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Specialty Pharma Provider Digitalizes Logistics to Improve Product OTIF Rate

A global specialty pharmaceutical services provider chose TraceLink to orchestrate logistics data with key 3PLs, reduce manual coordination, and ensure timely delivery of life-saving medicines.

Due to disjointed logistics data, the provider is dependent on manual follow-ups with 3PLs, which reduces operational efficiency and delays shipments. As a result, they often rely on expedited shipping to meet delivery commitments—increasing costs more than 5% per impacted order.



By integrating once with the TraceLink network, the provider will be able to automate the exchange of real-time data, improve operational efficiency, reduce the burden on full-time employees, accelerate commercial expansion, and protect patient access to life-saving medications.

Target KPIs:

- 95%+ OTIF rate to customers

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- 50% fewer manual follow-up hours
- 5%+ cost savings on shipping

Key Challenges:

- Daily manual follow-up with 3PLs
- Delayed shipments can jeopardize patient safety
- Expedited shipping increases costs over 5% per impacted order

MINT enables seamless collaboration across partners so the provider can operationalize visibility, productivity, reliability, and global patient impact.

Download the OPUS Orchestration Journey to learn more.

OPUS Orchestration JourneyMINT for CommerceSupply Chain Collaboration, Supply Chain Intelligence, Supply Chain Visibility, Supply Chain DigitalizationLogistics/Distribution, Supply Chain
Contact us to learn more about digitalizing your logistics processes!
Fill out the form to contact us now.

Thank you for contacting us! We'll be in touch shortly.

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