RESOURCES

Responding to Customer Inquiries Quickly by Identifying Issues with SPI



“At CPL, the ‘customer is king.’ Anything we can do to troubleshoot issues faster and satisfy our customers is always a plus. And, as we get products out the door faster, we're able to invoice faster.”

Daryl Chin

Engineering Manager

Contract Pharmaceuticals Limited

Using an example from a customer reporting to the EU Hub in Europe, TraceLink Solutions Consultant Rich Basile shows Daryl Chin, Engineering Manager at Contract Pharmaceuticals Limited, how SPI can be used to resolve a customer query about receiving an error report back from the EU Hub simply by entering the serial numbers that triggered the failed response, in this case a “Bad Lot” error. With only a few clicks, Daryl can determine that the error was an anomaly, and not a more serious systemic failure.

VideoSerialized Product IntelligenceSerializationBahrain, Brazil, China, European Union, Russia, <a href="/region-type/united-states"

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The Proactive Contract Manufacturer: Improve Customer Service and Free Up Capacity with Serialized Product Intelligence

Serialized Product Intelligence, a commercial analytics application from TraceLink.
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Global Visibility into Product Commissioning and Aggregation with SPI

Learn how companies can use Serialized Product Intelligence to track products across multiple geographies and compliance mandates.
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Reconciling Digital Information with Physical Events with SPI

Learn how companies can review serialized events to see if digital records match the physical status of a product.

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Proactive Monitoring for Rapid Reporting and Decision Making with SPI

Learn how companies can leverage serialization data to track and forecast quarterly production and take proactive action.
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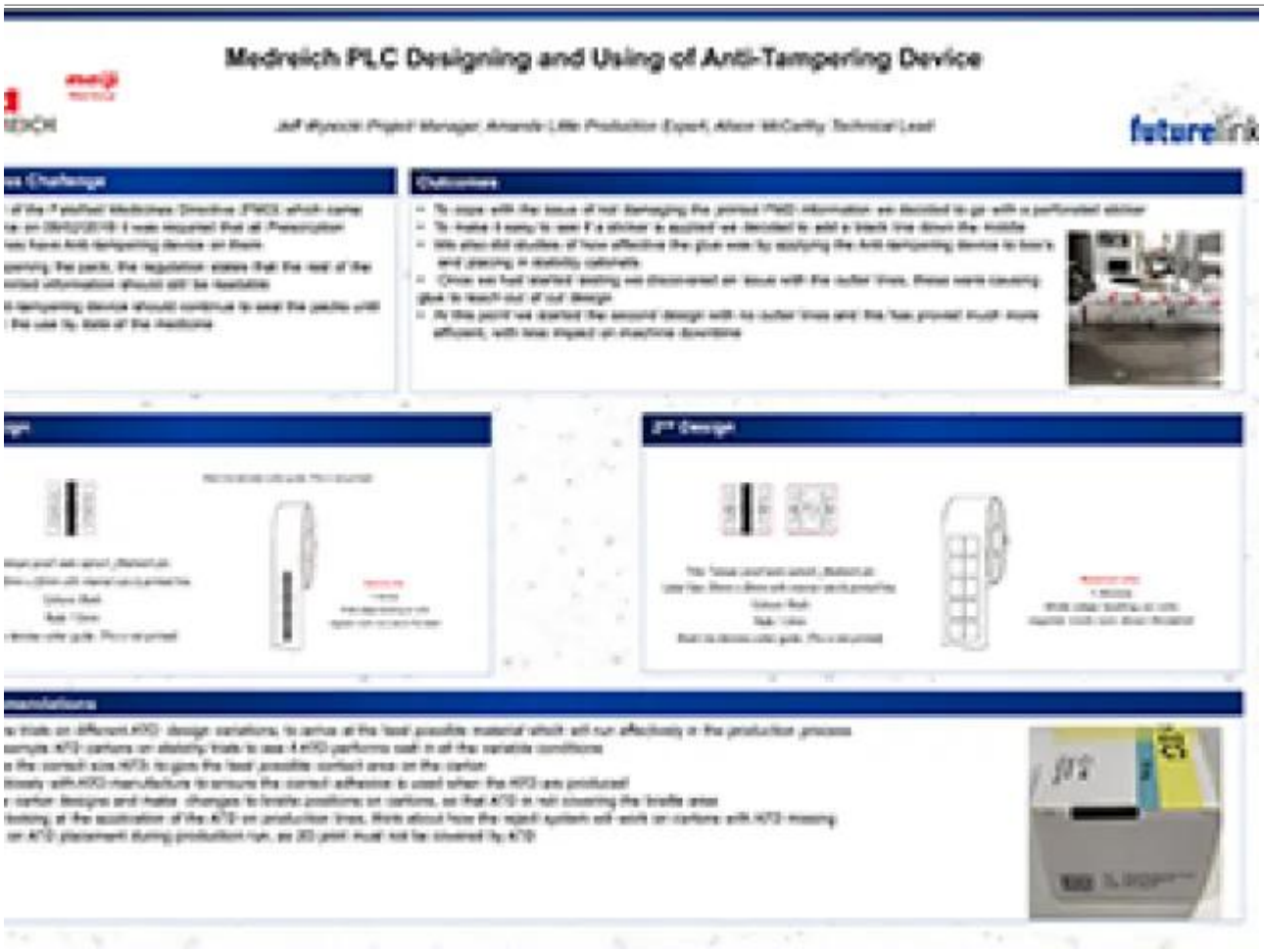
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Taking Control of Your Serialized Supply Chain An Industry Benchmark

Learn how serialization process exceptions and supply chain disruptions are impacting your peers and your own path to operational excellence.
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