



Williams Pharmalogistics

Proving that meeting Health Canada GDP Requirements can Create Market Differentiation

Snapshot

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| Business: | Specialized transportation |
| Product: | Temperature controlled logistics for pharmaceuticals & cosmetics |
| Challenge: | <ul style="list-style-type: none"> • Update quality mgt systems • Expand temp controlled fleet efficient & compliant • Mechanism to track & mitigate risk |
| Solution: | <ul style="list-style-type: none"> • Qualification, validation, & temperature mapping study • 900MHz wireless temp monitoring system • Live vehicle monitoring • Internet based tracking |
| Results: | <ul style="list-style-type: none"> • Differentiation & profitability via better information |

About Williams Pharmalogistics

Williams Pharmalogistics has offered specialized transportation services in Quebec since 1965. Over that period, they have become a leader in custom managed solutions for temperature controlled environments in the pharmaceutical and cosmetic industries. The company takes pride in their service offering tied to investments in people, technology, and partnerships with key partners, like Infitrak, Inc.

Williams is no stranger to compliance. Health Canada's regulations regarding cold chain management during transportation (Guide 069) are considered some of the strictest in the industry and yet the company consistently meets or exceeds these regulations. They meet them through a combination of quality management systems, quality agreements with customers, internal and external training and industry leading technology that monitors and regulates their fleets and warehouses.

Jo-Ann Hayes, VP of Logistics Development for Williams, and a 30 year veteran in the pharmaceutical and cosmetics market states "We differentiate ourselves through our service. Our customers are looking to regulate temperature between 15° and 25° C, from manufacturer to hospitals and pharmacies. We not only provide that temperature management, but do so using Good Distribution Practices (GDPs) and top level security that mitigates risk for our customers.

A cost-effective program for customers

Infitrak was tasked with supporting a number of new growth initiatives that would differentiate Williams and assure quality and cost controls during their planned growth. This included:

- 1) Developing updated quality management systems, documentation, SOPs and training.
- 2) Support an expanding fleet of vehicles and temperature controlled warehouse space, including conducting cooler, truck & trailer mapping studies, validation and qualification of units.
- 3) Provide a mechanism for ongoing, live data collection and reporting of both temperature conditions, location, and status updates of assets (cooler, storage area and trailers).

The additional challenge included Integrating data from these into a proprietary warehouse management platform that managed logistics, sanitation, security and maintenance data.

"As the only logistics company in Quebec to offer a 100% door-to-door ambient temperature controlled environment, we needed a partner on the same level as our company. Infitrak was that partner"

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Why Williams Chose Infitrak

Jean Beddard, President and Chief Executive Officer for Infitrak, proposed a multifaceted approach.

A qualification and validation study was conducted to establish management and control parameters. These included

- Writing protocols & developing reports for Installation(IQ), Operation (OQ) and Performance Qualifications (PQ)
- Develop written plans for new assets (including testing parameters, ideal equipment characteristics & acceptance criteria for shipments).

A mapping / qualification study was conducted to document temperatures within coolers, trailers and other storage areas.

After analyzing their process and environmental conditions, Infitrak developed standard operating procedures for each environment and enabled training programs for the Williams team to follow all GMPs. The program also set up best practices for new trailers and facilities that enabled rapid qualification and validation. By streamlining this process, Williams decreased their time to revenue for new assets.

The last initiative was to provide Williams with the ability to give live updates to customers, both as issues occur and on an ad-hoc basis. Infitrak installed their 900MHz wireless temperature monitoring system in the Williams warehouse. Each sensor was set to collect data independently and post live to the Infitrak Internet based platform. This enabled data to be accessible on both a historical and real-time basis, permitting central monitoring and alarming. Settings were then set for active alerts, meaning, the Williams management team could be notified of any issue outside the norm.

Infitrak also outfitted all vehicles with live monitoring units to enable geolocation of shipments and vehicles at any point along the distribution chain.

All of this data was then integrated into the Williams proprietary logistics platform.

“Although many companies offer temperature monitoring hardware, many cannot offer the ability to map facilities, calibrate units, develop processes and train. It was Jean's knowledge of GDP practices and Health Canada regulations that made the difference. We already knew that the Infitrak system was a good platform, but it was evident from the beginning that the company knew hot the technology related to compliance as well. It was a true partnership. We worked closely and felt that communications and innovation were fantastic,” added Hayes.

The result: Infitrak System Resulted in Enabling Market Differentiation

Williams was able to differentiate themselves through knowledge and information. Prior to the Infitrak program and monitoring system, they had a limited amount of information about shipments, and even then, the data was only accessible manually and post incident. This made data collection time consuming and costly.

The Infitrak platform provides full temperature and location visibility of shipments and assets, which has become a major differentiator versus other providers. Live data, accessible any time, and archived for historical access made the product a perfect match. The excellent communication and service from the Infitrak team made the relationship solid.

“Because we now have the processes and systems in place, we can provide detailed data to help customers meet Health Canada requirements and support their training and ongoing compliance. It also allows us to enter new markets that require detailed tracking. The live intelligence allows us to make better decisions, and therefore, more profitable ones.”



Infitrak is a leading provider of intelligent, web-enabled, wired and wireless environmental monitoring systems to highly regulated industries. The company is also a leader in providing a comprehensive array of cold chain services to assist clients in meeting regulatory and compliance requirements, including regulatory and compliance gap analysis, packaging design and validation, temperature mapping, equipment qualification, process validation, and many others.