



Aurionpro's SCMProFit Improves Business Delivery and Accuracy for a leading pharma logistics firm



The Client

The client is a logistics expert that specializes in the niche area of transporting time critical and temperature sensitive pharmaceutical shipment. Starting operations with a single office in Singapore in 2006, it has now grown into a global entity with presence in 20 countries.



Challenge

- Agents operated in silos using their own freight management system, resulting in inadequate visibility across regions on the shipment status
- Lack of standardization in processes, as separate contracts and tariff structures were maintained with each partner/agents in the logistics network
- Absence of utilization of data on bio box (or ice box) that led to challenges in ensuring the quality of temperature sensitive items
- Inability to track offline email communications as they were not logged in the system



Solution

- SCMProFit, a logistics management platform, consolidated data across multiple regions/agents to provide a single point of visibility and access to all shipment details
- Dashboards and monitoring tools were introduced to audit activities that can impact temperature sensitiveness and facilitate timely decisions
- Buyer consolidation for efficient handling of multiple suppliers/vendors enabling faster turnaround time
- All communications, templates, and documents were maintained in the centralized SCMProFit product suite

Results

SCMProFit supports 242 agents over 27 branches



100%

Prevention of damage to cargo

Savings with shipment route optimization

30%



90%

Elimination of customs declaration errors

Leading pharma logistics firm optimizes operations with Aurionpro's integrated platform to deliver flawless customer service

The client ran a complex, global operation transporting pharmaceutical equipment across multiple channels such as air, sea, and road. Superior customer service depended on two key aspects – 1) delivering the product on time, and 2) ensuring the quality of the temperature sensitive product. The logistics firm faced several challenges in achieving this goal.

There was no clear visibility into freight status as different regions operated in silos using individual freight management systems. While it was essential to monitor the ice box to ensure high quality, the utilization information was not tracked properly hindering timely action during contingencies. Process gaps such as the absence of common document templates, uniform tariff structure, and a central global accounting system further compounded the challenges.

The client approached Aurionpro to overcome these business challenges by building a centralized system that would enhance operational visibility. Aurionpro deployed SCMProFit, a fully-integrated supply chain platform – that successfully integrated diverse business functions such as booking, tracking, billing,

contractual and tariff data, communications, and administration. This provided end-to-end visibility into the shipment details, irrespective of the region or the transport mode used, and helped meet the customer SLAs. With the 'elapsed time' and 'actionable activity' features, the company was able to monitor the temperature actively, thereby delivering the product to the customer with uncompromising quality.

Aurionpro also helped the client streamline processes. Input and contract templates, and tariff structures were standardized across regions and accounting details tracked within SCMProFit to simplify calculations. As a result, the company now generates a new sales quotation or calculates the four-way profit split between sales, origin, destination and headquarters without any challenges. SCMProFit thus optimized operations, enabling the client to deliver superior customer service with impeccable product quality.