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Integrated Serialized Product Distribution Systems for Customer Service and Operational Efficiency



Building scalable operations from the ground up is never easy—especially when you're distributing life-saving medications across the U.S. with only four months to prepare.

At FutureLink Boston 2025, Ryan O'Neill and Sam Thompson of wholesale distributor SummitSD share how they overcame startup challenges, siloed systems, and manual processes to implement an integrated, validated solution for serialized product distribution. By **aligning TraceLink with their ERP system** and introducing an online customer ordering portal, SummitSD improved data accuracy, reduced DSCSA exceptions, and created a foundation for future growth, innovation, and improved patient access.

Watch to learn:

- How SummitSD eliminated siloed systems to reduce errors and improve operational speed
- Why starting with business needs—not technology—was key to their success
- How the team reduced DSCSA exceptions to 1% and simplified government pricing compliance

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Watch the full session to learn how SummitSD built an integrated infrastructure to scale customer service and efficiency across DSCSA networks.

VideoSerialization, US Drug Supply Chain Security ActDSCSARegulatory/Compliance, Serialization
Meet with TraceLink to learn more about supply chain digitalization.
Fill out the form to schedule a meeting now.

Thank you! We will contact you soon!

Related Content



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Wholesale Distributor Summit SD Relies on TraceLink for DSCSA Compliance

Learn why wholesale distributor Summit SD chose the TraceLink network to ensure compliance with the final phase of the U.S. Drug Supply Chain Security Act (DSCSA). Watch the video!

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DSCSA to Commercial ASNs: Seamless Transition on the TraceLink Network

Dan Walles, Vice President of Product Marketing at TraceLink, shows how MINT helps companies maintain ASN delivery post-DSCSA while laying the groundwork for scalable supply chain digitalization.

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