS/Email alerts enable Quality and warehouse teams to restore service breaches faster.



Minimize Inventory Losses

Monitor warehouse performance based on specific KPIs to ensure cold chain is maintained, and inventory losses are not accrued.



Assure QA Governance

Assure cold chain performance, as mandated by regulatory authorities. Improve quality delivery through the chain.



Unified Experience

Management for multiple sites and multiple clients

- Site Monitoring
 - SmartFeedback IOT devices
 - Temperature, Door Lock, Power/ Current sensors
 - Cold warehouses
 - Real time parameter monitoring
 - SLA Management
- Role and Access Based Views
 - Operational Views
 - Management Views
- Site Analytics
 - Real Time and Time Series data
 - Compare sites
 - Monitor breaches and alerts
- Closed Loop Workflow
 - Alerts management

1

National Warehouse

3

Parameters: Temp, Door Lock, Power

Monitor

Site and Backup Generators

Manage

Critical Alerts & Losses



Increased Visibility



Improved QA Metrics



Improved Ops SLA



Improved Critical Failure Response Time

Critical Site Status Management: Raise real time alerts when site conditions (temp, door locks) are breached or site restoration equipment (backup generator failure) doesn't happen

Site and HQ Views: View site performance; Get real time alerts on breaches to site supervisors and central management teams Enable faster response to restore site conditions.