

HealthChain

Benefit from a new level of quality-based logistics services, built on a global quality management system and innovative technology, such as our digital twin and IoT, giving you total control. HealthChain empowers you to deliver your products globally in compliance with all regulations, ensuring continuity and reliability at every step, while also saving the time and costs of multiple audits and quality approvals.



HealthChain

A global quality standard for healthcare logistics

HealthChain certification guarantees cutting-edge healthcare logistics services built on industry leading GxP standards. Our 270+ locations in 60+ countries are staffed by a global team of 4000 Healthcare Logistics experts. Every one of our locations operates at the same high standards, delivering your products to over 95% of the world's population, prioritising product integrity and sustainable practices at every turn.



Learning from previous disruptions, such as pandemics, natural disasters, and geopolitical challenges, our digital lane risk assessment tool helps mitigate risks and determines the best shipping route.



Our highly qualified and experienced personnel ensure compliance and the highest service levels globally.



Employing an active, 24/7/365, monitoring system, covering air, sea, road and warehousing and fulfilment centres, we swiftly deliver crucial customer updates, addressing potential intransit disruptions caused by political, economic, social, technological, legal, and environmental factors.



Real-time tracking enables our HyperCare team to intervene promptly, ensuring a shipment's safety and integrity.



Thermal packaging solutions selected to optimise transport solutions ensuring required transport temperature is maintained irrespective of external ambient temperature fluctuations.



A centralised supply chain integrity team streamlines the CAPA process and drives continuous improvement, ensuring product integrity and enhancing supply chain resilience.



All suppliers undergo a strict approval process and are monitored to ensure that our global quality requirements are maintained at all times.

The HealthChain advantage

- Continuity: no matter what might happen, no matter where you are, you know your crucial healthcare products will always receive the same high level of care.
- Agility: if you need to change lane due to disruption on a lane, or if you are entering a new market, this can be done quickly within our HealthChain certified network.
- Improved supply chain resilience
- Standardised operations and fewer SOPs
- Increased customer satisfaction
- Onboarded customers reduced by 67% the number of customer quality audits required, relative to previous ways of working.
- Existing customers experienced fewer temperature deviations and achieved an improvement of 43% in CAPA on-time response and 77% in CAPA right first time.