



EXEMPLARY CLIENT SERVICE MEETS RUSH DELIVERY NEEDS

BACKGROUND:

It is of critical importance for patients to receive their medication on-time and at the correct temperature. Shire Pharmaceuticals in Puerto Rico contacted Packaging Technology Group (PTG), a leading provider of thermal packaging solutions for the biopharmaceutical and life sciences sector, for the design and manufacture of new custom thermal shipping solutions to meet patient needs.

THE PROJECT:

PTG partnered with Shire to understand their shipping needs and design a custom thermal shipper solution to meet their requirements. The personalized thermal models initially created were run through PTG's thermal convection, conduction, and fluid flow simulations to test the resiliency and efficiency of the shippers. The shippers were then physically tested and qualified by ISTA and ASTM standards. Once PTG's proprietary 5-Step Process to achieve a fully qualified thermal solution was complete and a customized solution finalized, Shire was ready to launch in September 2016.

THE CHALLENGE:

PTG's elite Client Services team is accustomed to working with clients on life-saving medications and tight deliverable timelines and jumped into action to manage shipping for Shire. Unexpectedly, initial orders exceeded expectations, and PTG was notified late in the evening prior to launch of a need to deliver several additional pallets of product within three days. PTG faced the challenge of organizing the logistics of the rush shipment of additional pallets to Puerto Rico from its facility in Kentucky.

THE SOLUTION:

PTG understands the needs of its clients and the patients who need their medications. The PTG team immediately adjusted production priorities to manufacture the custom shippers and refrigerants required for immediate shipment to Shire in Puerto Rico. The product was manufactured and completed within one day; this adjustment is unheard of in the industry, but PTG frequently provides extraordinary efforts to meet client needs. The carrier picked up the shipment for delivery to Puerto Rico by the needed date. The shipment arrived on time, and Shire was able to meet the increased deliveries to their clients.



According to a third party survey conducted by PTG, 94% of clients reported they would 'Likely' or 'Definitely' purchase products again (Market ii, 2019).

"Our commitment to our customers is to be able to deliver their life-saving medications quickly and efficiently. These products have critical temperature requirements, and we have found PTG to be a business partner that shares the same vision in assuring proper management of these products. Thanks to PTG, we can assure our customers that their products will be delivered quickly and safely"

-JAVIER O. MARTÍNEZ HERNÁNDEZ, SHIRE/TAKEDA