



FMD Compliance for Pharmaceutical Wholesalers

On 9 February 2019, the EU directive on falsification protection for pharmaceuticals, known as the Falsified Medicines Directive (FMD), has come into force. Arvato Systems is supporting Yusen Logistics, a global logistics service provider with strong presence in Healthcare, as it updates its business processes to meet the requirements of the new directive.

“Arvato Systems proved to be a knowledgeable partner in the field of serialization and the Falsified Medicines Directive. There was a good cooperation between both companies to set up an efficient and compliant solution, which would work for both parties and our customers.”

Astrid Thorissen

Global Healthcare Quality Officer, Yusen Logistics Co. Ltd

Background Situation

Three of Yusen Logistics' European sites had to be completely updated to meet the requirements of the FMD (Falsified Medicines Directive). Yusen Logistics provides third-party logistics services to several major pharmaceutical companies. To that end, the company needs a highly flexible IT system that can be fully implemented in its own business processes to ensure that Yusen Logistics can exchange data with its own clients as well as with the relevant national verification systems in a way that complies with all applicable regulations.

Vision

The goal of the project is to establish an IT environment that updates Yusen Logistics' flexible business processes in order to fully meet the new requirements laid out by the FMD. We make it easy to implement and use the system, and we assist in digitalizing business processes.



The Customer

- Yusen Logistics Co. Ltd is a service and logistics company founded on 28 February 1955 and headquartered in Tokyo, Japan
- It is one of the largest logistics companies in Europe and has healthcare warehouses in Belgium, the Netherlands, and Great Britain.
- With approximately 24,000 employees and 550 distribution centers in 44 countries, Yusen Logistics' primary fields of business include international shipping by air and sea, order fulfillment, warehousing and transport.

Industry

- Other transportation activities, Freight transport by road and removal services, Warehousing and support activities for transportation
- Pharmaceutical wholesalers can take care of multi market warehousing for pharmaceutical companies and can supply pharmacies, medical institutions or other wholesalers with prescription medications and medical supplies





Solution

The **Arvato Smart Logistics Platform Healthcare Suite** is a modular digital system used to visualize both internal and cross-company logistics processes in accordance with FMD requirements. The solution supports pharmaceutical wholesalers in securely and promptly implementing the business processes required to ensure compliance with the EU FMD, with a focus on verification and decommissioning in particular. Additionally, the solution provides real-time process transparency, streamlined IT architecture with minimal hardware requirements, a high degree of user-friendliness and, consequently, a high level of acceptance among users with very little training required. The solution also includes a comprehensive app store that is constantly being refined. These apps allow for the retroactive digitalization of an array of logistics processes all along the supply chain, such as goods receipt or quality checks.

Our Services

As part of the project with Yusen Logistics, we are also providing consulting services in the context of FMD requirements. Additionally, we are helping Yusen Logistics develop internal and external processes to maintain smooth business relationships with its clients in accordance with legal requirements. The **Arvato Smart Logistics Platform Healthcare Suite** will be integrated into the existing IT and process environment at Yusen Logistics' pharmaceutical warehouses. The solution makes use of existing IT infrastructure, supplementing it with mobile devices to shape future-oriented business processes. Interoperability will be established between the **Arvato Smart Logistics Platform Healthcare Suite** at Yusen Logistics and the clients' IT systems to ensure the secure exchange of compliance-relevant data.

Customer Benefits

Yusen Logistics benefits from rapid, cost-effective, and quality-assured integration of the software into its IT and process environment. By ensuring interoperability between internal system environments and partner IT systems, we provide support for Yusen Logistics' digitalization strategy and lay the foundation for future-oriented business processes. Flexible expansions to the platform in the form of existing applications and application scenarios offer additional useful functions. Yusen Logistics benefits from the expertise of our healthcare experts, who have many years of experience in the pharmaceutical industry. The combination of all these factors forms a solid foundation for a trusting partnership between our two companies.

Case Overview

Task

- Implement the **Arvato Smart Logistics Platform Healthcare Suite** at all three sites in accordance with FMD requirements.
- Establish a flexible IT system environment using existing hardware (scanners) and introduce new mobile devices.

Technology

- Modular digital system for visualizing internal and cross-company logistics processes with two primary components: control center and business application
- The intelligent control center uses an integrated KPI monitor to oversee and control all operational processes, such as the execution of individual and bulk transactions, in real time. It also communicates with the relevant national verification systems.
- The business application for mobile devices allows users to carry out the required scanning processes at any time and from any location, and to forward the data directly to the control center. It offers the highest degree of flexibility in use and is available for all standard operating systems on mobile devices.

Result

- Yusen Logistics has a flexible IT environment that is fully compliant with FMD requirements and can handle the company's complex business processes. Arvato Systems' standardized project processes made implementation quick and easy.

You have questions, need information or a contact?
Get in touch with us.

Arvato Systems | **Pascal Leppich** | Manager Sales & Business Development
Tel.: +49 5241 80-75475 | email: arvatocsdb@bertelsmann.de
IT.arvato.com

Global IT specialist Arvato Systems supports major companies through digital transformation. More than 2,600 staff in over 25 locations epitomize in-depth technology expertise, industry knowledge and focus on customer requirements. Working as a team, we develop innovative IT solutions, transition our clients into the Cloud, integrate digital processes and take on IT systems operation and support. As a part of the Bertelsmann-owned Arvato network, we have the unique capability to work across the entire value chain. Our business relationships are personal; we work with our clients as partners, so that together we can achieve long-term success.

arvato
BERTELSMANN