

Is your Healthcare delivery model aligned with your supply chain?

You can rely on a successful integrated solution to sustain distribution to your patients with GEODIS' compliant suite of services, from customer services, warehousing and transportation to cash collection.

To respond to its steady growth worldwide, our customer, a world leading healthcare company was looking for a reliable logistics partner.

GEODIS supports its development by providing a scalable and flexible integrated solution in order to adjust space and resources to constantly evolving needs.

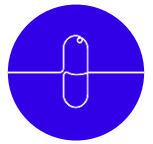
GEODIS is also a key enabler to deliver a wide range of customers and patients throughout hospitals, wholesalers and pharmacists on a daily basis.



GEODIS

1
6/29/2021

Relying on a successful integrated solution to sustain distribution to your patients



Customer Challenges



Manage flexibility: cope with daily and large volume variations

Guarantee security of activity: provide solutions reducing the risk of impact and ensuring business continuity

Increase productivity: ensure patient's satisfaction (on time delivery) and foster innovative solutions to gain efficiency

Meet environmental target: deploy green distribution

Provide end-to-end visibility and traceability: IT architecture integration (including third parties, physical and financial flows), smart reporting

Implemented Solutions



Scope of services

- Receipt and quality control
- Temperature-controlled inventory management
 - 15-25°C
- Order picking
 - Parcels
 - Pallets
- Reverse logistics
 - Returns
 - Batch recall
- Batch traceability and expiry date
- Shipment and delivery monitoring
- Express delivery to pharmacies, hospitals, wholesalers
- Green milk runs and urban deliveries to nurseries in France

- Customer services
 - Incoming and outgoing calls
 - Support for advertising campaigns
 - Additional sales
- Order-to-cash
 - Order tacking
 - Claims management
 - Invoicing
 - Cash collection
 - Debt recovery

Expertise

- Certifications: ISO 22000, ISO 45001, ISO 9001, ISO 14001
- Qualified IT system
- Sample bank for finished goods
- Business Continuity Plan (BCP)

2020/2021 figures

Customer services

- 85,000 calls
- 240,000 invoices / credit notes
- 180,000 orders

Warehousing

- 21,000 sqm
- 70 employees
- 17,000 pallets

Distribution

- Day+1 & Day+2 delivery
- On Time In Full (OTIF) service level > 99%

Created Value

ASSET OPTIMIZATION
thanks to improved cash collection (speed & accuracy)

- Aged trial balance improved x2 (8% against 15%)
- DSO (day sales outstanding): 25% improvement (44 days against 60 days)

CONTROL AND OPTIMIZATION of total distribution costs

The progress plans shared with our customer have enabled a 2% reduction in distribution costs

COMPETITIVE ADVANTAGE through dedicated customer service team

- GEODIS web portal ensures delivery monitoring & visibility
- 100% digital invoices for end customers
- A unique call number to access the customer service